

# Assessment of Students' Satisfaction with Quality of Off Campus Students Lodges in Malete, Kwara State, Nigeria

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**Abstract:** Understanding the level of students' satisfaction with the quality of off campus lodges they stay is highly valuable for enhancing academic wellbeing and productivity. This study assesses the level of satisfaction of students' lodges in Malete Community, where the Kwara State University is located. A total of 240 students were selected for this study, using random sampling method to conduct oral interviews and distribution of questionnaires to selected respondents in selected lodges. The 5-Likert Scale was used to measure six different indexes of satisfaction by the respondents. Findings revealed among others, that majority of the students who reside off campus are males; while a significant number of 147 (61%) respondents are those who stay in self contain rooms. Cost and affordability of rent was also asserted as a major index that determines the satisfaction of students with their lodges, as 172 (72%) respondents opined to this. Based on these findings, the study recommended that there should be a regular periodic review of the level of satisfaction of these off campus lodges, making them affordable in terms of cost, provision of basic facilities and amenities in the lodges, among others.

**Keywords:** Index, lodges, off campus, satisfaction, students.

## 1. Introduction

Students housing can be defined as the provision of functional shelter for students use with all services, devices and equipment required for healthy and better living. According to Abdul Razak et al (2017) and Adama et al (2018), student housing promotes the active participation of students in school activities. It also plays an essential role in the attainment of quality education (Abdul Razak, et al, 2018). Nonetheless, there is a noticeable inadequacy of decent student housing among public tertiary education institutions in Nigeria (Adama et al, 2018). As a result of this, many students are left with no choice than to seek for accommodation off-campus.

In the academic environment, housing has proven to be a major necessity, especially in tertiary institutions where students relocate from far

distance to attain academic achievements. According to Price et al (2003) among other considerations, student accommodation is a key feature that students and parents tend to consider when enrolling in a tertiary institution. Students need comfortable accommodation that is of good quality and affordable for them to be able to carry out their primary function in their institutions. Furthermore, quality student housing also impacts the output as well as the academic performance of students.

Off campus form of accommodation emanates as a result of the inability of tertiary institutions to provide adequate accommodations for admitted students. This could be because of the increase in number of students who applied and gained admission into the respective institution. Due to the increased in student population which exceeds the tertiary institution capacity to accommodate them,

leading to a persistent and consistent dependence on private rented apartments outside the school premises (Rugg et'al, 2000). In this situation, students will be willing to live in any form of housing available in the neighborhood of the institution without regards to safety, comfort and convenience due to high demand by students and low supply by private house owners. Onwong'a, (2012) conducted a study in Nairobi (Kenya) and discovered that 70% of students living in off-campus housing are occupying houses that are family residential houses converted to hostels, whereas only 30% are originally built as student houses. Also, one major attribute of off-campus housing is co-habitation which signifies students sharing a room or flat.

### **Problem Statement**

The limited number of hostel accommodation spaces provided for selected students in specific academic levels on campus inevitably causes an increasing demand for off-campus lodges. However, off-campus accommodation comes with a lot of challenges and threats which in turn, negatively affects the comfort, convenience, safety and academic performance of the students. In comparison, one can say that students living in off-campus accommodation are faced with lots of challenges than their counterparts living in on-campus residences Muslim et al, (2012b) asserted that these challenges may include; insufficient housing, high rent, poor and inadequate learning facilities, cultural differences, insecurity and in some cases long distance to school. Despite these challenges, the interaction between off-campus students and their host communities will help in reshaping the student's social behavior in terms of social interaction, integration, freedom, independence personal growth and responsible citizenship and leadership.

Having identified that recent related studies on the satisfaction of students' off-campus accommodation have not been adequately examined in tertiary institutions especially in Kwara State, this study was carried out to assess the level

of students' satisfaction with off-campus lodges in Malete, where the Kwara State University is located. This will bridge the identified study gap.

### **AIM AND OBJECTIVES**

The primary aim of this study is to assess the level of students' satisfaction with off campus lodges in Malete, Kwara State, Nigeria. This aim is to be achieved by focusing on some specific objectives. It is these research objectives that will focus on gaining a comprehensive understanding of the following:

- i. Examine some demographic aspects of students in the study area.
- ii. Investigate the types and condition of student lodges.
- iii. Examine the index used to determine the level of satisfaction by the students.
- iv. Make recommendations on how to improve the quality of the lodges.

