

# Evaluation on Students Hostel Accommodation in Tertiary Institutions: A Case Study of Some Selected Institutions in Borno State-Nigeria

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**Abstract:** Globally, student enrolment in higher institutions has been increasing. However, in many countries of the world, the provision of accommodation facilities for tertiary students continues to remain a challenge for the government. The increasing number of students in tertiary institution in several Nigerian cities has cause serious accommodation problems. A total of 378 Questionnaires was administered randomly to students of the selected school in the proportion of 63 questionnaires. The study also involved secondary sources, data obtained was analysed simple descriptive frequency statistics. The findings reveals that, 66% respondents were males; while a lower proportion of them (34%) were females. 38% of respondent claim number of occupants' per room as very high. 23% of the respondent were satisfied with the size of their rooms; 38% are not satisfied; 34% reported that, their verandah/sit-out are inadequate, the study recommends The study recommends that, government should as a matter of urgency to engage private hostel providers among others..

**Key words:** Hostel; Accommodation, Students and Facilities

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## Introduction

Globally, student enrolment in higher institutions has been increasing (Simon, 2013). However, in many countries of the world, the provision of accommodation facilities for tertiary students continues to remain a challenge for the government. Research in the management of students' hostel in Nigeria has been on the front burner in recent times as steady growth in the students population in tertiary institutions which has created the need for expansion in infrastructure but no effort has been made to provide more

accommodation for students and staff. It has been established that the inadequacy of hostel accommodation has an adverse effect on the actualization of qualitative and standard education in Nigerian universities and polytechnics. The surge in students has not been matched by a corresponding growth in student accommodation and the available ones have not been properly managed (Olusegun, 2015).

Over the past decades, there have been several attempts by scholars to understand, evaluate and identify key factors that determine accommodation quality in different contexts such as hotels and motels, accommodation. A hostel is a building that houses students under the leadership of hostel administrators. In the past, hostels were initially meant for students whose homes were far from the educational institutions, but recently even students from the same town are opting for hostel accommodations.

Most of the few facilities that presently exist in Nigerian institutions' hostels are the built-in type; consequently, most students have to study somewhere else, due to the uncomfortable nature of their residences. In Nigeria, there are two main types of hostels, namely, institutional and private hostels. Institutional hostels are those hostels that are provided for the institutions by their owners or their benefactors, while private hostels are the hostels developed by private estate developers and investors for profit maximization purposes. There are also hostels under joint ownership in which the institution has an equity stake in an institutional/private developer's development partnership.

Until recently, the accommodation of students within the immediate environment in which they study had always been an integral part of the design and layout of tertiary institutions in Nigeria. The intent of building hostels in tertiary institutions, according to Yusuf (2011), is to develop an environment which will enhance and extend learning experiences of students beyond the classroom. For a standard modern hostel, the facilities will include electricity, good water supply, security, library, bank, sports/recreational facilities, shops, kitchenette/cafeteria, medical centre, post office, business centre, laundry, car park and refuse disposal facilities.

Over the past decades, despite the fact that student accommodation has been a major concern to government and other educational stakeholders, very little attention has been given to the phenomena by scholars and practitioners, especially in developing countries context (HKUST, 2002). The provision of on-campus accommodation for students has been seen as having effects on students' academic performance and social integration. Students' accommodation in tertiary institutions in Nigeria is severely overcrowded (Ojoachim and Olachi, 2009). The main cause of the perennial problem is the increasing number of students being admitted, without a commensurate increase in the number of hostel facilities (Simon, 2013). This situation has been aggravated by the severity of affordable and safe alternative housing in the neighborhoods surrounding the institution.

The student enrolment in tertiary institutions is growing at an average of 12% per annum (Okoh, 2004). The evolution of off-campus student hostels (hostel accommodation) as a result of poor management of the school-owned hostels. Accommodation on offer will be a vital component for universities and polytechnics to give good quality students. Hostels encourage more social interactions and students are meant to be free from domestic

interference and therefore go on with their studies diligently. It is in this light that this research was designed to critically assess, evaluate, and examine the running of student's hostels accommodation in terms of their adequacy as auxiliary services in the academic studies of Tertiary Institutions in Borno State, Nigeria.

### **Problem Statement**

The increasing number of students in tertiary institution in several Nigerian cities has cause serious accommodation problems and hampers hostels accommodation no longer cope with demand. The occupancy ratio has increased by 30 per cent that is fourteen persons are occupying rooms designed for four persons (Okah, 2004). Figures from the national universities commission shows that the provision of students housing is less than 30% of demand (HKUST, 2002). The vast majority students live in privately rented accommodation.

Presently the situation of hostels is opposite of what is used to be, as a result of sporadic increase in numbers of prospective candidates seeking admission into Nigerian tertiary institutions. This phenomenon has made hostels lose its original purpose of providing conducive academic atmosphere, good for learning and social integration. Institutional hostels are no longer able to cope with the population leading to unacceptable levels of overcrowding, stress on existing facilities, incessant breakdown of services and the promotion of cultism and other vices. The carrying capacity of almost all the Nigerian universities has been overshoot severely (Joachim and Olachi, 2009).

The problems of hostel accommodation in Nigeria resolve around inadequate number of hostels, limited facilities and poor building. There is unhealthy competition for the limited hostel fees, overcrowding, frequent breakdown and deterioration of available amenities. This has social consequences in the form of cultism and the existence of crime syndicates, prostitution and other vices nurtured in these run-down hostels.

### **Significance of the Study**

The research will serve as a resource base to other scholars and researchers interested in carrying out further research in this field. Subsequently, the findings from this study will assist planning authorities, developers, architects and designers in delivering quality hostel accommodation.

There is the need to empirically examine the situation of student accommodation quality in developing countries in order to contribute to the literature and inform theory on the service quality provision in students' accommodation context. This will go a long way in serving the hostel administrators and policy makers. The study will also provide feedback to higher educator management and student accommodation providers (SAP) regarding students accommodation quality and how it's affecting students' academic work in higher institutions in developing countries and Nigeria in particular.

## **Theoretical Framework**

Gronroos (1982), was one of the first to define the concept of student quality from consumers perspectives and termed it as consumers perceived quality. he further defined it as confirmation or disconfirmation of consumers' expectations of service compared with the customers' perception of the service that is received. Student quality is important to student's accommodation providers because as a result of the competition in the industry, student accommodation providers no longer compete only on cost but more importantly on quality of the accommodation service to students. According to Akpan (1998), hostel or halls of residence are useful and safe places for powerfully controlling learning. He further defines hostels as a building that provides cheap accommodation and meals to students, workers or travelers. It is not always that hostels provide meals. The hostel provides short lodgings for travelers and visitors. Good hostels' facilities influences positive academic studies while bad hostels' environment constitutes a constraint to learning process.

The design of hostels in addition to bedrooms will provide for common rooms, meeting rooms, management office, waiting area, general store, managers and wardens flats. Student quality has been defined as the extent to which a service meets customer's needs or expectations (Norman, 1991). Simon, 2013, saw it as a form of attitude, which could be related to satisfaction but not equivalent to it that results from a comparison of expectations with perception of performance. In the context of student's hostel or hall of residence accommodation, the one service refers to the most basic reason for renting it accommodation for a time period. Thus, the core service will include such things as bedroom, toilet and bath facilities since these appear to be so basic that a student seeking hostel accommodation to rent would have to consider them probably. Hostels provide single and shared bedroom accommodations. The bedrooms are furnished and the students have access to shared bathroom, laundry, lounge and recreational facilities. In other case, only basic necessities are provided in the bedrooms, the students move in with their beddings and basic needs. In the context of students hostel or hall of residence accommodation, facilitating or enabling services of supplementary services that are necessary for such accommodation could include utility facilities (e.g. water, electricity etc.) security, rules and regulations among others. Supporting services, on the other hand, may include such value added services desirable at student hostel or hall accommodation like common room, entertainment hall/facility, reading room, library, ease of transportation to lectures, garage among other things. Supporting services are only desirable if they are available but may not be the most important in renting of student accommodation.

According to Paulette (2015), the nature and details of the rules and regulations in Nigeria are influenced, among other factors, by the location, sociocultural, religious, political and economic environment of the institution. Student's accommodation should also have a strong focus on innovation and sustainability. Hostels need to meet ordinary standards of hotel in the provision of good conditions such as good sanitation, clean water, electricity, proper supervision, and well-maintained property. Generally, lodging in typical students' hostels is on semester/academic year basis. Hostel maintenance is the combination of all technical and associated administrative actions intended to retain hostel or restore hostel to a state in which it can perform its required function.

Students' hostels as supportive services are not an extra mural or supplement to the educational experience, but in fact serve as a fundamental element of the educational process. Hostel life contributes to student academic studies, earn a higher grade point average and drop out of school at a lower rate than non-hostellers. Apart from the core service, product also consists of other supplementary service (Gronoos, 1990). Support services been variously described as auxiliary services (Simon, 2013). Facilitating services (and goods) are those which are necessary for the core service to take place let supporting services (and goods) do not facilitate the delivery of the core services but create added value for the client. To create an environment that is conducive to learning, rules and regulations are provided to guide the behaviour of the students and their use of the hostels facilities. Apart from the core and supportive aspects of student accommodation quality, the cost of the accommodation and the perceived overall quality could be important factors for evaluation of student accommodation quality.

### **Methodology**

The study relied on both primary and secondary data. Primary data for this study was obtained through the administration of questionnaire to students in selected hostels within the study area. The primary data also involved interview schedule with selected management staff. The questionnaire sought information on the socio-demographic characteristics of the respondents, assess the general level of student' housing facilities and second, to determine the status of hostel facilities and their level of satisfactions, among others. The respondents comprised of two categories viz: the students resident in the hostels and the management staff of the students' hostels in each of the selected schools.

Six (6) institutions representing 40% of the total tertiary institutions in the study area were purposively selected. The study administered questionnaire to selected students in the hostels' blocks randomly chosen as representative. Subsequently, 63 questionnaires was administered in each of the selected schools. This resulted to the administration of 376 questionnaires to the respondent in the selected schools (hostels) representing forty percent of the total population of the study. Using systematic random sampling technic, respondent were finally selected. The data collected were analyzed using descriptive statistical analysis.

A questionnaire interview schedule will be administered to the selected officials/Students Coordinators of each of the selected school. Also the same will be done to the Student Affairs Registry, Directorate of Quality Assurance and the Academic Planning Units of the selected schools in Borno state.

### **Results and Discussions**

Respondents were asked to indicate if they were satisfied with their accommodation facilities. Majority of the respondents 56% were not satisfied with accommodation. Those respondents indicating satisfaction with accommodation facilities was 14% and the remaining 30% are not sure. The findings further reveals the level of satisfaction with accommodation, 23% reported low and 41% to very low level of satisfactions with the hostel accommodation, the insignificant 3% considered as high and 33% as fair. Adilieme

(2019), found that the students of the Polytechnic Ibadan were unsatisfied with the housing provision made by the institution. The study highlighted the issue of inadequacy of the facilities provided for the students and the poor maintenance and state of obsolescence of the existing facilities.

Respondents reported the ideal number of students who should occupy a hostel room. Significant 55% suggested that two students should occupy a room. This was followed by 23% those who felt that each student should have his or her room and 18% preferred three students per room. Very few respondents favored more than four students staying in a single room (4%).

Adequacy of Accommodation Facilities in Hostels was also assessed. A student needs may include electricity, water, sanitation facilities, garbage disposal facilities, recreational facilities and some indoor fittings. Responses were rated in a scale of between; 1- Very inadequate, 2- Inadequate, 3-Fairly adequate, 4- Adequate .the insignificant 3% reported adequate, 21% reported fairly adequate and 63% inadequate. In assessing the housing situation among students of public tertiary institutions, Kelly et al (2016) revealed the issue of inadequate supply of student housing at the University of Lagos. This also agrees with, Adilieme, (2019), found that there is a high level of dissatisfaction with the poor state and condition of the available student housing facilities in the University of Lagos. The study also noted the inadequacy of the existing facilities, which has invariably created a high occupancy ratio and led to overutilization of the available resources putting the facilities in deplorable conditions.

The findings also shows that, the satisfaction level of students with their hostel environment, dwellings and the management of the hostels. The findings indicate that there are variations in the hostel satisfaction levels of students, and these depend primarily on the environment, dwelling/facilities and there occupancy level. 53%reported that, there level of satisfaction as poor, 33% reported fair while 10% of the respondent viewed as good.

The findings on the socioeconomic characteristics show that, 66% respondents were males; while a lower proportion of them (34%) were females. This data is also reflective of the two groups. In the students' category, 58% of them were females while 42% of them who were males. Also, in the staff category, a majority (63%) were males, while 37% were females. With respect to the age categories, the data shows from the total that (62%) fell within the age category of 18-22 years, while number of student respondents were the least age category are 2.6% of the respondents who fell within the age category of 36 years and above. In the management staff category, a majority of them (34%) fell within the age category of 28-32 years; while the least age category is 13% of them who aged 48 years and above.

The survey also revealed that, 38% of respondent claim number of occupants' room as very high, 23% of the respondent were satisfied with the size of their rooms;38% are not satisfied; 34% reported that, their sit-out/space for drying of clothes as inadequate, According to, Ezeigweneme *et al*, (2020) only few universities in Nigeria can accommodate up to 50% of their student population and there is as much as 90% deficit in some The



work Olusegun.(2015), indicate that, on the average, the occupancy ratio of on-campus accommodation compared to hostels facilities in Nigerian colleges has increased by 300 per cent, that is, fourteen persons are occupying rooms designed for four persons. Kelly *et al*, (2016) stated further that some of the existing furniture has been removed in order to provide space for additional double bunks.

The findings further shows, 36% reported hostel waste disposal is inadequate; 43% reported hostel security as poor. Similarly, 41% reported that they were satisfied with water supply; 57% considered the power supply as poor; while 35% regarded the hostel environment as generally fair. In addition, the students considered their toilets as inadequate and were not satisfied with condition of their toilets 41%. Findings also reveals that, 32% of the respondent reported that their Bathrooms, water supply system, are fairly good; recreational facilities and environmental cleanliness, were rated as very low. Majority of the respondents 28% rated the overall conditions of students' hostel facilities as 'Poor', although a closer proportion to this 25% rated the facilities as being fairly good. Olusegun (2015), point out that the adequacy of housing is not only determined by the shelter and facilities but also by the entire system of supportive and facilitative infrastructure and services, including accessibility to workplace and social facilities and amenities.

## **Conclusion**

The results of the analysis indicate gross inadequacy of students' housing facilities as a result of non-provision, obsolescence, and non-maintenance. It was equally observed that some of the facilities are not evenly distributed. However, the results also revealed adequacy of few facilities.

Students' hostel accommodation has been one of the major challenges in Nigeria tertiary institutions due to explosion in students' population. The study assessed the status of hostel's facilities in Borno State tertiary institutions. It was discovered that some facilities were in deplorable conditions, others were not sufficiently provided. The provision of on-campus accommodation for students has been seen as having effects on students' academic performance and social integration. In order to ensure that students' hostels in tertiary institutions justify this assertion, there is a need to deal with facilities gaps in students' housing.

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