

Management Challenges of Students' Accommodation in Private University in Oyo Town



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ABSTRACT: The provision of student's hostel is a crucial supplement to education of higher learning, as this is expected to enhance students' well-being and overall performance. Using a cross-sectional design survey, the study assessed the management of the students' hostel in Ajayi Crowther University, Oyo, a private institution. Through interviews, focused group discussion and questionnaire administration, the study evaluated those responsible for the management of student's hostel, it examined the management strategies deployed, the challenges in the management, as well as analysed the level of student's satisfaction with the management strategies employed. The study adopted descriptive statistical approach in the analysis of the data collected.

Findings in this study shows that emergency management approach (EMA) to management issues was adopted as against the predictive, corrective and preventive maintenance and management strategy. It was shows that both the Hostel supervisors and the students were strongly dissatisfied with the management strategy adopted in the management of the hostels. The challenges encountered was the bureaucratic process of obtaining permission from the Hostel providers before repairs were carried out on the facilities. The lack of the proper allocation of responsibilities between the service providers and the university management as to who should handle what, posed a great challenge in the management of the student's facilities and of course non-remittance of funds to the hostel providers. The gradual dilapidating state of some of the hostel facilities led to some antisocial behaviours of some students within and around the hostels. Other notable challenges that affected the management strategy of these student's hostel accommodation were dual ownership and lack of proper and detailed working memorandum of understanding. Others were lack of effective supervisors' complaint system about deficiencies in the facilities and delay in response to repairs, even emergencies.

The paper recommends a total overhauling of the facilities as well as outsourcing the management of such property to Estate Surveyors and Valuers who were competent, skilful and trained in the art and science of real estate management, to avert a total collapse and retain the integrity of the properties. A standard hostel facility with good management strategy put in place, will attract more patronage and enhance academic performance.

KEYWORDS: Facilities, Hostel, accommodation, Management, Property and Students

I. INTRODUCTION

University is viewed to be one of the places for training and tutoring skilled manpower of various categories and capabilities to ensure human capital development for sustainability of the economy. Private universities were independent universities that were Non-Governmental in their ownership and operation as they do not receive funding or subvention from the government, either state or federal but were administered or funded by sole owners- either denomination, secular boards or individuals, (Ajadi, 2010). He also opined that the Private universities were a recent development in Nigeria as compared to the federal and state universities which evolved during the second and fourth republic in Nigeria. According to Olaniyan (2001) in Ajadi (2010), Private universities were those universities that were solely owned, financed, managed by individuals with the intention to recover cost in short time and make profit. He further stated that it was Gen. Badamosi Babangida who set up the Longe panel commission in 1991 to review higher education in Nigeria. The commission recommended amongst others, the establishment of private universities which guaranteed operating license to private individuals, religious organizations and private bodies to establish same. He further stated that the first generation of universities in Nigeria existed with student's accommodation facilities to complement the students' academic learning, health and social interaction.

Private universities emerged as a result of inefficiency, incessant strikes, overpopulation and inability of public universities to deliver and manage their facilities due to shortage of funds and staff over time. The explosion of students' enrolment in public

Management Challenges of Students' Accommodation in Private University in Oyo Town

universities came with attendant vices such as examination malpractice, hostel racketeering, overstretch of the facilities and services and lack of maintenance culture of the students and the university management leaving the facilities in extremely deplorable states (Ajadi, 2010). According to Onibokun (1983) in Agbola, Olatubara and Alabi, (2001), Housing as a unit of the environment involves adequate shelter and has profound influence on the health, efficiency, social behaviour, intellectual development, satisfaction and general welfare of individuals and community. Housing in itself contains all the bundle of services ancillary to support its functionality and their prompt management and maintenance is germane to students for their improved health, social behaviour and academic performance (Omotayo, 2008). Student's accommodation and its ancillary facilities were necessary for sound academic pursuit. Poor management and maintenance of the facilities could result to negative impact on students' academic exercise (Ifediora and Adewolu, 2020) and could also breed anti-social behaviour. This could also jeopardize the functionality and durability of most school student's accommodations and facilities as there is an increase in demand for hostel accommodation in both public and private universities which over time has led to increase in the number of occupants which in turn put pressure on the available facilities.

