
COMPARATIVE ANALYSIS OF RESIDENTS' SATISFACTION AND NEIGHBOURHOOD QUALITY IN PUBLIC AND PRIVATE HOUSING ESTATES IN BAUCHI TOWN

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ABSTRACT

Research has shown that, in developing countries, most public and private housing projects failed mainly because they did not consider what satisfies occupants' residential needs. To provide policymakers with a database, this study compared residents' satisfaction with various housing and neighbourhood components across a few public and private housing estates in Bauchi town. To measure satisfaction levels, a quantitative survey research design was used, with structured questionnaires on a 5-point Likert scale. Krejcie and Morgan's (1970) table was used to choose a sample of 86 housing units. Simple random sampling was used in private estates, while stratified sampling was used in public estates. Descriptive statistics (mean ranking) were used to analyse. According to the study, people living in private estates were happier with their homes and neighbourhoods than people living in public estates. However, there were issues with recreational facilities, waste management, and safety for both kinds of estates. Despite these problems, the majority of residents continued to favour their current neighbourhoods for their accessibility, affordability, and sense of community. The study finds that although living conditions in private housing are superior, residents' expectations are not met by either type of housing. It recommends that housing developers and policymakers prioritise the provision of essential facilities and services, and urges the government to leverage institutions such as the National Urban Development Bank to support infrastructure improvements.

Keyword: Housing Estate, Residential Satisfaction, Residential Buildings, Neighbourhood Quality

INTRODUCTION

Across many developing countries, especially in Africa, the urban housing crisis remains a pressing challenge. Rapid urbanisation, population growth, and economic inequality have resulted in a significant portion of the population living in slums or without adequate shelter. Over 213 million people, or 60–70% of all urban dwellers in sub-Saharan Africa, reside in urban slums (UN-Habitat, 2021, 2022). There is a severe housing shortage in Nigeria, where an estimated 24.4 million people live in informal housing or are homeless, particularly in cities like Lagos, where slums house 70% of the population (Le Monde, 2024; UN-Habitat, 2022). Similar to this, South Africa is dealing with two crises: over 3.6 million people reside in informal settlements, and about 200,000 are homeless on the streets (Stats SA, 2022). Similar trends are seen in other nations. Over 2 million people are homeless in Kenya, and the number of people living in urban slums is growing by over 200,000 per year (Habitat for Humanity, 2022). In Uganda, there is a shortage of 1.6 million housing units nationwide, and over 66% of urban dwellers live in substandard housing (UN-Habitat, 2021). About 252,000 people live in slums in Namibia, making up 34% of the country's urban population (Le Monde, 2024). Between 100 and 150 million people are homeless worldwide, and more than 1 billion reside in informal settlements. Africa accounts for the largest share of this, with over 54 million homeless



people, or 38.7% of the global total, and Nigeria alone accounts for 17.4% (World Bank, 2023; UN-Habitat, 2022).

Residential satisfaction reflects the degree to which individuals' housing needs are fulfilled (Salleh, 2008). According to Teck-Hong (2012), a household's contentment with their entire residential environment is a gauge of their quality of life, as claimed by Teck-Hong (2012). By implementing a range of housing policies and programs and employing a range of delivery strategies, from direct construction to establishing an enabling environment, Nigeria has been making a concerted effort to meet its housing needs. According to Gbadeyan (2011), there is a growing trend of non-governmental organisations and voluntary groups, including faith-based organisations, contributing their own efforts to solving the housing issues.

Numerous public and private housing projects in most developing countries have been found to fail due to the exclusion or disregard of relevant end-user or inhabitant input (Jiboye, 2012). According to Ibem et al. (2013), inadequate understanding among building designers and other industry professionals of users' evolving needs and preferences is the leading cause of buildings' poor performance in meeting users' needs and expectations. The need for this study stems from the lack of research on building performance evaluation, suggesting that professionals in the building industry should include this topic on their research agendas.

With population growth and frequent migration from rural areas and neighbouring states such as Plateau, Borno, and Yobe, the Bauchi metropolis has become increasingly populous. This has led to an increasing demand for housing units, which require intervention from both the public and private sectors. As Oladapo and Adebayo (2014) assert, a suitable housing unit must meet tenants' physical, financial, and environmental needs. Even though these needs differ, none of them precludes the others from enabling the intended uses of the property. The scope of measuring housing satisfaction has expanded beyond the broad presumption that it is limited to physical and structural adequacy (Jiboye, 2009). Therefore, a comparative assessment of residents' satisfaction in both public and private housing estates in the study area cannot be overemphasised.

LITERATURE REVIEW

Public and Private Housing Estates

Housing is a fundamental human necessity influencing individual welfare, productivity, and societal standing (UN-Habitat, 2006). Despite its significance, there remains a shortage of housing, particularly in developing countries where urbanisation is occurring rapidly. The Nigerian government has made limited progress in addressing housing shortages through various policies (Opeyemi et al., 2015). The sufficiency of living standards for family life and health is what is meant by housing need, not financial capacity (Elegbede et al., 2015). Effective housing delivery is hampered by issues like land access, financing, construction costs, and bureaucratic inefficiencies (Ugonabo & Emoh, 2013). To address these issues, a comprehensive, multi-stakeholder strategy is recommended (Dave et al., 2016).

