Journal of Environment and Earth Science
ISSN 2224-3216 (Paper) ISSN 2225-0948 (Online)
Vol.7, No.11, 2017

Facilities/Services Provided and Residents' Satisfaction- A Case Study of Oyo State Housing Corporation Site and Services Schemes, Ibadan

Adewole Alexander Adebayo[1*] Araloyin Funmilayo Moyinola[2]
1.Department of Estate Management, The Federal Polythecnic, P.M.B. 5351 Ado Ekiti, Nigeria
2.Department of Estate Management, Obafemi Awolowo University, Ile-Ife, Nigeria

Abstract
This paper examines Facilities/Services provided and Residents' Satisfaction using Oyo State Housing Corporation Site and Services schemes as a case study. Primary data were collected with questionnaires administered and retrieved from 207 residents. Frequency distribution percentage table and 5points Likertsacle were used to analyse data. The study established that the proportion of male and female residents on the schemes were 56.0 and 44.0% respectively and 33.3% of the residents earned an annual income of between ₦221,040 and ₦1,062,672. All (100%) respondents are literate and are such well-informed; whose length of stay in the estates is of long period and therefore can be relied upon to give adequate data to determine resident satisfaction of the study area.The services and facilities provided in schemes were road, electricity, potable water, drainage, street lightening, sewage system, community hall, schools, transportation system, police station, worship centres and fire station representing 90.3%,88.5%,18.4%,59.4%,15.9%,27.5%,22.7%,70%,5.8%,43%,68.1% and 5.3% respectively. Out of these services/facilities, Schools and Road were in good condition ; with mean ratings of 3.21 and 3.03 respectively compared to others while Fire Station is in a deplorable state having a mean rating of 1.35.Similarly, Residents are only satisfied with Schools and Road given their mean ranking of 2.68 and not satisfied with other facilities sequel to their mean ranking below 2.5.The study concluded that residents are only satisfied with Schools and Road out of other facilities/services provided in the schemes. The study recommended more provision of services/facilities in the study area and a regular maintenance of same so as to ensure residents' satisfaction and enhanced housing delivery.
Keywords: Facilities/Services, Site and Services Schemes, Residents' satisfaction, Ibadan.

1. Introduction

Housing is more than a mere shelter but include necessary infrastructure for occupant comfort and safety. International human right law affirms everyone's right to an adequate housing. The minimum requirements for adequate housing are security of tenure, availability of services, materials, facilities and infrastructure, affordability, habitability, accessibility, good location and cultural adequacy(UN-HABITAT,2002).

Site and services scheme involves provision of plots of land with basic infrastructural amenities and allocation to target beneficiaries to build houses according to their preferences and capabilities. These amenities (services) include roads, water, drainage, electricity amongst others; Ansi et al, 2012; Aribigbola and Oyeniyo, 2012). Site and services scheme could be an initiative of Government or its agencies or private organisations (Bello, Oladokun and Adegunle, 2014).

Some benefits of Site and Services Scheme was highlighted by Gattoni (2009) as: conferment of legitimate ownership right on allottes, reduction of cost of construction as basic infrastructure and municipal services are already provided, promotion of community integration and shared responsibilities, assist Government in discharging its responsibility to low income group need, help rationalize land markets, has positive impact on the environment amongst others.

In Nigeria, National Site and Services Scheme (NSSS) was created in 1986 one to provide land with essential infrastructure, such as roads, drainage and sewage system, water supply, and electricity for housing developments in well-planned environments (Ademiluyi, 2010). This is one of the Government interventions in housing provision. The schemes are planned to provide laid-out and serviced plots in each of the 36 state capitals of the federation, including FCT Abuja.

There exist site and services schemes in the study area under the control and Management of Oyo State Housing Corporation. The extents of services provided in the study area and residents' satisfaction with them have not been empirically documented. This paper seeks to investigate residents' satisfaction with facilities/services provided in the Oyo State Site and Services Schemes. This is with a view to providing information that would enhance housing delivery.

2. Literature Review

Satisfaction is an achievement of an expected outcome from consumption or certain activities (Parker and Mathew, 2001). It is also defined as the evaluation of attributes of physical and social environment (Mesch and

Manor, 1998).

Residential satisfaction therefore is the extent of fulfillment experienced by an individual or family with the current housing situation or facilities (Liu, 1999; Morris, 1978).Residential satisfaction is the feeling of contentment that an occupier or resident has when his/her needs or desire in a house are met. Satisfaction with housing conditions typifies a situation where there is absence of any complaints about one's house; this occurs when housing needs agrees with having qualities; failure which leads to housing deficit (Morris, Crull and Winter, 1976). Resident satisfaction is a measure of residents' satisfaction within both their housing units and the neighborhood environment (Hashim, 2003) and also assessment of the extent to which the current housing environment of residents meets the use it was meant for (Salleh, 2008; Galster 2008). The extent to which occupant residential environment is perceived to serve the purpose is an indication of residential satisfaction.

Berkoz, Turk and Kellekci (2009) cited in Adewale (2015) identified six (6) elements that increased residents' satisfaction, these are (i) accessibility to various function areas (ii) environmental features of housing (iv) environmental security (iv) neighbours relationship(v) appearance of the housing and (vi) facilities in the environment. Suffices to say, facilities in the environment is an important determinant of resident satisfaction.

Housing encompasses the immediate environment, sanitation, drainage, recreational facilities and all other economic and social activities that make life worthwhile". This is also corroborated by Aregbeyen (1993) "A properly planned house is characterized by its good network of drainage and refuse disposal system, regular water and electricity supply, recreational grounds among many others". Therefore for a house to be adequate it must incorporate necessary infrastructures.

According to Oshadiya (1977) cited in Egunjobi and Alabi, (2007) in a modern estates; infrastructures would possibly covers; road and ; water distribution network, street lighting, central sewage disposal and treatment plant, refuse disposal and sanitation, vegetation control, open spaces, road verges, security services and motor vehicles.

Oladapo and Adebayo (2014) affirmed that two issues are of grave important in facilities provision and maintenance: inadequate provision constitute threat to tenant comfort and subsequently leads to rent and other charges default and also; adequate but not well maintained facilities leads to residents' dissatisfaction.
Egunjobi and Alabi (2007) claimed that cost of provision of these facilities are enormous, hence the need for effective management to prolong their life span. This assertion was buttressed by Majule (2007) when he posited that provision of housing facilities account for between 30- 40 % of total housing cost.

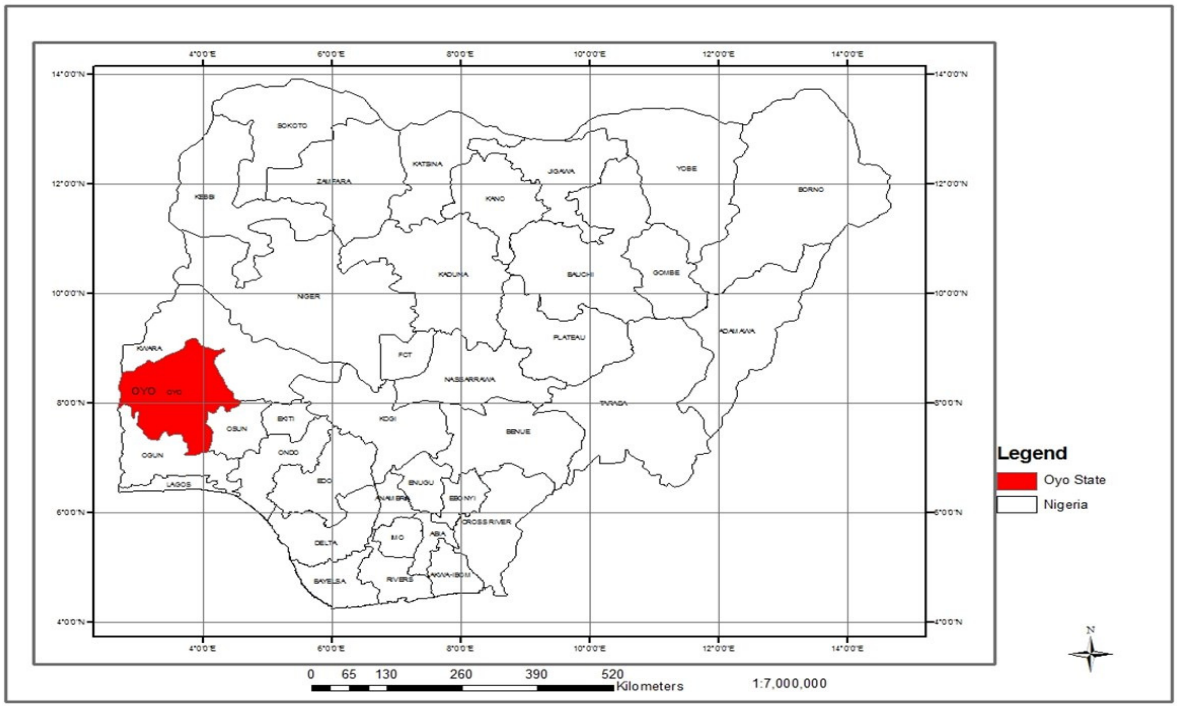
Study Area

Ibadan is located approximately between latitude 7º 22' and 7º 40' North of the Equator and 3º 53' and 4º 10' East of the Greenwich Meridian (Figure 1). Ibadan is the capital of Oyo State; one of the 36 States of Nigeria and comprises eleven local government areas (Figure 2). The population of Ibadan Metropolis is about 3.2 million according to 2011 census.

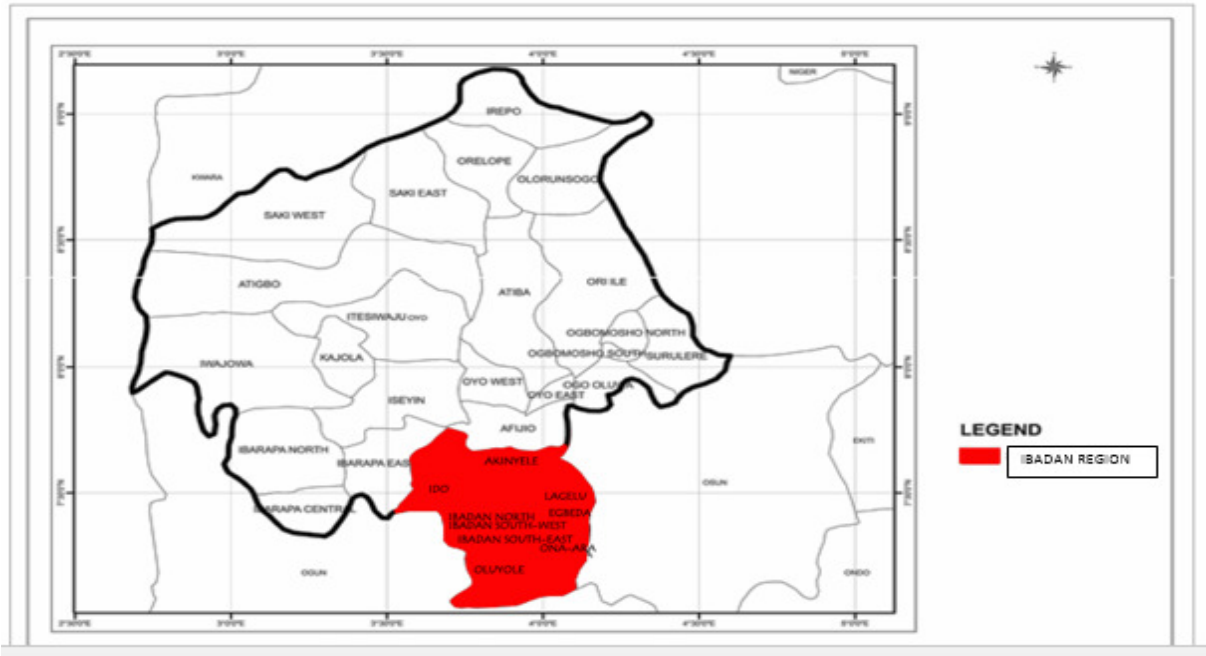
As a typical Nigerian traditional city, it consists of three contrasting residential zones: The core area is the traditional area of the city comprising the indigenes and the first migrant settlement (Mabogunje 1968). Such an area is characterised by high levels of poverty, high population density, dilapidated buildings, high level of illiteracy, low level of socioeconomic activities and inadequate environmental services both at household and community levels. The houses in the zone are closely built together, mainly of the traditional system. It has minimal infrastructure and social amenities.

The transition zone was built and planned after the independence. According to Afon (2008), such district developed due to the pressure of the need to accommodate growing middle-income grade. It is regarded as the medium quality residential area. Facilities and services are available in this residential zone compared to the core.

The suburban zone is characterised by well-planned layouts. The ethnic composition and housing types are heterogeneous and there is provision of urban environmental services in the zone. The area is of high income group ; the residents' educational status is higher than other zones and well serviced with facilities and modern buildings (Adedimeji, Omololu and Dutolu, 2005).



Source: National Airspace Research and Development Agency(NASRDA)(2013)
Figure 1: Map of Nigeria showing Oyo State



Source: National Airspace Research and Development Agency (NASRDA) (2013)
Figure 2: Map of Oyo State showing the 11 Local Government Areas

Methodology and Data

Data collected for this study were from both primary and secondary sources. Primary source of data was through the use of self-administered questionnaire on residents of Oyo State Housing Corporation Estates namely; Old Bodija Housing Estate, New Bodija Housing Estate, Olubadan Housing Estate, Akobo Housing Estate, Owode Housing Estate and Ajoda New Town. Systematic Random Sampling was used to select one out of every 20 occupied plots (5%) for questionnaire administration except in Ajoda New Town and Olubadan Housing Estate where one out of every 50 plot (2%) and one out of every 10 plots (10%) was taken respectively for manageability and thorough analysis. This gave 38, 35, 33, 38, 75 and 82 for Old Bodija Housing Estate, New

Bodija Housing Estate, Olubadan Housing Estate, Akobo Housing Estate, Owode Housing Estate and Ajoda New Town respectively giving a total of 301 sample sizes.Secondary source of information was obtained from Housing Corporation Brochures, Data Bank and Archives, Library research including textbooks, journals, reports, newspapers and periodicals. The data collected were analysed using appropriate descriptive and inferential statistics.

Result and Discussion

The data collected from questionnaires administered, its analysis of data and interpretation of results are presented under result and discussion.

		Akobo		Owode		Ajoda		Olubadan		New Bodija		Old Bodija		Cumulative	
		No	%	No	%	No	%	No	%	No	%	No	%	No	%
Gender	Male	22	62.9	21	65.6	22	61.1	19	57.6	16	45.7	16	44.4	116	56
	Female	13	37.1	11	34.4	14	38.9	14	42.4	19	54.3	20	55.6	91	44
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Age	18-35	4	11.4	13	40.6	7	19.4	7	21.2	21	60.0	5	13.9	57	27.6
	36-50	5	14.3	14	43.8	18	50.0	7	21.2	9	25.7	22	61.1	75	36.2
	51 & above	26	74.3	5	15.6	11	30.6	19	57.6	5	14.3	9	25.0	75	36.2
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Marital Status	Single	4	11.4	3	9.4	1	2.8	3	9.1	17	48.6	4	11.1	32	15.5
	Married	25	71.4	26	81.2	33	91.7	28	84.8	18	51.4	24	66.7	154	74.4
	Divorced	0	0	0	0	0	0	0	0	0	0	1	2.8	1	0.5
	Widow	2	5.7	0	0	0	0	0	0	0	0	3	8.3	5	2.4
	Widower	4	11.5	3	9.4	2	5.6	2	6.1	0	0	4	11.1	15	7.2
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Educational Level	SSCE	1	2.9	0	0	4	11.1	5	15.2	0	0	2	5.6	12	5.8
	NCE	0	0	1	3.1	3	8.3	2	6.1	3	8.6	0	0	9	4.3
	OND	2	5.7	0	0	2	5.6	2	6.1	0	0	1	2.8	7	3.4
	HND	2	5.7	4	12.5	10	27.8	3	9.1	6	17.1	5	13.9	30	14.5
	B.Sc	10	28.6	11	34.4	12	33.3	13	39.4	12	34.3	14	38.9	72	34.8
	M.Sc	16	45.7	14	43.8	4	11.1	7	21.2	13	37.1	8	22.2	62	30
	Ph.D	4	11.4	2	6.2	1	2.8	1	3	1	2.9	6	16.6	15	7.2
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Household Size															
	5-8	24	68.6	19	59.4	20	55.6	25	75.8	16	45.7	21	58.3	125	60.4
	9 & above	2	5.7	0	0	0	0	1	3	0	0	0	0	3	1.4
	1-4	9	25.7	13	40.6	16	44.4	7	21.2	19	54.3	15	41.7	79	38.2
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Annual income	221,040-1,062,672	3	8.60	11	34.4	19	52.7	9	27.3	20	57.1	7	19.4	69	33.3
	1,073,208-2,827,524	13	37.1	14	43.7	3	8.3	6	18.2	8	22.9	21	58.3	65	31.4
	2,843,904-5,305,716	11	31.4	3	9.4	5	14.0	18	54.5	4	11.4	6	16.6	47	20.3
	Above-5,307,716	8	22.9	4	12.5	9	25	0	0	3	8.6	2	5.4	26	12.6
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
House ownership	Tenant	2	5.7	20	62.5	20	55.6	9	27.3	24	68.6	22	61.1	97	46.9
	Landlord/Owner	29	82.9	10	31.20	13	36.1	21	63.6	10	28.6	14	38.91	97	46.9
	Squatter	3	8.6	0	0	0	0	1	3	1	2,9	0	0	5	2.4
	No response	1	2.9	2	6,2	3	8.3	2	6.1	0	0	0	0	8	3.9
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Length of Stay	1-10years	3	8.55	15	46.9	18	50	3	9.1	20	57.1	12	33.3	71	34.3
	11-20 yrs	8	22.9	10	31.3	7	19.5	12	36.4	6	17.2	16	44.4	59	28.5
	21-30 yrs	21	60	4	12.5	3	8.3	16	48.5	5	14.3	3	8.3	52	25.1
	>30 yrs	3	8.55	3	9.3	8	22.2	2	6.0	4	11.4	5	14.0	25	12.1
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100

Source: Authors' field survey 2017

The socio-economic characteristics of respondents include sex, age, marital status, educational level, income, household size, house ownership and length of stay are prepared in Table 1.

Majority of the respondents in the case study are male which are 116 and constitutes 56%, female respondents are 91 and constitute 44%. Studies have shown that gender has a profound influence on resident satisfaction. While some researchers claimed women have greater overall satisfaction, most studies concluded that men are more satisfied when comparison is made between the two genders. Given the respondents with highest count, male are likely to rate higher the level of satisfaction in the study area.

Respondents with age bracket of 36-50 years and 51years and above coincidentally showed the same and largest count of 36.2% each while respondents with age bracket 18-35 are 27.6% of the cumulative respondents. Studies also revealed level of satisfaction to be higher as age increases. Older people are more satisfied compared to younger respondents. Respondents with highest count in the study area are older people and are likely to rate the level of satisfaction higher.

A substantial number 74.4% of respondent are married, 15.5% are single, 0.5% are divorced, 2.4% and 7.2% are widows and widowers respectively. Married are likely more satisfied compared to singles, this has the highest count in the study area and are likely to rate the level of satisfaction higher.

The Educational level of respondents shows 34.8% have B.Sc. as their highest qualification, 30% have M.Sc., 7.2% are PhD holders. 5.8%, 4.3%, 3.4% and 14.5 are SSCE, NCE, OND and HND certificates holders respectively. This shows that all the respondents are literate and as such, well informed.

Respondents with Household size of between 1-4 are 38.2%, 5-8 accounts for 60.4%, while 1.4% are having 9 and above as household size.This shows that the schemes are of medium density.

Annual income of respondents in the study area is grouped according to grade level. 33.3% earned between ₦221,040 and ₦ 1,062,672 per annum. 31.4% earned between ₦ 1,073,208 and ₦ 2,827,524; 20.3% earned between ₦ 2,843,904 and ₦ 5,305,716 while 12.6% earned above ₦5,307,716 per annum. This shows respondents of the case study are almost evenly distributed between low, medium and high income groups. These are likely to give an average level of satisfaction of residents if income is a determinant of satisfaction.

Landlord/owner respondents and tenants respondents are coincidentally of equal number and constitute 46.9% each, squatter are 2.4% while 3.9% of respondents did not reveal their accommodation status.

Length of stay of respondents are grouped into four (4). Those that have been residing in the schemes between 1-10 years are 34.3%, 11-20 years are 28.5%, 21-30 years are 25.1%, and those that have been there for over 30 years constitute 12.1%. This shows that most of the respondents are have been living in the estates for a long period can be relied upon to give adequate data to determine resident satisfaction of the study area

Table 2.Facilities Provided in the Estates

		Akobo		**Owode**		**Ajoda**		**Olubadan**		**New Bodija**		**Old Bodija**		**Cumulative**	
		No	%	No	%	No	%	No	%	No	%	No	%	No	%
Road	Available	32	91.4	21	65.6	34	94.4	33	100	31	88.6	36	100	187	90.3
	Not Available	3	8.6	11	34.4	2	5.6	0	0	4	11.4	0	0	20	9.7
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Electricity	Available	33	94.3	25	78.1	27	75	28	84.8	31	88.6	33	91.7	177	85.5
	Not Available	2	5.7	7	21.9	9	25	5	15.2	4	11.4	3	8.3	30	14.5
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Portable Water	Available	4	11.4	0	0	12	33.3	10	30.3	10	28.6	2	5.6	38	18.4
	Not Available	31	88.6	32	100	24	66.7	23	69.7	25	71.4	34	94.4	169	81.6
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Drainage	Available	28	80	0	0	8	22.2	31	93.9	22	62.9	34	94.4	123	59.4
	Not Available	7	20	32	100	28	77.8	2	6.1	13	37.1	2	5.6	84	40.6
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Street Lightening	Available	15	42.9	0	0	0	0	2	6.1	16	45.7	0	0	33	15.9

	Not Available	20	57.1	32	100	36	100	31	93.9	19	54.3	36	100	174	84.1
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Sewage System	Available	9	25.7	4	12.5	1	2.8	5	15.2	20	57.1	18	50	57	27.5
	Not Available	26	74.3	28	87.5	35	97.2	28	84.8	15	42.9	18	50	150	72.5
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Hall	Available	5	14.3	26	81.2	1	2.8	8	24.5	7	20	0	0	47	22.7
	Not Available	30	85.7	6	18.8	35	97.2	25	75.5	28	80	36	100	160	77.3
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
School	Available	28	80	28	87.5	7	19.4	27	81.8	26	74.3	29	80.6	145	70
	Not Available	7	20	4	12.5	29	80.6	6	18.2	9	25.7	7	19.4	62	30
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Transport Service	Available	9	25.7	0	0	1	2.8	1	3.0	0	0	1	2.8	12	5.8
	Not Available	26	74.3	32	100	35	97.2	32	97.0	35	100	35	97.2	195	94.2
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Police Station	Available	30	85.7	1	3.1	5	13.9	0	0	27	77.1	26	72.2	89	43
	Not Available	5	14.3	31	96.9	31	86.1	33	100	8	22.9	10	27.8	118	57
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Worship Centre	Available	25	71.4	22	68.8	15	41.7	29	87.9	22	62.9	28	77.8	141	68.1
	Not Available	10	28.6	10	31.2	21	58.3	4	12.1	13	37.1	8	22.2	66	31.9
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100
Fire station	Available	4	11.4	1	3.1	1	2.8	0	0	5	14.3	0	0	11	5.3
	Not Available	31	88.6	31	96.9	35	97.2	33	100	30	85.7	36	100	196	94.7
	Total	35	100	32	100	36	100	33	100	35	100	36	100	207	100

Source: Authors' field survey,2017

Facilities provided for the schemes are shown in Table 2. 91.4%, 65.5%, 94.4%, 100%, 88.6% and 100% of respondents in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively affirmed the existence of road given a cumulative of 90.3% in the study area. However, 8.6%, 34.4%, 5.6%, 0%, 11.4% and 0% claimed non-existence of road in that order with a cumulative of 9.7%. This revealed existence of road in the study area given a higher frequency percentage of 90.3%, the existence of this facility is more pronounced in Old and New Bodija and least provided in Owode estate site and services scheme.

Electricity provision account for 94.3%, 78.1%, 75%, 84.8% and 88.6 % in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija site and services schemes respectively with a cumulative of 88.5%. Respondents claiming non-availability of electricity are 5.7%, 21.9%, 25%, 15.2%, 11.4%, and 8.3% in Akobo, Owode, Ajoda, Olubadan New Bodija and Old Bodija respectively given a cumulative of 14.5%. This shows that electricity is provided in the study area given a higher frequency percentage of 88.5%, provision of this facility is more pronounced in Akobo and old Bodija and least provided in Owode estate site and services schemes.

Existence of potable water in the case study is shown; 11.4%, 0%, 33.3%, 30.3%, 28.6% and 5.6% of respondents in Akobo, Owode, Ajoda, Olubadan, New Bodija and old Bodija respectively with a cumulative of 18.4% claim existence of potable water.

However, 88.6%, 100%, 66.7%, 69.7%, 71.4% and 94.4% of respondents in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively with a cumulative of 81.6% claim non-existence of potable water. This revealed potable water is non-existence in the study area given the highest frequency percentage of 81.6%. Lack of this facility is more pronounced in Owode and Akobo estate site and services schemes.