Furthermore, student's hostel accommodation is a very essential need to complement Higher Institutional learning in any clime. Students' hostel's structures, facilities and services were one of the pre-requisite physiological and psychological needs for the survival of the students in terms of their health, academic performance and social behaviour. Students' hostel in Public Universities had been bedevilled with gross inadequacy, breakdown of infrastructures and services and horrifying state of disrepair. Some of these problems coupled with incessant industrial actions by the various unions in the university gave rise to the birth of Privately-Owned Universities in Nigeria. This research is set to access and examine the various ways by which Ajayi Crowther University Oyo is handling the management strategy of the students' accommodation. Public-Private Partnership is another measure that had been recommended to ease accommodation problems in universities. In what way has this been beneficial to the school with a view to recommending better strategies for effectiveness and sustainability? As a result, there's the need to assess the management of the students accommodations in Ajayi Crowther University, Oyo. One could observe within the school that students prefer to use the conveniences and facilities in public places within the university such as Guest House, Faculty, Department, Worship Centre (Chapel).

It's based on the foregoing that this study was designed with The aim of this study is to assess the management strategy of students' accommodation in Ajayi Crowther University, Oyo with the drive towards identifying the problems and proffering solutions for sustainability.

The various objectives that helped to achieve this were to:

- i. find out which unit is responsible for the management of students' accommodation in Ajayi Crowther University, Oyo;
- ii. examine the management strategies deployed in the management of students' accommodation in Ajayi Crowther University, Oyo;
- iii. examine the challenges involved (if any) in their management; and
- iv. Determine the student's satisfaction with the management strategy adopted.

II. LITERATURE/THEORETICAL UNDERPINNING

A. Management of Student accommodation

Students' accommodation is viewed as a dwelling for students away from their domestic family life which represents a shelter and place of relaxation after serious academic exercise of the day. It is a very essential need to complement academic learning in any clime. Students' hostel's structures, facilities and services were one of the pre-requisite physiological and psychological needs for the survival of the students in terms of their health, academic performance and social behaviour. Hostel accommodation and its ancillary facilities were necessary for sound academic pursuit. If not well constructed and managed, it can affect the psychological framework and hence jeopardize the intention for which it was originally designed.

Students' accommodation can therefore be provided for by the school or by individuals or cooperate organizations. It can also be sited in-campus or off-campus. Most private institutions provide students accommodation within the campus for easy access and safety of the students.

Hostel facility varies in meaning across different locations and climes. A hostel can be described as a building that provides lodging for students. It is categorized as a temporary shelter for the students. (Ezeigweneme and Egolum, 2020). In the opinion of Ezechukwu (1999), in Yakub and Zaid (2020) that student's accommodation is a place where students live and is usually situated within the school premise in order to enable the students feel the impact of school environment in their learning and interactions. Management of students' hostels involves provision of accommodation and complimentary facilities like steady water and power supply, toilet facilities and a clean common space to ensure and enhance the students' comfort (Ezeigweneme and Egolum, 2020). And in the opinion of Ohaeri and Omorojor, (2020), it is the duty of the students and the hostel administrators to manage the

Management Challenges of Students' Accommodation in Private University in Oyo Town

hostels. While it is the main duty of the hostel administrators to ensure the good states of the facilities in the hostel, students were to complement in the management of the facilities because they were the end users.

B. Strategies in Managing Students' Hostel Accommodation

According to Davis, (2022), the various types of management strategies were; Run-to-failure, preventive and corrective management strategy. The Run-to-failure is a management strategy which is also termed emergency management approach (EMA) maintenance strategy. This approach is to wait for things to totally breakdown before they were fixed. Preventive management strategy anticipates problems by planning the necessary intervention before they occur. Corrective management strategy on the other hand, amends and improves deterioration and malfunctions of facilities when they occur. Davis, (2022) further opined that preventive management strategy saves costs, time and effort as corrective and emergency strategies can halt the operation of a facility, a system or a company.

British Standard 3811, defines maintenance as work undertaken in order to keep, restore every facility or a combination of actions associated with initiation, organization, management and implementation carried out to retain or restore an item to an acceptable standard in which it can perform its required function.

Akinsola (2012), stated that the performance of tertiary institution buildings and their components to their optimum, depends to a large extent on continuous and planned periodical management strategy. Whereas, Emoh and Ndulue, (2021) opined that the building of higher education institutions in Nigeria only receive top management attention when there is a problem or an emergence. It further stated that rather than the management and maintenance strategy to be planned, preventive, predictive and scheduled, in most tertiary institutions, it is corrective and emergency management and maintenance strategy that is usually embarked upon.

Preventive maintenance is seen as a waste of money and not necessary (Emeh and Ndulue, 2021) when compared with the present stress of the economy. According to Oladapo, (2004) cited in Emeh and Ndulue (2021), under- funding, nonchalant attitude and huge capital outlay were some of the factors affecting management strategies of students' hostel accommodation. It further explained that since there were multiple forms and types of hostel providers, the primary priority of each, differs on management priority, as private developers will not compromise profit irrespective of the best strategy there might be.