For low-income earners in particular, public housing is a strategic tool for attaining social equity (Hashim et al., 2012). Despite being involved in housing for more than 80 years, the public sector in Nigeria is primarily focused on policy rather than actual housing delivery (Olayiwola et al., 2005). Administrative inefficiencies, inadequate funding, and inconsistent policies are major obstacles (Ibem

et al., 2011). Program continuity is made more difficult by political unrest. The primary goal of public housing is still to make it affordable for the underprivileged (Iiu, 2007). However, research consistently shows that people are unhappy with the infrastructure, maintenance, and quality of public housing, calling for a more sustainable and participatory approach (Ibem & Aduwo, 2013; Olotuah & Bobadoye, 2009).

In Nigeria, the private sector is mainly responsible for housing provision. It promotes urban development and provides housing for a range of income levels (Elegbede et al., 2015). Even so, affordability remains a problem, as low-income groups often cannot afford private housing (Eni & Danson, 2014). Land costs, construction costs, and household income levels are among the factors that affect the performance of the private sector. Despite financial and policy obstacles, private developers are clearly efficient in both construction and delivery (Opeyemi et al., 2015). However, in order to increase their contribution to the delivery of sustainable housing, regulatory support and incentives are essential (Elegbede et al., 2015).

Public and Private Housing Satisfaction

Housing satisfaction refers to an individual's contentment with their housing condition, shaped by expectations and experience (Mohit & Nazyddah, 2011). It encompasses physical dwelling quality, neighbourhood environment, and service management (Galster). It includes the neighbourhood setting, service management, and the actual quality of the dwelling (Galster, 1985; Jiboye, 2012). Environmental safety, service accessibility, social cohesiveness, and individual participation in housing choices are important determinants (Djebarni & Al-Abed, 2000; Mohit et al., 2010). According to several empirical studies, neighbourhood conditions that meet expectations and resident involvement in design decisions are associated with higher levels of satisfaction (Buys & Miller, 2012; Fakere et al., 2017; Hipp, 2010). Age, income, and tenure type are sociodemographic variables that also significantly impact satisfaction (Lu, 2002; Rahman et al., 2015).

Public housing satisfaction varies, with issues in facility maintenance, estate planning, and accessibility being common (Mohit et al., 2010; Nyaboe, 2016). Studies in Nigeria show mixed results: while some residents express satisfaction with space and proximity to services, others highlight concerns about sanitation, security, and maintenance (Clement & Kayode, 2012; Ibem & Aduwo, 2013). Resident participation in housing development generally correlates with higher satisfaction (Ibem & Aduwo, 2013).

). Private estate satisfaction hinges on the quality of facilities and the surrounding environment (Liu, 1999; Salleh, 2008). Important considerations include things like service quality, transportation, and neighbourhood aesthetics (Grigolon et al., 2014). Additionally, studies reveal that wealthier groups are more satisfied because they have easier access to high-quality housing (Vera-Toscano & Aceta-Amestoy, 2008).

Neighbourhood Quality

A multifaceted concept, neighbourhood quality significantly impacts locals' happiness, standard of living, and desire to stay in a particular area. It covers the social and physical elements that influence people's living experiences, such as safety, community cohesion, and accessibility to amenities, as well as housing conditions, infrastructure, and cleanliness (Amerigo & Aragones, 1997; Sirgy & Cornwell, 2001).



Housing conditions remain a fundamental component of neighbourhood quality, and numerous studies have demonstrated that residential satisfaction is directly affected by housing quality, as measured by structural integrity, amenities, and upkeep (Galster, 1987; Salleh, 2008). Stress, discomfort, and decreased satisfaction are frequently associated with substandard housing conditions, especially in public housing estates where maintenance is often minimal. Residents' perceptions of comfort, safety, accessibility, and recreational opportunities shape a neighbourhood's quality of life. Subjective well-being and how the environment facilitates daily living are included (Pacione, 2003). Neighbours who feel safe and have easy access to commercial, social, and educational resources tend to report higher levels of satisfaction (Marans, 2003).

The term "neighbourhood desirability" describes locals' inclination to stay in their current homes or to recommend them to others. Strong social ties, low crime rates, and beautiful surroundings are all factors that affect desirability. Research indicates that a strong sense of community can increase overall satisfaction even in places with moderate housing conditions (Parkes et al., 2002). The level of satisfaction in both public and private housing estates varies considerably based on infrastructure development, management, and service delivery. Private estate residents tend to be more satisfied because of better facilities and upkeep. In contrast, public estate residents tend to prioritise affordability but highlight issues with infrastructure deterioration and service quality (Ukoha & Beamish, 1997).

Important viewpoints from the literature on housing and residential satisfaction are incorporated into the study's theoretical framework. It is based on Morris et al.'s (1976) Theory of Housing Deficits, which holds that residential dissatisfaction occurs when a household's current housing situation does not align with normative standards, whether those standards are culturally or personally defined. This discrepancy, known as a housing deficit, often prompts households to adjust their expectations or housing circumstances to reduce discontent (Mohit & Alkhanbashiraja, 2014).

According to Galster's (1985) Theory of Psychological Construct, people use their self-assessed needs and goals to create a reference condition for their housing. When the actual housing situation matches this mental reference point, one is satisfied; when there are notable differences, one is dissatisfied. To reduce dissatisfaction, people may try to improve their housing or adjust their expectations (Foote et al., 1960). According to Rossi's (1955) Theory of Housing Needs, households' housing needs change as they move through different life stages, and any discrepancy between their desired and actual housing conditions causes stress and discontent. When environmental factors or spatial requirements no longer align with the household's life cycle, migration is often used to realign housing with the household's evolving needs.