Drainage provision accounts for 80%, 0%, 22.2%, 93.9%, 62.9% and 94.4% in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively given a cumulative frequency percentage of 59.4%, 20%, 100%, 77.8%, 6.1%, 37.1% and 5.6% of respondents in this order respectively claimed non-availability of drainages; given a cumulative of 40.6%. This reveals existence of drainage in the case study area given a higher percentage frequency of 59.4%. This facility is more provided in Old Bodija and Akobo and least provided in Owode site and services schemes.

Next to drainage is availability of street lightning; 42.9%, 0%, 0%, 6.1%, 45.7% and 0% of respondents in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively given a cumulative frequency of 15.9% claimed existence of street lightening 57.1%, 100%, 100%, 93.9%, 54.3% and 100% of respondents in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively given a total cumulative frequency of 84.1% confirmed non-availability of street lightning. This reveals non-existence of street light in the study area given a higher percentage frequency of 82.1%. Lack of this facility is more pronounced in Owode, Ajoda and Old Bodija site and services schemes.

For Sewage system 25.7%, 12.5%, 2.8%, 15.2%, 57.1% and 50% of respondents in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively given a cumulative frequency of 27.5% claimed existence of sewage system. 74.3%, 87.5%, 97.2%, 84.8%, 42.9% and 50% given a cumulative frequency of 72.5% said they are not available. This reveals acute shortage of sewage system in the case study area given a higher percentage frequency of 72.5%. This shortage is more pronounced in Ajoda and Owode.

Respondents that confirmed existence of Community Hall are 14.3%, 81.2%, 2.8%, 24.5%, 20% and 0% in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively given a cumulative frequency of 22.7% while 85.7%, 18.8%, 97.2%, 75.5%, 80% and 100% of respondent in that order with a cumulative of 77.3% claimed non availability of community Hall. This reveals acute provision of Community Hall in the case study area given a higher percentage frequency of 77.3 %. Non availability of this facility is more felt in Old Bodija site and services scheme.

Availability of Schools are also shown; 80%, 87.5%, 19.4%, 81.8%, 74.3% and 80.6% of respondent in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively given a cumulative frequency of 70% says there exists Schools in the case study. Those that claimed Schools are not in existence are 20%, 12.5%, 80.6%, 18.2%, 25.7% and 19.4% of respondents given a cumulative frequency of 30%. This reveals there are provision of schools in the case study area given a higher percentage frequency of 70%. Schools are more provided in Owode and least provided in Ajoda New Town Site and Services Scheme.

On existence of transportation system; 25.7%, 0%, 2.8%, 3%, 0% and 2.8% of respondents from Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively giving a cumulative frequency of 5.8% asserted the existence of transportation system within the estate. On the contrary, 74.3%, 100%, 97.2%, 97%, 100% and 97.2% of respondents in that order given a cumulative frequency of 94.2% stressed non-existence of means of transportation within the estates. This reveals non availability of transportation system in the case study area given a higher percentage frequency of 72%. Lack of transportation system is more felt in Owode and New Bodija and have highest provision in Akobo Site and Services Schemes.

Provision of Police Station; 85.7%, 3.1%, 13.9%, 0%, 77.1% and 72.2% of respondents in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija Estates respectively with a cumulative of 43% asserted that Police Station were provided within the Estate. However, 14.3%, 96.9%, 86.1%, 100%, 22.9% and 27.8% in that order giving a cumulative of 57% said Police Station are not available. This reveals acute shortage of Police station in the case study area given a higher percentage frequency of 57%. This facility has highest provision in Akobo and is least provided Olubadan Site and Services Scheme.

Availability of Worship centers is as seen; 71.4%, 68.8%, 41.7%, 87.9%, 62.9% and 77.8% of respondents in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively giving a cumulative of 68.1% claimed Worship Centers are in existence in the estates. On the contrary, 28.6%, 31.2%, 58.3%, 12.1%, 37.1% and 22.2% given a cumulative frequency of 31.9% responded Worship centres are not in existence. This reveals availability of Workshop centres in the case study area given a higher percentage frequency of 68.1%. Existence of this facility is more pronounced in Oludadan and least felt in Ajoda New town Site and Services Schemes.

Fire Station availability is shown; 11.4%, 3.1%, 2.8%, 0%,14.3% and 0% of respondents in Akobo, Owode, Ajoda, Olubadan, New Bodija and Old Bodija respectively giving a cumulative frequency of 5.3% claimed Fire Stations are in existence; while 88.6%, 96.9%, 97.2%, 100%, 85.7% and 100% respectively giving a cumulative

frequency of 94.7% said Fire Station are non-existence. This reveals non provision of Fire stations in the study area given a higher percentage frequency of 94.7%. Lack of this facility is more felt in Olubadan and Old Bodija Site and Services Schemes.

These facilities/ services when they are adequately provided and also functioning efficiently enhance residents' satisfaction with the schemes. Good network of roads, electricity, potable water, drainage system amongst others are crucial and sought after by every resident. When they are in existence and functioning people are attracted to live in the schemes because of the anticipated comfort derived from their use. The more they are in existence, the more the level of satisfaction of residents and when they are non-existent or malfunctioning, level of satisfaction of residents are low.

Table 3.Overall Conditions of Facilities Provided in the Estates

	Very Poor	Poor	Fair	Good	Very Good	N	TWV	MEAN	MD	SD
Road	38	19	79	39	31	206	624	3.03	0.839	1.276
Electricity	46	60	91	8	0	205	471	2.30	0.108	0.860
Potable water	101	38	24	19	2	184	335	1.82	-0.369	1.079
Drainage	52	29	58	55	11	205	559	2.73	0.537	1.254
Street Lighting	101	39	20	11	7	178	318	1.79	-0.403	1.115
Sewage system	83	31	36	21	7	178	372	2.09	-0.100	1.223
Community Hall	80	38	41	6	1	166	308	1.86	-0.335	0.955
Primary	18	14	63	34	24	153	491	3.21	1.019	1.173
Secondary	19	16	62	42	20	159	505	3.18	0.986	1.150
Vocational	46	35	17	6	0	104	191	1.85	-0.353	0.904
Special	47	25	3	3	0	78	118	1.51	-0.677	0.752
Transport Services	76	31	31	24	5	167	352	2.11	-0.082	1.217
Police post	63	33	32	38	1	167	382	2.29	0.097	1.208
Fire Station	109	27	8	3	0	147	199	1.35	-0.836	0.680
Worship Centre	98	22	16	20	3	159	285	1.79	-0.398	1.164

Overall conditions of facilities provided in estates are as shown in **Table 3**. Using mean rating as yardstick analysis and comparison, condition of these facilities is in the following order; Police Post, Secondary Schools, Drainage, Primary School, Road, Sewage System, Street Lightning, Transport System, Electricity, Vocational School, Workshop center, Potable Water, Community Hall and fire Station with a mean rating of 2.29, 3.18, 2.73, 3.21, 3.03, 2.09, 1.79, 2.11, 2.30, 1.85, 1.79, 1.82, 1.86, 1.35 and 25 respectively. This shows that Primary school which recorded the highest mean rating of 3.21 is in a better condition compare to other facilities while fire station with mean rating of 1.35 is in worst condition compare to others.

Table 4. Overall Satisfactions with Facilities/Services in Housing Estates

	VUS	NS	FS	S	VS	CUM	TWV	MEAN	MD	SD	RANK
Road	42	34	70	33	12	191	512	2.68	0.645	1.178	2
Electricity	53	47	81	10	2	193	440	2.28	0.245	0.96	4
Potable water	97	45	19	12	2	175	302	1.73	-0.305	0.985	9
Drainage	51	52	49	33	6	191	464	2.43	0.395	1.149	3
Street Lighting	97	48	10	13	3	171	290	1.7	-0.335	1.001	10
Sewage system	89	30	30	18	2	169	321	1.9	-0.135	1.111	7
Community Hall	77	43	37	9	0	166	310	1.87	-0.165	0.944	8
School	42	25	62	50	1	180	483	2.68	0.645	1.131	1
Transport Services	82	35	25	28	1	171	344	2.01	-0.025	1.158	6
Police post	74	33	33	28	4	172	371	2.16	0.125	1.211	5
Fire Station	116	34	3	5	1	159	218	1.37	-0.665	0.734	12
Worship Centre	105	35	14	13	0	167	269	1.61	-0.425	0.937	11

Table 4; shows overall satisfaction ranking with facilities provided in Oyo State Housing Corporation Estates site and services scheme. School is ranked first, which is the most satisfied with, followed by Road, Drainage, Electricity, Police Post, Transport services, Sewage system, Community hall, Potable water, Street lightning and Worship center while Fire station is ranked least that is least satisfied with.

6. Conclusion Remarks

The paper attempted to examine the relationship between facilities / services provided in Oyo State Housing Corporation Site and Services Schemes and Residents' satisfaction. The findings showed that the magnitudeof facilities provided in the study area varies from one estate to the other; with Road having a priority over otherswhile Fire Station is least provided.

The conditions of facilities also vary; and in a similar trend: Schools are Road are in a better condition compared to others while Fire station is in a deplorable state.

Furthermore, Residents' are more satisfied with provision of some facilities compared to others; Schools and Road is ranked first and second while fire station has least ranking.

On the overall residents are only satisfied with Schools and Road given their mean ranking of 2.68 (above 2.5) and not satisfied with other services /facilities sequel to their mean rankings below 2.5.

It is recommended that more services/facilities are provided where in short supply and regularly maintained; this will go a long way in improving residents' satisfaction and in turn enhance housing delivery.

References

Adedimeji, A., Omololu, O., and Dutolu, O. (2005). Urban Slum Residence, HIV- risk Perception and Constraints to Protective Behaviour among Young People in Ibadan, Nigeria.

Ademiluyi, I.A (2010). Public Housing Delivery Strategies in Nigeria: A Historical Perspective of Policies and rogrammes. *Journal of Sustainable Development in Africa. 12 (6), 1520-5509.*

Adewale, B.A; et al, (2015). Age of Residents and Satisfaction with the neighborhood in Ibadan Core Area: A Case Study of *OkeFoko*. *Global Journal of Arts, Humanities and Social Sciences. 3(2), 52-61*

Afon, A. (2008). Intra-Urban Variation in Solid Waste Storage Practices in Nigerian Traditional Cities: The Case of Ogbomosho. *Journal of the Nigerian Institute of Town Planners*, 21(1): 104 -129.