## **2. Literature review**

Off campus housing refers to student's accommodation that is located or available outside the school campus. The need for this accommodation by students may be as a result of their inability to secure bed space in the hostel, thereby pushing them from on-campus to off-campus to obtain accommodation. Globally, several studies have also attempted to examine the issue of satisfaction level by students who reside off campus. Ying and Kamarazaly (2022) evaluated the degrees of satisfaction with the environmental and physical components of residing in off campus student housing. The study focused on students and hostel management living in a condominium located off-campus in Subang Jaya, a city in Malaysia. Findings from the study revealed that the majority of students expressed contentment with their off-campus lives. Likewise in Selangor, Kamal et al (2020) opined that students' preference for off campus housing focuses more on location, type of house, cost of rent, housing quality and environment. The research found that students

often had to compromise comfort and security to save on rental costs. This conforms to the opinion of Wei (2022) that there is a relationship between the elements that impact the selection of off-campus housing and the level of satisfaction with the living arrangements by the students. On his own part, Ogendo et al (2020) examined the difficulties encountered by students of the Kenya Medical Training College who do not live on campus. The study emphasized the influence of housing construction patterns and swift shifts in enrollment on students' everyday lives, impacting their housing conditions in terms of comfort, convenience, and safety. Al-Homoud et al (2004) opined that in Nigeria, when the accommodation provided by the university is not commensurate with the student population, the attention will be shifted and students will have to rely on privately owned residential housing, pushing for increase in students' residential housing supply by private owners. Ghani and Sulaiman (2016) observed that student housing is commonly referred to by different names, among which the following are predominant: accommodation, dormitory, hall of residence, and hostel. In terms of classification of student housing, Ghani and Sulaiman (2016) classified student housing into two types, which are location based. They are on-campus and off-campus students' housing. Student housing units located in the tertiary education institution premises are on-campus students' housing and in some literature are referred to as 'Hall of Residence' (residents'-hall). While off-campus student housing are those housing units located outside the tertiary education institution. These off-campus students' housing is usually provided by private developers to fill the students' housing demand due to inadequate supply of on-campus housing. This is done in exchange for rent (Hammad et al. 2013). It is imperative to point out that there are off-campus student housing schemes that are delivered through Public Private Partnership (PPP) arrangements between private developers and school authorities (Babatunde and Perera, 2017). Generally, students will always have

a desire for a better living style that will meet their interesting needs.

An examination of these trends indicate that attention is being drawn to the level at which students who live off campus are satisfied with the lodges they stay. Therefore, it is important to assess the level of satisfaction of the students' choice of accommodation in a university community like Malete in Kwara State, Nigeria. This will offer a broader perspective and enhance the understanding of the subject matter.

### **3. Research methods**

The study adopted the descriptive survey design. Both primary and secondary data were utilized for the study. Primary data was sourced through the administration of questionnaire to respondents while secondary data were sourced through relevant journal publications and articles. The questionnaire comprised of three sections namely: demographic characteristics of respondents, the types and condition of student lodges and the factors that determine the level of satisfaction of the students occupying them. Data collected from respondents was analyzed using simple percentages and tables. Also, 6 indexes of satisfaction were subjected to analysis using the 5-Likert scale rating with 1 (Strongly agree), 2 (agree), 3 (Neutral), 4 (Disagree) and 5 (Strongly disagree). The indexes used include cost/affordability, clean/hygienic environment, availability of facilities/amenities, proximity to campus, safety/security and room size.

A sample size was derived by means of a demographic formula that is used for determination of sample sizes (Otte, 2006). The formula is stated as

$$N = \frac{P(100 - P) \times Z^2}{D^2}$$

Where: N = required sample size

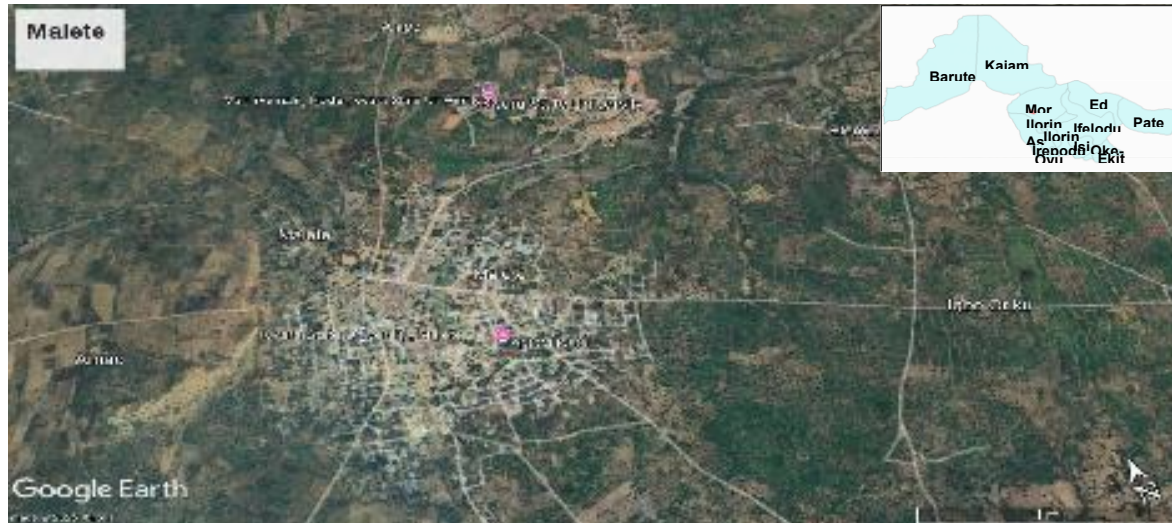
P = anticipated prevalence

D = allowable error estimate (desired precision)

Z = appropriate value from the normal distribution for the desired confidence level.

The research anticipated a minimum response rate of 90% and an allowable error estimated of within 5% of the true prevalence:  $80 (100 - 80) \times (1.96^2/5^2) = 240$ . Therefore, a total of 240 respondents were taken as the sample size for the study. The sample

(39%), 54 Two Hundred Level students (23%), 40 (17%) Three Hundred Level students, 32 (13%) Four Hundred Level students and 21 students (9%) who offer Five years courses or have spent more than four academic years.



**Figure 1:** Satellite image of Study Area  
Google Earth (2024)

### STUDY AREA

size comprised of 93 One Hundred Level students. The study was carried out in Malete, a town situated in Moro Local Government Area in the Northern Senatorial District of Kwara State, Nigeria. Geographically, it lies at approximately 8°42'0" North latitude and 4°28'0" East longitude. The town is located about 41 kilometers from Ilorin, the state capital, accessible via the Ilorin-Jebba road. Predominant socio-economic activities in the town include farming and marketing of agricultural products, trading, and many involved in craftsmanship. Malete is notably home to Kwara State University (KWASU), a significant educational institution in the State. The location of the university in the community has evidently changed its development and land use patterns, not leaving out a turnaround in the socio-economic growth and expansion. As a result of the limited accommodation spaces available on campus, many private houses in the community were

converted to off campus lodges for students' habitation, while private developers and individuals also built lodges solely meant for students' accommodation. Obviously, the rental costs of the lodges vary based on several indexes. Such indexes like cost, proximity, availability of facilities/amenities, etc go a long way in influencing the level of satisfaction by the students. One notable feature of any university community like Malete is that the community is usually deserted because of the decline in students' population whenever school is on academic break.

Fig 1: Google Map Showing Malete Community, Inset is Kwara State Showing the 16 Local Government Areas.

## 4. Presentation and analysis of data

### Section A: Analysis of Demographic Aspects of the Respondents

**Table 1: Demographic Aspects of Respondents**

Academic Level	Frequency	Percentage (%)
100	93	39
200	54	23
300	40	17
400	32	13
Above 400	21	9
Total	240	100
<b>Gender</b>		
Males	138	57
Females	102	43
Total	240	100
<b>Occupants Per Room</b>		
Single Occupant		
2 occupants	86	36
3 occupants		
4 or more occupants	67	28
Total		
	60	25
	27	11
	240	100

Source: Field Work

As shown in Table 1, the study examined some demographic aspects of the respondents. Based on their academic levels, the highest number was 93 respondents (39%) who are in 100 Level. This was followed by 54 (23%) respondents in 200 Level, 40 (16%) respondents in 300 Level, 32 (13%) in 400 Level and 21 (9%) respondents who are in academic levels above 400 level. Out of the total 240 respondents involved in the study, 118 (57%) were males while 102 (43%) were females. As regards the number of occupants in each room, the study

shows that majority of the respondents who are 86 (33%) in number are single occupants who live alone. This high ratio confirms the assertion of Donaldson et al (2014) who observed that off-campus housing provides students with the opportunity to live life independently, free from all sorts of rules and regulations of parents or institutions of learning. 67 (28%) respondents live as 2 occupants in the room, 60 (25%) live as 3 occupants while 27 (11%) live as 4 or more occupants in a room.