MATERIALS AND METHODS

Study Area

Bauchi State is a state in the northeast geopolitical zone of Nigeria. It occupies a total land area of 49,119 km² (18,965sq mi), representing about 5.3% of Nigeria's total land mass, and is located between latitudes 9° 3' and 12° 3' north and longitudes 8° 50' and 11° east. The state is bordered by seven states: Jigawa to the north, Taraba for 54 km and Plateau for 360 km to the south, Gombe for 277 km to the east, Yobe for 188 km to the north-east, Kaduna to the west for 32 km, and Kano for 131 km to the north-west. Bauchi State spans two distinctive vegetation zones, namely, the Sudan savannah and the Sahel savannah. The Sudan savanna vegetation type covers the southern part of the

state. Here, the vegetation becomes richer towards the south, especially along water sources or rivers. However, it is generally less uniform, and grasses are shorter than those farther south, that is, in the forest zone of the middle belt.

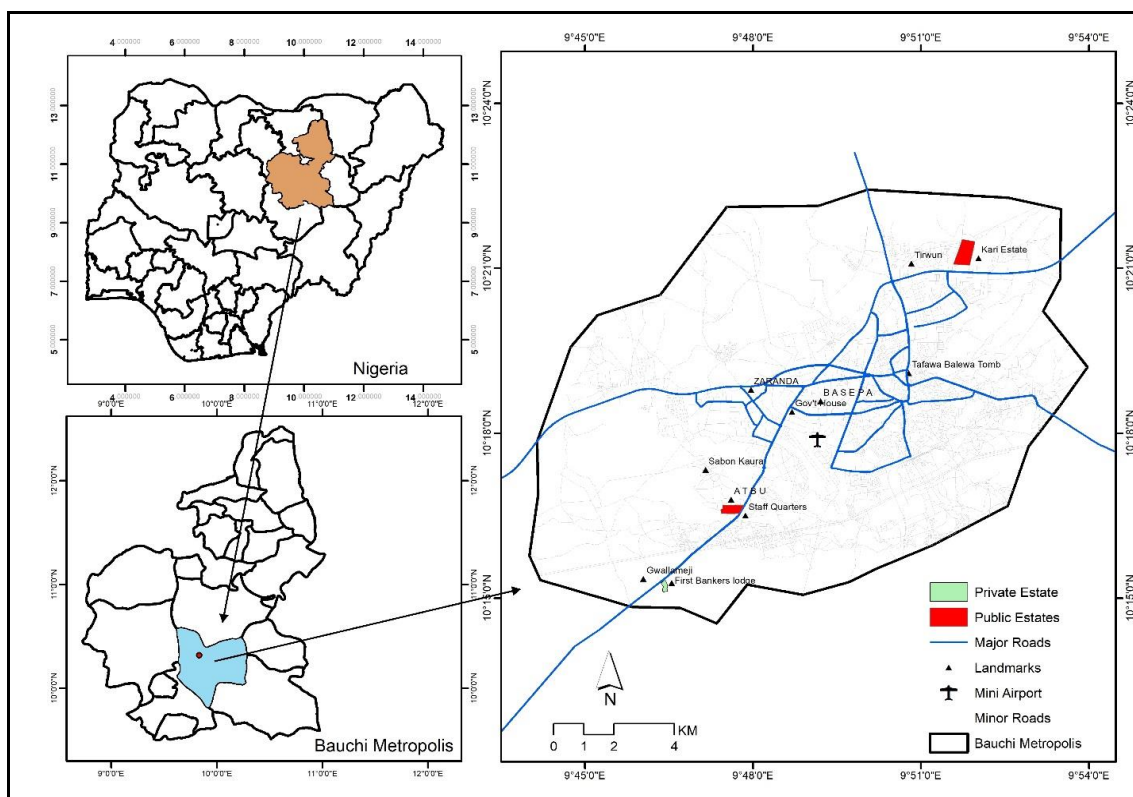


Figure 1: Map of Bauchi Town Showing the Study Area

Public Housing Estate

The public housing estate selected was Abubakar Tafawa Balewa University (ATBU) Bauchi staff quarters, comprising the Kari staff quarters located at Tirwin along Maiduguri Road, Bauchi, and the Yelwa campus staff quarters situated at ATBU Yelwa campus along Dass Road, Bauchi. Kari Housing Estate is a high institution staff quarters occupied by ATBU Bauchi staff. It has a total number of fifty-eight (58) housing units. The ATBU staff quarters were selected for this study as the public housing because the researchers' investigation found that all government-built housing estates within Bauchi town had already been sold for owner occupation. Now, the majority of these owners have renovated the houses to their own liking. In contrast, others have sold them out, making it impossible to assess the occupants' satisfaction when the government retained ownership.

Private Housing Estate

The private estate selected is called "Bankers Lodge," a privately built and owned housing estate situated at Gwallameji along Dass Road, Bauchi. It is an apartment with one bedroom, and it is made up of two different housing estates separated by an access road; the second one (Bankers Lodge "B") is an extension of the first one (Bankers Lodge "A"). Bankers Lodge "A" comprises Seventy-two (72) housing units. At the same time, Bankers Lodge "B" consists of fifty-four (54) housing units. Bankers Lodge was selected, despite being a one-bedroom apartment, because private housing estates in Bauchi town are smaller, consisting of no more than 15 housing units. Based on the researcher's

investigation, Bankers Lodge is the private estate with the most significant number of accommodation units in Bauchi town.