C. Challenges in the Management of Students' Hostel Accommodation

According to Lateef, Khimidi and Idris (2020), cited in Ezeigweneme and Egolum (2020), a well-managed student's hostel is that in which the facilities were functional with regular updating of obsolete accessories and regular periodic maintenance, as this has a significant influence on the comfort of students and ultimately impact their social life and academic achievements.

Adenuga, Olufowobi and Raheem (2010), cited in Ezeigweneme and Egolum, (2020) further stated that management of students hostel in Nigeria continues to be a problem as some of the factors responsible were poor maintenance culture, lack of maintenance knowledge and indiscipline on the part of the users, use of quacks, inadequate and bureaucratic process of releasing funds.

According to Okoh (2004), cited in Ezeigweneme and Egolum (2020) the reasons for charges or hostel fees from the students is to enable the institutions maintain the hostel and put the facilities into modern style, yet the reverse is the case. He further stated that this may be as a result of poor management system which will also result into poor management of the students hostel.

Ezeigweneme, and Egolum (2020) opined that the students' hostel problem in Nigerian Universities is not a direct reflection of the British system of education where it originated from. It stated that the British system provided hostel for students with all necessary facilities and were maintained adequately. It deduced that the hostel managers in Nigerian universities were faced with tremendous challenges that make management of students' hostel very problematic. It further stated that challenges of students' hostel management have not been properly documented in academic literature hence it has not influenced policy formulation.

Yakub and Zard, (2017) asserted that the management of students hostels in higher institution in northern Nigeria were bedevilled with challenges such as poor composition of staff that constitutes the maintenance department or physical planning unit of the institutions. Such units were made up of engineers, architects, builders and quantity surveyors, rather than Estate Surveyors and Valuers as facility and property managers.

Dat Mbano, et al (2012), observed that student's hostel accommodations were not given the desired maintenance attention which results in the poor states of the hostels that do not support living and learning objectives; while Adamu and Shakantu, (2016), is of the opinion that the deteriorated state in the physical conditions of students hostels on campuses of some institutions in Nigeria may be blamed for poor academic performance, social and negative behavioural pattern and poor health on the campuses.

Meanwhile Ezeukwu (1999) concluded in his study on the management of student's hostel in Polytechnics in Anambra and Enugu state that lack of proper management skills on the part of hall supervisions, wardens and porters were the basic causes of the problems in student's hostel accommodation. Gilbert (2011) on the other hand conducted a research on hostel accommodation in Federal Colleges of education in the South-east geopolitical zones with the aim of investigating the management of students

Management Challenges of Students' Accommodation in Private University in Oyo Town

hostel accommodation problems in the schools, concluded that hostel facilities were obsolete, dysfunctional and dilapidated due to lack of maintenance culture on the part of the officials in charge of managing the hostels, poor funding, lack of partnership in ownership and management of student's hostels.

D. Student's Satisfaction in Hostel Management

Student's satisfaction in the provision and management of hostel facilities reveals the perception of students about the running of the hostel facility. Since the students were the direct users of these facilities, it behoves a comprehensive research on their perception. The satisfaction will definitely increase or reduce patronage and marketability of such accommodations And by extension, the university. It will also affect the healthiness and social behaviour as well as the academic prowess of the students. Ajayi, Nwosu and Ajani (2015) stated that students satisfaction with water and power supply in Federal University of Technology, Akure was high while they were dissatisfied with toilet, laundry and bathroom facilities. It concluded that the students were dissatisfied with inadequacy in number and quality of the facilities. Whereas in the work of Nwankezie and Mendie (2019), the students of the University of Uyo, were averagely satisfied with available facilities which were fairly maintained when compared to the high cost of securing private hostel accommodation outside the campus. It concluded by stating that the internet connectivity, toilet and bathroom facilities should be overhauled.

Ubong (2007), Najib, Yusuf, and Abidin (2011) both cited in Ajayi, Nwosu and Ajani (2015) concluded that high quality facilities, positive room mate relationships, cleanliness of the environment, safety, opportunity to provide input in decision making in the hall management were predictors of students level of satisfaction with their student's hostel accommodation.