## Section B: Analysis of Responses to Research Objectives

**Table 2: Type of Lodges**

Objective	Response /Options	Frequency	Percentage (%)
Types of Lodges	Single Room (One room with kitchen, toilet and bathroom not in-situ)	72	35
	Self contain room (One room with kitchen, toilet and bathroom in-situ)		
	Two bedroom flat (Bungalow with 2 rooms, having kitchen, toilet and bathroom)		
	Three bedroom flat (Bungalow with 3 rooms, having kitchen, toilet and bathroom)	147	61
		12	5
		9	4

Source: Field Work



**Table 2: Types of Lodges**

To validate the assertion of Adama et al (2018) that as a result of the inadequacy of students' accommodation many students are left with no choice than to seek for accommodation off-campus; the study investigated the types of lodges that students stay off-campus. The study revealed that the most common types of student lodges are the self-contain rooms (having kitchen, bathroom and toilet in-situ). Table 2 indicates that 72 respondents representing 35% are living in single rooms while 147 respondents representing 61% are

living in self contain rooms. 12 respondents representing 5% are living in two bedroom bungalows while 9 respondents representing 4% are living in three bedroom bungalows. The low proportion of those who stay in two bedroom and three bedroom flats respectively is no doubt an insight into the cost of those lodges. Therefore, majority of respondents are living in self contain rooms. Undoubtedly, the type of lodges occupied by the students is an insight into the cost of those lodges.

**Section C: Index of Satisfaction****Table 3: Index of Satisfaction**

Objective	Response /Options	Frequency	Percentage (%)
<b>Index of Satisfaction</b>			
• <b>Cost and affordability</b>	Strongly Agreed		
	Agreed	172	72
	Neutral Disagreed	59	24
	Strongly Disagreed	6	3
	Disagreed	3	1
	Total	0	0
• <b>Clean and hygienic environment</b>	Strongly Agreed	240	100
	Agreed		
	Neutral Disagreed		
	Strongly Disagreed	57	24
	Total	91	38
		50	21
• <b>Availability of facilities/amenities</b>	Strongly Agreed	25	10
	Agreed		
	Neutral Disagreed	17	7
	Strngly Disagreed	240	100
	Total		
• <b>Proximity to campus</b>	Strongly Agreed	102	43
	Agreed	87	36
	Neutral	7	3
	Disagreed	25	10
	Strongly Disagreed		
	Total	19	8
• <b>Safety and security</b>		240	100
	Strongly Agreed		
	Agreed		
	Neutral	113	47
	Disagreed	70	29
	Strongly Disagreed	4	2
	Total	31	13
	Strongly Agreed	22	9
	Agreed	240	100



	Neutral	
	Disagreed	
	Strongly Disagreed	133
	Total	84
		0
		14
		55
		35
		0
		6
• Room size		9
		240
		4
		100
		74
		31
		77
		32
		16
		7
		43
		18
		30
		12
		240
		100

Source: Field Work

As shown in Table 3, the 6 different indexes of satisfaction were analyzed. 172 respondents representing 72% strongly agreed that cost and affordability is their index of satisfaction with the lodges they stay, 59 respondents representing 24% agreed with the index, 6 respondents representing 3% were neutral, none of the respondents strongly disagreed while 3 respondents representing 1% disagreed. Thus, the majority of respondents strongly agreed with the index of cost and affordability. As regards clean and hygienic environment, 57 respondents representing 24% strongly agreed that it is their index of satisfaction with the lodges they stay, 91 respondents representing 38% agreed with the index, 50 respondents representing 21% were neutral, 25 of the respondents representing 7% strongly disagreed while 17 respondents representing 10% disagreed. Thus, majority of respondents are those who simply agreed but not strongly that clean and hygienic environment is their own index of satisfaction. This confirms the assertion of Revington et al (2020) who stated that the satisfaction of students with the environmental and physical elements conveyed contentment with their off-campus student housing. On the issue of availability of facilities and amenities, 102 respondents representing 43% strongly agreed that it is their index of satisfaction with the lodges they stay, 87 respondents representing 36% agreed with the index, 7

respondents representing 3% were neutral, 19 of the respondents representing 8% strongly disagreed while 25 respondents representing 10% disagreed. This means that majority of respondents are those who strongly agreed that availability of facilities and amenities is their own index of satisfaction. Table 3 also shows the response to proximity to campus. 113 respondents representing 47% strongly agreed that it is their index of satisfaction with the lodges they stay, 70 respondents representing 29% agreed with the index, 4 respondents representing 2% were neutral, 22 of the respondents representing 9% strongly disagreed while 31 respondents representing 13% disagreed. This means that that proximity to campus has a lot of influence in weighing the satisfaction level of choice of lodges by the students.

Table 3 also shows the response to safety and security as an index. 133 respondents representing 55% strongly agreed that it is their index of satisfaction with the lodges they stay, 84 respondents representing 35% agreed with the index, 0 respondents were neutral, 9 of the respondents representing 4% strongly disagreed while 14 respondents representing 6% disagreed. This shows that majority of respondents are those who strongly agreed that safety and security is their own index of satisfaction. In addition, Table 3 shows the response to room size as a measure of satisfaction index. 74 respondents representing 31%

strongly agreed that it is their index of satisfaction with the lodges they stay, 77 respondents representing 32% agreed with the index, 16 respondents representing 7% were neutral, 43 of the respondents representing 18% strongly disagreed while 30 respondents representing 12% disagreed. This means that majority are those who simply agreed that room size is the index they use in weighing the satisfaction level of the choice of the lodges they stay.

## **5. Conclusion**

The choice by many students who live off campus is not far-fetched, as this decision is mostly driven by inability to secure hostel accommodation on campus. However, there are few who voluntarily chose to stay off campus on their own. Therefore, this justifies the aim of this study that seeks to assess the level of satisfaction by the students who live in off campus lodges in Malete, Kwara State, Nigeria. By putting into consideration six different indexes as a means of measuring the level of satisfaction by different respondents, the findings from the study has been able to provide valuable insights into the subject matter. In addition, the findings will be able to form a policy-making bench mark for so many property developers and institutions who want to engage in Public-Private Partnership (PPP) to meet up with the required standards when building off campus students' lodges. It is therefore imperative to keep reviewing similar researches that can serve as a means of periodically assessing the level at which off campus lodges are built and their rate of impacts to ensure optimum satisfaction by the intended occupiers which are the students. This is also aside the fact that the housing sector needs constant attention as regards meeting up with satisfaction in terms of the shelter purpose it is meant to serve.

## **6. Recommendations**

There is no doubt in the fact that a higher proportion of students will be found living in off-campus lodges than those who stay on campus. This conforms to the opinion of Adama et al (2018) that there is a noticeable inadequacy of decent student housing among public tertiary education institutions in Nigeria. In lieu of this, the study recommends the following:

1. There should be a constant periodic review of the indexes and factors that measure the satisfaction level by students who reside in off campus lodges.
2. Attention should be paid to outcomes of academic researches on all related issues concerning housing development, other stakeholder inputs, policy making and implementation to achieve a better and higher level of satisfaction by the students who are the occupiers.
3. Rents should be made considerably affordable by landlords and home owners in the study area for students to be able to meet up with the cost and affordability of the lodges.
4. To make rents affordable, government should intervene in the reduction of the prices of building materials and other factors of housing production as a panacea for affordable rents.
5. Basic facilities and amenities should also be provided in the lodges. Every lodge should be able to enjoy good water and electricity supply, proper waste disposal and management, as well as a clean and hygienic living environment. These are the major factors for decent housing.
6. Emphasis should also be made on ensuring a robust safety and security mechanism in order to enhance the protection of lives and properties to inspire and increase the desire for occupation.
7. Additionally, there are both landlords and tenants features in tenement housing agreement. Therefore, landlords should be compelled to adhere to agreements made with



students occupying their lodges, especially in terms of regular upkeep and maintenance.

8. Students on their own part should endeavor to establish residents association with the aim of promoting scheduled meeting with the landlords on a broader umbrella. This can be done through proper representation or delegation. This will help them to be able to express their grievances on issues pertaining to their lodges.

The wellbeing of students who live in off-campus lodges cannot be over-emphasized. This accounts for the reason why studies need to be conducted regularly to assess the level of satisfaction of students living in such off-campus lodges.

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