Data Collection and Analysis

The quantitative survey research design used in this study enabled a systematic comparison of neighbourhood quality and resident satisfaction between Bauchi's public and private housing estates. The study used a descriptive methodology, measuring neighbourhood perceptions and satisfaction levels with structured questionnaires based on a 5-point Likert scale. "Very satisfied" and "very dissatisfied" were the possible answers. Previous research on residential satisfaction (Oladapo & Adebayo, 2014; Ibem & Aduwo, 2013; Lu, 2002; Muhammad et al., 2018) served as the model for the questionnaire items. Household heads from the selected public and private housing estates comprised the study population. The public housing estates were ATBU staff quarters, including the Yelwa campus staff quarters along Dass Road in Bauchi and the Kari staff quarters along Maiduguri Road in Bauchi. Bankers' Lodges A and B, located in Gwallameji, were among the private estates. There were 126 housing units in the private estates (72 in Lodge A and 54 in Lodge B) and 101 in the public estates (58 in Kari and 43 in Yelwa), which together made up the entire sampling frame. Krejcie and Morgan's (1970) table was used to calculate the total sample size of 86 housing units. A stratified sampling technique was adopted for public estates to ensure proportional representation from the two locations, Yelwa and Tirwin. For the private estates, a simple random sampling technique was used because the housing units were homogeneous, ensuring each unit had an equal and independent chance of selection.

The researcher administered and collected the questionnaire himself between September and October 2020. The data were analysed using SPSS version 23. A total of one hundred and seventy-eight (178) questionnaires were administered to the two sets of respondents, that is, the occupants of public and private housing estates. In the public housing estate, eighty-six (86) questionnaires were administered to respondents, of which seventy-one (71) were returned and used for analysis, representing 82.5% of the distributed questionnaires. For the private estates, a total of sixty-four (64) were retrieved from ninety-two (92) administered questionnaires, representing 69.5% of the administered questionnaires. Statistical Package for the Social Sciences (SPSS) version 23 was used to analyse the data collected during the field survey. Descriptive analysis in the form of mean ranking was used to analyse the collected data.

RESULTS

Residents' Satisfaction Criteria for Ranking

Table 1 shows the scale range for the ranking criteria in the analysis, from very dissatisfied to very satisfied.

Table 1: Residents' Satisfaction Criteria for Ranking

S/N	Scale Range	Remark
1	0.00–1.49	Very dissatisfied
2	1.50–2.49	Dissatisfied
3	2.50–3.49	Indifferent
4	3.50–4.49	Satisfied
5	4.50–5.00	Very Satisfied

Source: Muhammad, Aremu, and Akande (2018)

Satisfaction with Structural Facilities

Residents of public estates were satisfied with electric fittings ($M = 3.55$) and parking spaces ($M = 3.61$), but not with facilities for waste disposal ($M = 2.25$), according to the structural facilities analysis (Table 2). They showed a neutral attitude when asked about other amenities, such as floors, windows and doors, ceilings, fencing, and building aesthetics. On the other hand, residents of private estates expressed satisfaction with several structural components, such as the floor ($M = 3.55$), doors and windows ($M = 3.67$), fencing ($M = 3.64$), ceilings ($M = 3.73$), building aesthetics ($M = 3.61$), and electric fittings ($M = 3.50$). They expressed neutrality towards other facilities such as walls, parking spaces, water appliances, internal drainage, finishing, and landscaping areas, but were unhappy with the sufficiency of garbage disposal ($M = 2.31$; $SD = 1.11$) and landscaping ($M = 2.25$). Although both groups showed generally indifferent satisfaction with structural facilities, residents of private estates had a higher overall mean satisfaction score ($M = 3.4467$) than residents of public estates ($M = 3.0509$).

Table 2: Satisfaction with Structural Facilities

S/ N	Structural Facilities	Public Estate			Private Estate		
		Mean (SD)	Remark	Ranking	Mean (SD)	Remark	Ranking
1	Floor	3.3944 (0.8523)	Indifferent	4	3.5469 (0.7809)	Satisfied	5
2	Walls	3.4789 (0.9194)	Indifferent	3	3.3438 (0.8158)	Indifferent	9
3	Doors and Windows	3.2817 (0.9580)	Indifferent	5	3.6719 (0.7416)	Satisfied	2
4	Ceiling	2.8451 (0.8264)	Indifferent	9	3.7344 (1.1716)	Satisfied	1
5	Adequacy of refuse disposal facility	2.2535 (1.1429)	Dissatisfied	13	2.3125 (0.9109)	Dissatisfied	12
6	Adequacy of car parking space	3.6056 (0.6273)	Satisfied	1	3.2188 (1.0473)	Indifferent	10
7	Adequacy of landscaping area	3.1268 (0.7943)	Indifferent	6	2.2500 (0.8268)	Dissatisfied	13
8	Electric fitting (number of sockets and positions)	3.5493 (0.9625)	Satisfied	2	3.5000 (0.9759)	Satisfied	6
9	Water appliances (number and positions)	2.9577 (1.1884)	Indifferent	7	3.1406 (1.1528)	Indifferent	11
10	Internal drainage	2.6479 (1.2200)	Indifferent	12	3.3438 (0.9631)	Indifferent	8
11	Fencing	2.8451 (0.8264)	Indifferent	10	3.6406 (0.8036)	Satisfied	3
12	Finishing	2.8873 (1.1282)	Indifferent	8	3.4844 (1.0539)	Indifferent	7
13	Aesthetic appearance of the building	2.7887 (0.9328)	Indifferent	11	3.6094 (0.7483)	Satisfied	4
Average		3.0509	Indifferent		3.4467	Indifferent	

Source: Author's Field Survey (2020)

Satisfaction with Dwelling Units Facilities

Table 3 presents residents' satisfaction with dwelling unit facilities in public and private housing estates. In the public estates, residents expressed satisfaction with the adequacy of the living area ($M = 3.73$), natural lighting and ventilation ($M = 3.56$), and bedroom size ($M = 3.56$). However, their satisfaction with other facilities, such as toilets, kitchens, dining areas, washing areas, and clotheslines, was neutral, indicating an overall indifferent perception. In the private estate, residents reported satisfaction with the adequacy of the living area ($M = 3.95$), toilet ($M = 3.84$), kitchen ($M = 3.50$), bedroom size ($M = 3.81$), and natural lighting and ventilation ($M = 3.55$). Dissatisfaction was noted only with the dining area ($M = 2.11$). Both public ($M = 3.25$) and private ($M = 3.33$) estate residents were largely unconcerned with living-unit amenities, as indicated by their average satisfaction scores. Residents of private estates expressed somewhat greater satisfaction with these amenities, but neither group expressed particularly high levels of satisfaction.

Table 3: Satisfaction with Dwelling Units Facilities

S/N	Dwelling Unit Facilities	Public Estate			Private Estate		
		Mean (SD)	Remark	Ranking	Mean (SD)	Remark	Ranking
1	Adequacy of Living Area	3.7324 (0.7947)	Satisfied	1	3.9531 (0.9741)	Satisfied	1
2	Toilet	3.3380 (0.9145)	Indifferent	5	3.843 (0.7243)	Satisfied	2
3	Kitchen	3.4085 (1.0139)	Indifferent	4	3.500 (1.3213)	Satisfied	5
4	Dining area	2.8732 (0.9408)	Indifferent	6	2.109 (1.1967)	Dissatisfied	8
5	Bedroom size	3.5634 (0.8555)	Satisfied	3	3.8125 (0.8109)	Satisfied	3
6	Washing area	2.8592 (1.1746)	Indifferent	7	2.9219 (1.1027)	Indifferent	7
7	Natural lightning and ventilation	3.5634 (0.8731)	Satisfied	2	3.5469 (0.7205)	Satisfied	4
8	Cloth line facilities	2.6901 (0.9602)	Indifferent	8	2.9531 (0.9188)	Indifferent	6
Average		3.2535	Indifferent		3.3301	Indifferent	

Source: Author's Field Survey (2020)

Satisfaction with Safety and Security Facilities and Services

The results shown in Table 4 show that residents of Bauchi town's public and private housing estates are generally dissatisfied with the safety and security features. The sufficiency of fire extinguishers was a significant source of dissatisfaction for public estate residents ($M = 1.45$). Residents showed a lack of satisfaction with other safety features, including sufficient fire escape routes ($M = 3.00$), protection from insects and dangerous animals ($M = 2.51$), building security to prevent trespassing ($M = 2.97$), security against theft ($M = 2.70$), and the availability of security personnel ($M = 2.73$). In a similar vein, residents of private estates expressed dissatisfaction with the availability of security

guards and fire extinguishers. Residents were mainly unconcerned about other elements, such as fire escape routes, anti-trespassing measures, protection against dangerous animals, and security against burglary. Residents of private housing expressed greater dissatisfaction with the facilities in this group ($M = 2.49$), whereas residents of public housing showed an indifferent level of satisfaction overall ($M = 2.56$).

Table 4: Satisfaction with Safety and Security Facilities and Services

S/N	Safety and Security Facilities & Services	Public Estate			Private Estate		
		Mean (SD)	Remark	Ranking	Mean (SD)	Remark	Ranking
1	Adequacy of fire extinguishers	1.4493 (0.6714)	Very Dissatisfied	6	1.7031 (0.7203)	Very Dissatisfied	6
2	Security Against theft (burglary)	2.7042 (0.8005)	Indifferent	4	2.6719 (0.9278)	Indifferent	4
3	Protection against insects and other dangerous animals	2.5070 (1.1448)	Indifferent	5	2.9063 (0.8863)	Indifferent	2
4	Security measures of the building to control trespassers	2.9718 (0.9417)	Indifferent	2	3.0625 (0.9671)	Indifferent	1
5	Adequacy of escape routes in case of fire	3.0000 (0.9541)	Indifferent	1	2.7344 (1.1580)	Indifferent	3
6	Availability of a security man	2.7324 (1.2530)	Indifferent	3	2.1250 (0.7786)	Dissatisfied	5
	Average	2.5607	Indifferent		2.4890	Dissatisfied	

Source: Author's Field Survey (2020)