III. METHODOLOGY

The methodology for this study is more of design hence; relevant data was collected, interpreted and analysed through a cross-sectional design survey. The target population for this study is the students in the various hostels, the representatives of the management in charge of student's hostel accommodations at the Ajayi Crowther University, Oyo. The sample frame for this research work was drawn from the whole population of students resident in the five hostels at the Ajayi Crowther University, Oyo. Structured questionnaires were administered to the students. The total of 130 questionnaires was administered to the students, 30 questionnaires in each male hall and 20 each in the female hostels because of the number. A total number of 120 questionnaires were retrieved which represent 92.3% of what was administered. Direct interview was held with each of the Hall/Hostel supervisor while Focused Group Discussion was held with the porter and cleaners.

IV. RESULTS/FINDINGS

A. Student's Satisfaction of Services or Facilities.

The following were the data retrieved and analysed on the perception of students as to whether they were satisfied with the services or facilities in their respective hostel.

Table 1: Students satisfaction of services or facilities in LAGOS hostel

S/N	Are you Satisfied with	Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Strongly Dissatisfied (%)
1	No. of persons in your room	30	45	20	5
2	The quality of your mattress	10	30	50	10
3	The windows	10	25	35	30
4	The doors and locks	20	20	30	30
5	The quality of the water closet	5	20	40	35
F	The cleanliness of the toilet	15	20	35	30
G	The quality of the bathroom	10	20	50	20
H	The cleanliness of the bathroom	5	40	20	35
I	The cleanliness of the common space like corridors	15	30	20	35
J	The flow of water supply	-	20	45	35
K	The drainage and gutters	5	20	35	40
L	Response of repair	5	25	30	40
M	Cleanliness of the premises	10	35	35	20

Management Challenges of Students' Accommodation in Private University in Oyo Town

N	Management and maintenance of the Hall premises	10	35	35	20
O	With the general outlook of your Hall of residence	-	10	70	20

Source: Field Survey, 2022

The Table 1 represents the student's level of satisfaction with the management of the facilities in Diocese of Lagos Hostel (LAGOS). From the chart, it would be observed that 75% of the respondents were satisfied with the number of persons in their room, 60% were dissatisfied with the quality of their mattress while 55% were dissatisfied with the type and quality of with the type and quality of windows; 60% were dissatisfied with the doors and locks.

75% of the students were dissatisfied with the quality of the water closet, 65% were dissatisfied with the cleanliness of the toilet, 70% and 55% were dissatisfied with the quality and cleanliness of the bathroom respectively. The percentage of the respondents that were dissatisfied with the cleanliness of the common space / corridors is 55%, 80% were dissatisfied with the flow of water supply. 75% were dissatisfied with the condition of the drainage and gutters, 70% were dissatisfied with the management's response to repairs while 55% were dissatisfied with the cleanliness of the premises and 55% were dissatisfied with the management and maintenance of the Hall facilities and Premises. It could be observed that 90% of the respondents were dissatisfied with general outlook of the Diocese of Lagos hostel.

Table 2: Students Satisfaction of Services or Facilities in JAH hostel

S/N	Are you Satisfied with	Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Strongly Dissatisfied (%)
1	No. of persons in your room	25	10	15	50
2	The quality of your mattress	0.1	-	70	29.9
3	The windows	-	20	60	20
4	The doors and locks	5	35	35	25
5	The quality of the water closet	5	10	15	70
6	The cleanliness of the toilet	-	5	5	90
7	The quality of the bathroom	5	-	15	80
8	The cleanliness of the bathroom	10	10	-	80
9	The cleanliness of the common space like corridors	5	15	25	55
10	The flow of water supply	5	5	20	70
11	The drainage and gutters	-	-	30	70
12	Response of repair	-	5	20	75
13	Cleanliness of the premises	-	5	35	55
14	Management and maintenance of the Hall premises	-	10	20	70
15	With the general outlook of your Hall of residence	-	20	25	55

Source: Field Survey, 2022

The Table 2 represents the level of students' satisfaction with the management of the facilities in Joseph Adetiloye Hall (JAH). From the chart above, it could be observed that 65% of the respondents were dissatisfied with the number of persons in their room, 99.9% with the quality of the mattress, 80% with the quality of the window and 60% with the doors and locks in the hostel. 85% of the respondents were dissatisfied and strongly dissatisfied with the quality of the water closet, 95% with the cleanliness of the toilet, 95% with the quality of the bathroom and 80% with the cleanliness of the bathroom. The respondents that were dissatisfied and strongly dissatisfied with the state of common space were 80%. While 90% were dissatisfied and strongly dissatisfied with the flow of water supply, 100% with the state of the drainage and gutters, 95% with response to repair, 85% with the cleanliness of the premises. