

## Student's Satisfaction with Hostel Amenities in Federal Universities in North East Nigeria

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### Abstract

*Students' satisfaction with hostel amenities is crucial given the increasing demand for excellence among students. However, there has been limited research conducted in Northern universities on this issue. This paper aimed to examine level of student's satisfaction with hostel amenities in Federal Universities in North East Nigeria, a view to provide guidance for the provision of adequate amenities and services to enhance students' satisfaction in their hostels. The population for this study consisted of students residing on campus in the study area, totaling 32,256 across seven federal university hostel blocks. A sample size of 2,717 students was selected for data collection using a proportional sampling technique based on the hostel blocks. A five-point Likert scale questionnaire was used to analyzed the data, and pretesting surveys were conducted to validate the questionnaire. The collected data were analyzed using descriptive statistic afterwards, a sentiment ranging from moderately satisfied to Satisfied. The findings indicated that amenities such as Hostel security, waste disposal, reading corner, electricity supply, Desk and chairs cleaning services were found to be highly rated amenities in student's hostels, additionally, the results revealed that amenities like toilets fan, and laundry services had a weak scores and may indicate dissatisfaction. The study recommends regular assessments and feedback mechanisms to identify areas for improvement. Regular evaluations and students engagement strategies will facilitate informed decision – making and resource allocation and address any issues immediately, especially with critical amenities like water supply, showers, and kitchen equipment. Delays in repairs can worsen the problem and lead to higher cost, and student's dissatisfaction.*

**Key words:** Hostel amenities, Satisfaction, University

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### 1.0 Introduction

The level of student's with hostel amenities has been a subject of concern among students, parents, and educators. Reports of inadequate and poorly maintained amenities, such as overcrowding Oj0 (2015), inadequate water supply, poor sanitation, and poor electricity supply, have raised concerns about satisfaction on student's well-being and academic performance.

Research has shown that hostel amenities can significantly affect students' Satisfaction, which in turn influences their academic performance (Afolayan & Adeyeye, 2015; Olodunjoye & Akinwumi, 2017). Students who reside in hostels with adequate amenities tend to exhibit better academic performance, higher motivation, and reduced stress levels compared to those in hostels with inadequate amenities (Mwamzubi & Muazubi, 2019).

However, the growing student population, especially in Federal Universities, has led to the development of off-campus accommodations, putting additional pressure on the existing hostel amenities (Adewunmi, Omirin, Famuyiwa, & Farinloye, 2011). Student population explosion has strained the availability and Student satisfaction with hostel amenities, making it essential to examine how these amenities influenced students' satisfaction and provide suggestions for improvements

## **2.0 Literature review**

### **2.1 Provision of Hostel Amenities in Universities**

Hostel amenities in Nigerian universities refer to the provision of accommodations with amenities such as water, meals, and other essential amenities to students who live on campus. The University itself typically does this, but it can also be outsourced to private companies. The quality of hostel amenities provided by Nigerian universities varies widely. Some Universities have well-maintained and comfortable hostels, while others have overcrowded and poorly maintained amenities. In general, hostel amenities in Nigerian universities are not up to par with international standards. This is due to a number of factors, including lack of funding, poor planning, and corruption Subair and Adeneyi (2021).Th Olukolajo (2016). The provision of hostel amenities is important for students who live on campus. These amenities can help to improve students' academic performance, social life, and overall well-being Mbazor (2020).

### **2.3 Student Satisfaction with the Hostel Amenities Provided**

Satisfaction, according to Johns-Putra (2018), means a process of feeling all right. Between one person and another. Satisfaction is a thing of thought; it can be viewed as something unpredictable. Satisfaction is a procedure by which we become conscious of changes through the wisdom of sight, earshot, etc. The way individuals perceive things is dissimilar from one another. That is what satisfied one might not satisfy another individual. Alutaibi (2018) expressed that satisfaction with quality amenities always looks like an object consisting of a great number of lodging components, showing facets like the bodily adequacy of amenities with normal amenities and locality similarities. Students' satisfaction with amenities is the result of staying in a student's hall of residence.

Ado (2018) carried out studies to ascertain the conditions of student hostels at the University of Science and Technology Wudil. Questionnaires were distributed to respondents and analyzed using descriptive statistics. Findings reveal that more than two-thirds of the students living in the hostels are overcrowded. This has caused wear and tear on the hostel's fabric because of the pressure imposed on the amenities. However, the study does not capture all the necessary amenities in the hostel.

Many studies have focused on student satisfaction with amenities. For instance, a study conducted by Ajayi *et al.* (2015) examined student satisfaction with amenities at the University of Akure. The study surveyed 322 students from a total of 1,923 using a questionnaire. Data was analyzed using descriptive statistics. Findings revealed that students were highly satisfied with hostel amenities such as electricity and water supply but less satisfied with amenities such as toiletries and laundry facilities; it was also found that students were not comfortable with the level of toilets and laundry. The study concluded that students were not completely satisfied with the amenities because there were not enough in number. Similar studies are to be carried out in some parts of Nigeria to have a holistic view of the situation.

A sample of 300 students was chosen, and a questionnaire was administered to the respondents; findings revealed that a small change in tangibility would result in a 0.044 change in students' satisfaction, while a small change in assurance would bring 0.218 and 0.342 in reliability. It also indicated that a unit change in responsiveness would result in a 0.086 change in students' satisfaction, and a unit change in empathy would bring a 0.28 change in student satisfaction. This study focuses specifically on privately managed profit hostels.

Abdullahi (2019) conducted a study to evaluate the level of student satisfaction at the University of Utara Malaysia regarding amenities provided in the hostels. Fifty-one (51) respondents were selected and surveyed. The questionnaire was distributed, and data were analyzed using the relative satisfaction index. Findings revealed that the satisfaction levels among students were mixed; however, most students were satisfied with the amenities provided by the university. However, more than the sample size of 51 is needed to conclude the study findings. In addition, the study did not provide a basis for the sample size.

Aziz, Taiwo, Mogaji-Allison, and Bello (2016) examined student hostel satisfaction with facilities in research Universities. A structured questionnaire was used to obtain primary data, and data obtained were analyzed using Mean and standard deviation to evaluate students' satisfaction with the facilities provided. The findings of the study indicated low predictors of student satisfaction with amenities, such as cleanliness, safety, and cleanliness. In the same view, Ajayi *et al.* (2015) state that high-quality amenities, good roommate neighbourhoods, and a strong and convenient study area are the main items that predict students' satisfaction with hostel amenities. Study findings also revealed that showing time for students to choose their roommate is an advantage towards their level of satisfaction with the amenities provided.

### **2.3 Students' hostel Amenities satisfaction and academic performance**

Mansoor and Hussain Ali (2015) analyzed the effect of hostel amenities on students' satisfaction and performance at Sri Lankan Universities. They tested a hypothesis to evaluate the relationships among variables. The average satisfaction with hostel amenities was 3.27, with slightly higher P values, while the average GPA of hostel students was 3.054, significantly higher than the standard pass. A notable positive correlation ( $r = 0.632$ ) was found between students' GPA and overall satisfaction factors.

Omole (2008) suggested that students perform better academically with good living conditions and amenities in hostels. Amole (2009) focused on students' living situations during higher education, highlighting educational influences over purely sociological ones. Non-academic aspects of student life can influence academic and personal growth.

Other researchers had varying views on amenities' impact on student satisfaction in hostels. Adewunmi *et al.* (2010) argued that universities overly prioritize amenities over critical thinking skills, leading to a gap between institutions and students' future communities. Zulkifili, Najib, and Yusof (2011) questioned building more hostels for better academic results, noting minimal differences in on-campus versus off-campus student performance.

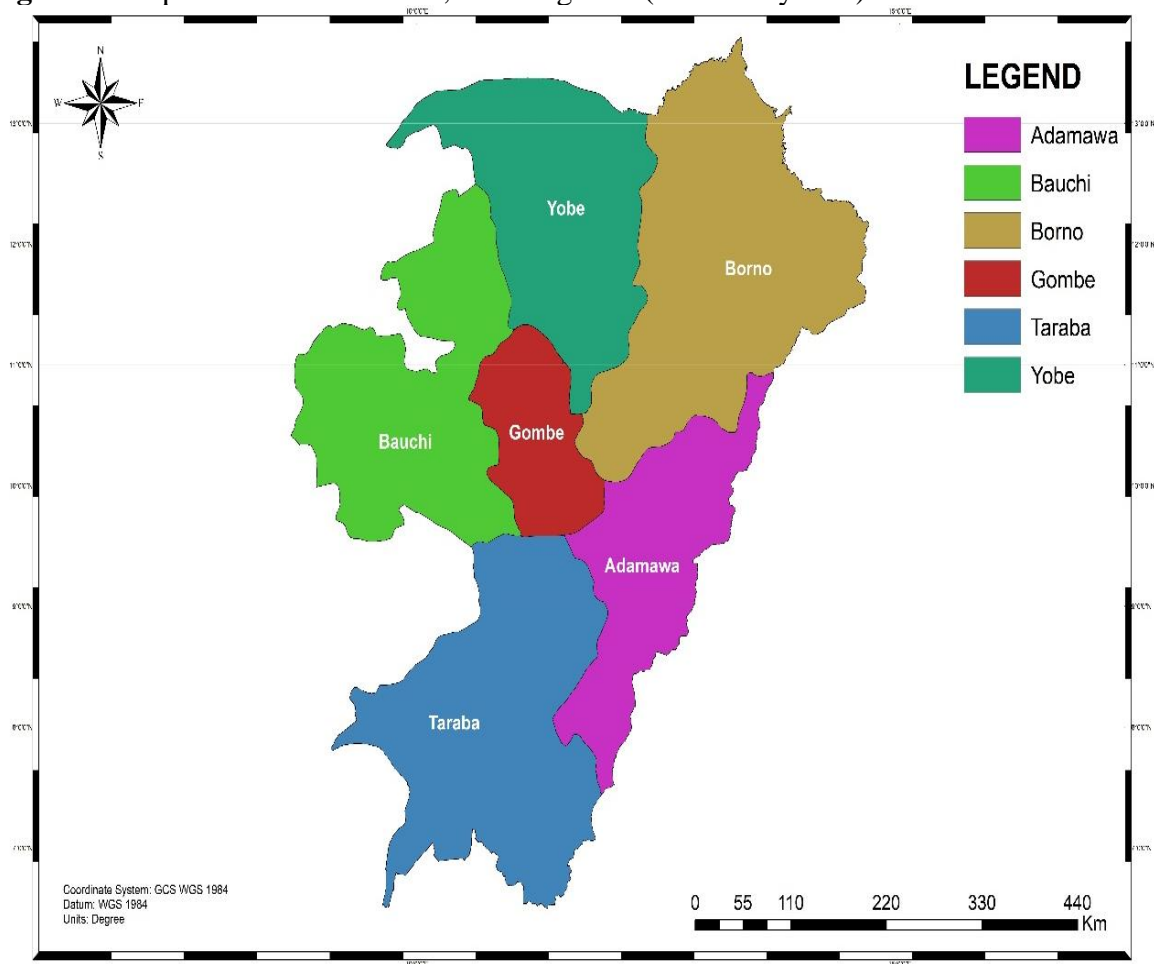
### **3.0 Area of Study**

North-East region of Nigeria is one of the country's six geopolitical zones and it comprises the following states: Adamawa, Bauchi, Borno, Gombe, Taraba and Yobe States. The study area has a population of approximately 30 million people, covering about one-third of Nigeria's total area. As of 2011, it had a population of 23,558,674 or 13.5% of the country's population. (NPCN 1991) census. The population of the region is predominantly Fulani, with

Borno state as an exception, where the kanuri people from the majority. Additionally there are over 100 minority ethnic group in the area. Seven Federal Universities in the north east were considered in this study, from each state. However, two universities are considered in Borno State, because one being a special university, (Nigerian army university Biu,).

The climate, in this region is similar to that of northern Nigeria, with distinct wet and dry season that shapes the life style of the area. The rainy season typically begins in april and extends through November . During this period, regions like Yola and Jalingo experience heavy rainfall while Bauchi and and Gombe receive an average of an average of 914.4mm. In contrast, the northern areas, such as Maiduguri and Biu, receive approximately 310.2 mm. The mean annual rainfall across the region range from 290 mm in the per north at Abadan to 1,125mm in the Mandara Mountains near Mubi. Rainfall generally ends abruptly in late September, as winds shift northward, bringing the dry Hamattan winds familiar through west Africa. The Harmattan consists of very dry winds, particularly in December and January, blowing from the Sahara across the Chad basin to the Bauchi Plateau. The winds "carry a great deal of diatomaceous dust and cause a thick haze and marked a drop in temperature. The mean daily temperature for North-Eastern Nigeria is 85° centigrade during the dry season, the average is approximately 95°centigrade. The temperature range becomes more marked from south to north with increasing distance from the Bauchi and Mambila plateaus, which are considerably cooler.

**Figure 1:** Map of North East States, Showing case ( case study area)



### 3.1 Data collection and Source

In this research, questionnaire were utilized as a tool for gathering data, Two thousand seven hundred and seventeen (2717) were administered to respondents (students) living in the hostel of the seven federal universities in the north east.

The schedule of questionnaire administered, the number retrieved, the number valid for analysis and their percentages are shown in Table 1.

**Table 1: Questionnaire Administration**

Name of Federal University	Number Administered	Number Retrieved	Valid for analysis	Percentage of number used
University of Maiduguri	647	496	495	99.8
Nigeria Army University Biu	153	200	198	99
Modibo Adama University of Technology Yola	415	398	396	99
Federal University Gashua	200	299	297	74.25
Abubakar Tafawa Balewa University Bauchi	527	448	445	98.89
Federal University of Kashere	459	447	445	98.89
Federal University Wukari	316	398	396	99
<b>Total</b>	<b>2717</b>	<b>2686</b>	<b>2672</b>	<b>98.96</b>

Source: Field Survey, 2024

### 4.2 Tools of analysis

Descriptive statistic was employed to summarize samples of subjects in terms of variables or a combination of variables. The analytical tools satisfied, strongly satisfied, moderately satisfied, mean, standard deviation, and ranking were used.

### 5.0 Result and Discussion

**Table 2: Profile of Respondents by Hostel Accommodation**

Name of Federal University	Name of Hostel	Frequency	Percentage
University of Maiduguri	Block A	87	17.6
	Block B	71	14.5
	Block C	30	6.0
	Block D	14	2.8
	Block E	17	3.4
	Aisha Buhari	13	2.6
	Titanic	213	43.0
	Ali Mungonu	17	3.5
	Aisha hall	18	3.6
	Murtala hall	15	3.0
	<b>Total</b>	<b>495</b>	<b>100%</b>
Nigeria Army University Biu	Bulama	72	36.3
	Aderonke	75	37.9
	Magumeri	51	25.8
	<b>Total</b>	<b>198</b>	<b>100%</b>

Modibo Adama Technology Yola	University of Oba	119	30.0
	Chukwu	105	26.7
	Kabir Umar	50	12.6
	Usman Nagogo	51	12.9
	N-Suites	24	6.0
	Nana Asmau	47	11.8
	<b>Total</b>	<b>396</b>	<b>100%</b>
Federal University Gashua	Block A	80	27
	Block B	99	33.4
	Block C	41	13.8
	Block D	44	14.8
	Block E	15	5.0
	Anex	18	6.0
	<b>Total</b>	<b>297</b>	<b>100%</b>
Abubakar Tafawa Balewa University Bauchi	Block (A) O.Oladebo	92	20.7
	Block( B) Adamu M.Nayaya	115	25.8
	Block( C) G.RA	75	16.9
	Block( D) G.R.A	43	9.7
	Block (E)Gbolahan A Alao	31	7.0
	Block (F) Ango Abdullahi	44	9.9
	Block( G) Ango Abdullahi	45	10.0
	<b>Total</b>	<b>445</b>	<b>100%</b>
Federal University of Kashere	Block A	34	7.6
	Block B	78	17.5
	Block C	125	28.0
	Block D	59	13.5
	Block E	94	21.0
	Block F	40	9.0
	Block G	15	3.4
	<b>Total</b>	<b>445</b>	<b>100%</b>
Federal University Wukari	Block A	52	13.1
	Block B	63	16.0
	Block C	64	16.1
	Block D	74	18.7
	Malam Adamu	53	13.4
	Aisha Buhari	90	22.7
	<b>Total</b>	<b>396</b>	<b>100%</b>

Source: Field Survey, 2025



Table 3 displays the breakdown of respondents based on University and hostels. It was observed that from the 495 respondents in UNIMAID 213 (43.5%) were residing in Titanic hostel; 198 respondents in NAU, BIU has 75(37.9%) residing in Aderonke hostel; 396 respondents in MAUTECH Yola 119 (30%) residing in Oba hostel; 297 were from Federal University Gashua with majority 99 (33.4%) residing in block B; 445 were from Abubakar Tafawa Balewa University Bauchi with majority 115(25.8%) residing in block B; 445were from Federal University of Kashere with majority 125(28%) residing in block C and 396 were from Federal University of Wukari with majority 90 (22.7%) residing in Aisha Buhari hostel.

Majority of students residing in various hostels, this implies different hostels may offer varying levels of satisfaction, making it challenging to control for these factors when examining students satisfaction.

**Table 3: Level of satisfaction of students with the hostel amenities provided in the study area.**

Hostel Amenities	Mean	Std. Deviation	Remark	Rank
Hostel security services	3.99	.967	Satisfied	1 <sup>st</sup>
Extinguishers	3.99	.976	Satisfied	2 <sup>nd</sup>
Waste Disposal	3.93	.911	Satisfied	3 <sup>rd</sup>
Reading Corner	3.85	.940	Satisfied	4 <sup>th</sup>
Plumbing	3.84	.949	Satisfied	5 <sup>th</sup>
Booking room	3.80	.946	Satisfied	6 <sup>th</sup>
Cleaning services	3.79	1.201	Satisfied	7 <sup>th</sup>
Kitchen	3.78	1.033	Satisfied	8 <sup>th</sup>
General hostel maintenance services	3.76	1.060	Satisfied	9 <sup>th</sup>
Water provision	3.76	1.060	Satisfied	10 <sup>th</sup>
Wardrobe	3.74	1.202	Satisfied	11 <sup>th</sup>
Restaurant provision	3.73	.989	Satisfied	12 <sup>th</sup>
Electricity supply	3.71	1.005	Satisfied	13 <sup>th</sup>
Wall socket	3.68	1.117	Satisfied	14 <sup>th</sup>
Sickbay	3.67	1.038	Satisfied	15 <sup>th</sup>
Bathroom	3.64	1.026	Satisfied	16 <sup>th</sup>
Internet services	3.61	1.172	Satisfied	17 <sup>th</sup>
Desk and Chairs provision	3.57	1.139	Satisfied	18 <sup>th</sup>
Sporting facility	3.15	1.019	Moderately Satisfied	19 <sup>th</sup>
Study space	3.11	1.150	Moderately Satisfied	20 <sup>th</sup>
Intercom system	3.09	1.183	Moderately Satisfied	21 <sup>st</sup>
Recreational facility	3.02	1.096	Moderately Satisfied	22 <sup>nd</sup>
Fan	2.95	1.160	Moderately Satisfied	23 <sup>rd</sup>
Fire protecting equipment	2.93	1.069	Moderately Satisfied	24 <sup>th</sup>
Common Room	2.93	1.133	Moderately Satisfied	25 <sup>th</sup>
Laundry services	2.90	1.109	Moderately Satisfied	26 <sup>th</sup>
Smart temperature control	2.84	1.096	Moderately Satisfied	27 <sup>th</sup>
Deadbolt locks	2.87	1.046	Moderately Satisfied	28 <sup>th</sup>
Surveillance cameras	2.77	1.061	Moderately Satisfied	29 <sup>th</sup>
Shower	2.74	1.041	Moderately Satisfied	30 <sup>th</sup>
Toilets	2.51	1.372	Moderately Satisfied	31 <sup>st</sup>

**Source: Field survey, 2025**

**Hint:** Items with mean score ranging between 4.50 - 5.0 = Highly satisfied; (HS) 3.50 – 4.49 = Satisfied (S); 2.50 – 3.49 = Moderately satisfied (MS); 1.50 – 2.49 = Dissatisfied (D); 0 – 1.49 = Highly dissatisfied (HD)

Table 3 provides an evaluation of hostel amenities based on their mean satisfaction scores and standard deviations, rated on a Likert scale (1 = strongly dissatisfied to 5 = strongly satisfied). Overall, the results suggest a sentiment ranging from "Moderately Satisfied" to "Satisfied."

Amenities such as Hostel security services (Mean = 3.99), Fire extinguishers (Mean = 3.99), Waste disposal (Mean = 3.93), Reading corners and plumbing received high ratings, ranked (1<sup>st</sup> to 5<sup>th</sup>) as indicated in the table reflecting general satisfaction with these services. These amenities meet user expectations and contribute significantly to overall satisfaction. This implies that the students' basic needs and comfort requirements are being met. Students expressed overall satisfaction with hostel amenities. This provides a conducive environment for students to focus on their studies and overall well-being, and the hostel contributing positively to the students' overall university experience.

Moderately Rated Amenities (Mean 3.0 - 3.5) include, Sporting facilities (Mean = 3.15), Study spaces (Mean = 3.11) and Intercom systems (Mean = 3.09,) these amenities show indicating room for improvement. Low-Rated amenities include, Fans (Mean = 2.95), Common rooms (Mean = 2.93), Surveillance cameras (Mean = 2.77) and Toilets (Mean = 2.51, SD = 1.372). These amenities received the lowest satisfaction ratings, with high variability in responses, suggesting inconsistent service provision. This is a key area for hostel management to focus on, particularly for hygiene, comfort, and safety, there may be some areas of improvement, such as sporting facility, study spaces fan, or availability. Respondents may be satisfied with some aspects of these amenities, but not others.

This finding aligns with the study conducted by Kashyap & Boora (2017) pointed that students were satisfied with the hostel amenities, but there were areas needing improvement, such as laundry, reading space, reading and recreational amenities.

## 6.0 Conclusion and recommendation

The study examined the level of student satisfaction with hostel amenities in Federal Universities in North East Nigeria. The findings showed mixed results regarding satisfaction with hostel amenities while other amenities with lower scores may indicate dissatisfaction and should be a priority for improvement. Certain amenities, such as hostel security wall socket electricity supply, internet access, and wall sockets indicating high rating. This suggests that investing in these amenities can considerably enhance students' satisfaction. Conversely, amenities like laundry services, room bookings, and sick bays displayed moderate satisfaction indicating low satisfaction from students. This suggests that these amenities may need further investigation or enhancement. Policymakers and educators should prioritize these amenities in hostel development and maintenance, as the study indicates that hostel amenities are essential for supporting students' success. This aligns with the findings of Makinde & Ayeni (2018) which stated that hostel amenities satisfaction is an important indicator and contributed significantly to students' academic achievements.



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