Agbola, T (2007). Economics of Housing. In : Agboola, T; Egunjobi, L and Olatubara, C.O (eds). *Housing Development and Management.* Department of Urban and Regional Planning. Faculty of Social Science University of Ibadan, Ibadan. pp 116-119.

Agbola and Alabi (2000). Sustainable Housing Delivery: Lessons from International Experiences. A paper delivered at the National Workshop on sustainable housing delivery in Nigeria, held at Sheraton Hotel, Abuja.

Al-Ansi, N.A et al (2012).Evaluating Site and Services Policy as Approach to Affordable Housing to Low Income People in Yemen*: Journal of Science and Technology.17(2), 10-15*

Aregbeyen, J.B.O (1993). The Economics of the Healthy City Approach. In Agboola, S.B and L. Egunjobi (eds) *Environmental Health and the Potential of the Health City Approach in Nigeria*. Proceeding of the First Healthy City Conference in Nigeria. 14th-16th June 1993, Pp 95-105.

Aribigbola, A and Oyeniyo, O.I (2012). Site and Services as a Strategy for Achieving Adequate Housing in Nigeria in the 21st Century. *International Journal of Humanities and Social Science. 2 (2),50-54.*

Bello, W.A; Oladokun, T.T and Adegunle, T.O (2014). Effective Site and Service Scheme as a means of Solving Low Income Housing Need in Nigeria Cities*. Journal of Economics and International Business Management.* 2 (3),50-58.

Chana, T.S (1984).'' Nairobi: Dandora and other Projects.''In a Payne ed., Low Income Housing in Developing World. New York.Wiley.

Egunjobi, L and Alabi M (2007). Housing Facilities Supply and Management. In Agboola, T; Egunjobi, L and Olatubara, C.A (eds). *Housing Development and Management*.Department of Urban and Regional Planning, University of Ibadan, Ibadan. pp 350-390.

Galster, G.C (1985). Evaluating Indicator for Housing Policy: Residential Satisfaction vs. Marginal Improvement priorities. *Social Indicators Research.*16(4), 415-448.

Gattoni, G (2009). A Case for the Incremental Housing in Site and Services Program and Comment on a New Initiative in Guyana. Inter America Developing Bank. pp 1-18.

Hashim, A.A (2003). Residential Satisfaction and Social in Public Low-Cost Housing in Malaysia. Pertanik. *Journal of Social Science and Humanity, 11(1), 1-10.*

Liu, A.A.M (1999). Residential Satisfaction in Housing Estate: *A Hong Kong Perspectives Automation in Construction*. 8 (4), 511-524.

Mabogunje A. (1968). The Growth of Residential Districts in Ibadan. *Geography Review*,52 (1)56-77.

Majule, E.O (2007). Infrastructure Financing and Its Effect on Housing Today. *Journal of the Housing*

Corporation of Nigeria (AHCN). 5 (10), 23-31.
Mayo, S.K and Gross, D.J (1987). Site and Services and Subsidies. *The Economic Review. 1(2).301-335.*
Mesch, G.S and Manor, D. (1998). Social Ties, Environmental Perception, and Local Attachment. *Environments and Behaviour.* 30 (4), 504-519.
Morris, E.W.; Crull, S.R. and Winter, M. (1976). Housing Norms, Housing Satisfaction and the Property. *Journal of Marriage and Family*, 38 (2), 309-320. Retrieved from http://www.jstor.org/stable/350390/1976
Morris, E.W (1978). Housing, Family and Society Characteristics.United Kingdom. John Willey and Sons.
Nathan, V (1995). Residents' Satisfaction with Site and Services Approach in affordable Housing. *Housing and Society.*22(3),5-10.
Oduwaye, L. Ilechuwu, V and Yadua, O. (2011). Social Economic Determinants of Urban Poor Housing Type in Makoko Area, Lagos.
Oladapo, R.A and Adebayo, M.A (2014). Effects of Housing Facilities on Residents' Satisfaction in Osogbo, Osun State, Nigeria. *Covenant Journal of Research in the Built Environment (CJRBE)*. 2(2), 6-12.
Omoniyi O. and Jiboye A.D (2009). Effective housing policy and sustainable development in Nigeria. Proceedings of International Conference on Research and Development. Cotonon, Benin 24th - 27th November, 2009.pp 87-93.
Otegbulu, A (1996). Housing the Urban Poor in New Town and Integrated Approval. Paper Presented of the 25th Annual Conference of NIESV, March 26th-31st, Abuja, Nigeria.
Parker, C and Matthews, B.P (2001). Customer Satisfaction: Contrasting Academic and Consumers' Interpretations. *Journal of Marketing Practice:Applied Marketing Science, 19(1), 38-44.*
Quigley, J.M and Kanfmann, D (1986). Evaluation of Site and Services Scheme in Under developing Countries. *Journal of Development Economics. 25 (19), 263-264.*
Rapoport, A (2001). Theory, Culture and Housing.*Housing theory and Society.* 17(9), 5-7.
Sallah, A.G (2008). Neighborhood factors on Private low-cost housing in Malaysia. *Habitat International.* 32 (4), 485-494.
Sarr, Y. (nd). The Site and Services Approach to Housing in Senegal a Word in Cities. Pp 8-10.
Srinivas, H (nd). Urban Squatters and Slum. Site and Services.
UN-HABITAT (2002). The Right to Adequate Housing Fact Sheet No 21/REV.I.