Satisfaction with Neighbourhood Facilities and Services

The findings in Table 5 show that residents of Bauchi town's public and private housing estates differ in their levels of satisfaction with neighbourhood amenities and services. Residents of the public housing estates were pleased with several amenities. These include the estate's location ($M = 3.79$), accessibility to medical facilities ($M = 3.56$), proximity to places of worship ($M = 3.56$), and access roads ($M = 4.01$). The availability of shopping centres, on the other hand, received a lower mean score of 2.37 from residents who were unhappy with them. Responses revealed a general lack of interest in the remaining neighbourhood facilities evaluated. Residents of the private housing estate expressed satisfaction with the estate's general location ($M = 3.58$), proximity to markets ($M = 3.66$), and proximity to places of worship ($M = 3.63$). On the other hand, they voiced discontent with the drainage system ($M = 2.30$) and recreational and athletic facilities, including social activities ($M = 2.44$). Ratings for other local amenities were neutral, indicating neither satisfaction nor

dissatisfaction. Residents of private estates scored 2.9396 overall, compared to 3.1092 for those living in public estates. These averages show that residents of both types of estates are generally unsatisfied with the neighbourhood amenities and services.

Table 5: Satisfaction with Neighbourhood Facilities and Services

S/N	Neighbourhood facilities & Services	Public Estate			Private Estate		
		Mean (SD)	Remark	Ranking	Mean (SD)	Remark	Ranking
1	Location	3.7887 (0.7697)	Satisfied	2	3.5781 (0.8520)	Satisfied	3
2	Electricity Supply	3.1549 (0.8667)	Indifferent	7	3.0156 (0.5152)	Indifferent	7
3	Water supply	3.1408 (0.9223)	Indifferent	8	2.5000 (0.9408)	Indifferent	10
4	Drainage System (external)	2.8028 (1.1906)	Indifferent	9	2.2969 (0.9431)	Dissatisfied	13
5	Refuse disposal facilities (external)	2.7042 (0.9117)	Indifferent	10	2.5000 (1.2084)	Indifferent	11
6	Access road	4.0141 (0.886)	Satisfied	1	2.6094 (0.7767)	Indifferent	9
7	Recreation/sporting facilities	2.6563 (1.2916)	Indifferent	14	2.2958 (0.6577)	Dissatisfied	14
8	Shopping centre	2.3662 (0.7099)	Dissatisfied	13	3.1719 (1.0918)	Indifferent	5
9	Proximity of the estate to the place of worship	3.5634 (1.2618)	Satisfied	4	3.6250 (0.8149)	Satisfied	2
10	Proximity of the estate to the health care centre	3.5634 (0.9817)	Satisfied	3	2.9375 (1.2198)	Indifferent	8
11	Proximity of the estate to the Children's school	3.225 (0.9237)	Indifferent	5	3.3750 (0.7512)	Indifferent	4
12	Proximity of the estate to the market	2.6901 (0.8715)	Indifferent	11	3.6563 (0.7522)	Satisfied	1
13	Prices of goods and services in the neighbourhood	3.1972 (1.2261)	Indifferent	6	3.1563 (1.1577)	Indifferent	6
14	Social activities in the housing estate	2.6620 (1.2529)	Indifferent	12	2.4375 (1.0819)	Dissatisfied	12
Average		3.1092	Indifferent		2.9396	Indifferent	

Source: Author's Field Survey (2020)

The internal consistency for the forty-one variables measuring residential satisfaction was good, with a Cronbach's Alpha of 0.91.

Neighbourhood Quality

Residents in both settings typically reported a medium level across most indicators, as shown in Table 6. The overall neighbourhood quality was moderate, with a slightly higher rating for private estates, as indicated by the aggregate composite index of 3.1972 for public estates and 3.3531 for private estates. Residents of both public and private estates reported moderate satisfaction with their overall quality of life, with the public estate scoring slightly higher (2.9577 vs. 2.8906). The indicator for living enjoyment shows a similar trend, with the private estate recording a marginally higher mean (3.0938) than the public estate (3.0000). These findings imply that although both types of estates provide a habitable setting, private estates might offer a more pleasurable living space, perhaps due to superior facilities or administration.

Compared to the public estate, the private estate's residents reported better housing conditions, both in current circumstances (3.3281 vs. 3.1831) and expectations for the future (3.5781 vs. 2.9718). Both public and private estates received nearly identical desirability ratings (3.8732 and 3.8750, respectively). Nevertheless, $t = -1.714$ with 99.916 degrees of freedom and a probability of 0.090 is determined by the t-test for equality of means. The study found no discernible difference in neighbourhood quality between public and private housing estates in the study area ($p > 0.01$). With a Cronbach's Alpha of 0.68, the five variables assessing neighbourhood quality showed adequate internal consistency.

Table 6: Neighbourhood Quality

S/N	Neighbourhood Quality	Public Estate		Private Estate	
		Mean(SD)	Remark	Mean(SD)	Remark
1	Overall Quality of Life Satisfaction	2.95 (0.87)	Medium	2.89 (0.82)	Medium
2	Living Enjoyment in the estate	3.00 (0.75)	Medium	3.09 (0.87)	Medium
3	Housing Conditions in the Estate	3.18 (0.83)	Medium	3.32(0.91)	Medium
4	Housing Conditions in the Estate in Years to Come	2.97 (0.77)	Medium	3.57 (0.80)	High
5	Housing Estate is desirable to live in	3.87 (0.81)	High	3.87 (0.72)	High
Aggregate		3.19	Medium	3.35	Medium

Source: Author's Field Survey (2020)

Key: 0.00---1.49 = very low; 1.50---2.49 = Low; 2.50---3.49 = medium;
 3.50---4.49 = High; 4.50---5.00 = Very high

DISCUSSION

Residents' Satisfaction with the Structural Facilities

Table 2's findings show a significant difference in satisfaction with structural amenities between Bauchi town's public and private housing estates. The only amenities that residents of public housing estates expressed satisfaction with were electric fittings ($M = 3.55$) and parking spaces ($M = 3.61$). In contrast, they expressed dissatisfaction with waste disposal facilities ($M = 2.25$). Residents were generally unconcerned about other aspects of the buildings, including floors, ceilings, doors, windows, fencing, and the buildings' overall aesthetic appeal. This pattern suggests that the majority

of public estate structures fall short of residents' expectations, likely due to poor construction techniques, deteriorating infrastructure, or lack of maintenance.

Residents of private estates, on the other hand, reported greater satisfaction with a wider variety of structural components. Features like the ceilings ($M = 3.73$), doors and windows ($M = 3.67$), fencing ($M = 3.64$), building aesthetics ($M = 3.61$), flooring ($M = 3.55$), and electric fittings ($M = 3.50$) particularly pleased them. These results imply that, to attract and retain customers, private developers often prioritise functional features, estate presentation, and design quality. Even in privately managed housing schemes, environmental hygiene and the creation of green spaces remain problems, as evidenced by persistent dissatisfaction with landscaping ($M = 2.25$) and waste disposal ($M = 2.31$).

These findings align with earlier research on the Nigerian housing market. Residents of public housing frequently experience multiple infrastructure deficiencies due to subpar project execution and insufficient funding, according to Ibem and Aduwo (2013). On the other hand, private housing estates, which are usually financed and run by commercial developers, usually offer better living conditions and higher construction standards (Jiboye, 2009; Ukoje & Kanu, 2014). However, as noted by Olotuah and Bobadaye (2009), discontent with waste disposal in both types of housing reflects broader problems with municipal waste management systems and environmental planning.

Residents of public and private estates reported generally low satisfaction with structural facilities, with mean scores of 3.08 and 3.38, respectively, despite the relative benefits of private housing. This implies that neither sector fully satisfies residents' expectations, even though private estates offer somewhat better structural conditions. This lends credence to Galster's (1987) theory of residential satisfaction, which highlights the role of socioenvironmental and physical housing conditions in determining how good a home is perceived to be. Targeted interventions are required to increase resident satisfaction, particularly in public estates. Regular infrastructure maintenance, improved waste management systems, and taking residents' preferences into account when designing and renovating housing estates are a few examples. Improving public environmental services and landscaping in private housing would further raise overall satisfaction.

Residents' Satisfaction with Dwelling Units Facilities

With average mean scores of 3.25 and 3.33, respectively, the study shows that neither public nor private estates were satisfied nor dissatisfied with the components in this group based on average satisfaction with dwelling unit facilities. According to Salleh (2008), residents were especially unhappy with the dining room, kitchen, and laundry facilities. Similarly, residents of Abuja, Nigeria, who participated in a study by Waziri et al. (2013), reported low satisfaction with all variables, except garbage lines and cloth line facilities, for which they were neither satisfied nor dissatisfied. Residents of both public and private housing estates expressed satisfaction with the quantity of restrooms, room sizes, and living room sizes. However, another empirical study conducted in Abuja by Muhammad et al. (2018) found no preference for toilet sizes. Additionally, their research showed that while residents of private estates were content with kitchen sizes, those of public estates showed no interest in them.

Residents' Satisfaction with Safety and Security Facilities and Services

According to Table 4, residents of Bauchi town's public and private housing estates are not very satisfied with the safety and security features provided. Key safety features were rated very low in terms of satisfaction by public estate residents. Interestingly, the average score for fire extinguisher

adequacy was 1.45, indicating high dissatisfaction. Other elements, such as trespasser control, protection from insects and dangerous animals, security against theft, escape routes, and security personnel, received indifferent ratings (mean scores ranging from 2.51 to 3.00). This general lack of trust in the effectiveness and sufficiency of safety precautions may result from inadequate funding, lax building code enforcement, or a failure to maintain emergency preparedness in public housing complexes.

Residents of private estates also expressed dissatisfaction with the availability of fire extinguishers and were not impressed by the presence of security guards. The overall mean score (2.49) is below the satisfaction threshold, even though they rated other safety measures, such as escape routes, burglary protection, and trespassing control, as disinterested. This implies that safety and emergency infrastructure are not given sufficient priority, even though private developments often have superior management practices. These results corroborate previous research. Ibem and Aduwo (2013) noted that due to inadequate policy implementation and a lack of regular maintenance, safety infrastructure in Nigerian public housing is frequently neglected. According to Jiboye (2010), residents' perceptions of the quality of their housing and their level of satisfaction are strongly influenced by safety concerns, particularly those related to security and fire hazards. Safety features are usually lacking even in private housing schemes, particularly when developers prioritise aesthetics and space optimisation over emergency preparedness (Akinmoladun & Oluwoye, 2007). The low satisfaction ratings for both types of housing point to a structural flaw in the design and supply of safety features, particularly regarding fire safety and on-site security. Particularly in residential areas with a high population density, residents may be at risk for fatalities due to malfunctioning fire extinguishers and inadequate security measures.

Residents' Satisfaction with Neighbourhood Facilities and Services

The degree of satisfaction of residents of Bauchi town's public and private housing estates with local amenities and services is shown in Table 5. Public estate residents expressed satisfaction with several key aspects of their local community. In particular, they expressed satisfaction with the estate's location ($M = 3.79$), accessibility to medical facilities ($M = 3.56$), proximity to places of worship ($M = 3.56$), and access road ($M = 4.01$). They did not care about other amenities, such as recreational spaces, social amenities, or drainage systems, but they did express dissatisfaction with the availability of shopping centres ($M = 2.37$).

Residents of private estates expressed satisfaction with the estate's location ($M = 3.58$), closeness to markets ($M = 3.66$), and places of worship ($M = 3.63$). They expressed dissatisfaction with the estate's social activities, recreational and sporting facilities ($M = 2.44$), and especially the drainage system ($M = 2.30$), indicating concerns about environmental infrastructure and opportunities for community engagement. The overall mean satisfaction scores of 3.09 for public and 2.97 for private estates, despite a few areas of satisfaction in both, point to a general lack of interest among locals in the quality of neighbourhood amenities. This suggests that although both types of housing have some geographic advantages, there are ongoing shortcomings in the availability and calibre of community services and infrastructure. These results are consistent with Afon's (2011) work, which found that, particularly in urban settings, residential satisfaction is significantly influenced by access to basic neighbourhood amenities. Similarly, Ibem and Amole (2010) noted that infrastructural inequalities in housing developments in Nigeria frequently cause a lower quality of life. In both public and private estates, the absence of recreational and drainage facilities, in particular, has been a frequent grievance that affects social interaction, environmental quality, and health (Olatubara & Fatoye, 2006).

Neighbourhood Quality

The study also assessed neighbourhood quality. The analysis reveals that residents in both housing types generally reported moderate satisfaction with neighbourhood quality, with private estate residents rating their experiences slightly higher across most indicators. This aligns with the findings of Ukoje and Kanu (2014), who observed that residents in private estates often report greater satisfaction due to superior housing management and service delivery. The results show that residents in both public and private estates expressed medium satisfaction with their overall quality of life (2.96 and 2.89, respectively). A similar trend was observed in enjoyment of living, with a slightly higher rating for private estates (3.09) than for public estates (3.00). These findings are consistent with Jiboye (2010), who emphasised that private housing estates are often designed with greater attention to comfort, privacy, and aesthetic appeal, thereby contributing to a more enjoyable living experience.

Regarding housing conditions, private estate residents reported greater satisfaction with both current conditions (3.33 vs. 3.18) and expectations for future maintenance (3.58 vs. 2.97). This substantial difference in perception, particularly regarding future housing conditions, suggests that private estates are viewed as more sustainable and better maintained over time. This aligns with the study by Ajayi and Omole (2012), who reported that public housing in Nigeria often suffers from poor maintenance culture, delayed renovations, and budgetary constraints, leading to declining resident confidence. Despite these variations, both housing types were rated highly desirable by their residents (3.87 for public and 3.88 for private estates), indicating strong attachment and perceived livability. This finding echoes the work of Ibem and Amole (2013), who argued that location, community ties, and affordability often enhance residents' desire to remain in their estates, even when physical conditions are suboptimal.

Overall, while both public and private estates provide a reasonably livable environment, the results suggest that private estates offer a slightly superior neighbourhood quality experience. The findings highlight the need for targeted policy interventions in public housing to improve infrastructure, ensure regular maintenance, and promote long-term sustainability. As Sirgy and Cornwell (2002) noted, neighbourhood quality significantly contributes to residential satisfaction and overall well-being; therefore, improving public housing estates should be a priority for urban development authorities.

CONCLUSION AND RECOMMENDATIONS

This study examined and compared residents' satisfaction with various housing and neighbourhood components in selected public and private housing estates in Bauchi town. According to the t-test for equality of means, which showed $t = -0.970$ with 133 degrees of freedom and a probability of 0.334 ($p > .05$), the study found no discernible differences in residents' satisfaction with housing and neighbourhood amenities between public and private housing estates in the study area. Thus, it can be concluded that the pattern of residents' satisfaction in the study area's public and private estates is identical. Nonetheless, the structural characteristics, living unit conditions, and neighbourhood quality were consistently rated as highly satisfactory by the residents of the private estate. They paid special attention to details such as the estate's location, interior features, and building aesthetics. Residents of public housing, on the other hand, showed little satisfaction and frequently had problems with structural features, waste management, and insufficient safety amenities. Nonetheless, both types of housing had similar shortcomings, especially in access to recreational and environmental



facilities, safety and security services, and waste management. Residents of both estates expressed a strong sense of desirability for their current neighbourhoods despite these difficulties, suggesting that liveability is strongly influenced by factors such as location, affordability, and community cohesion.

In accordance with the study's conclusions, a suggestion is made for your consideration. It is now essential for both public and private housing estate developers and designers to consider the amenities and services that help fulfil occupants' needs, expectations, and aspirations, ensuring sufficient levels of residential satisfaction. However, the government should use the National Urban Development Bank to secure funding to provide sufficient neighbourhood facilities and amenities.

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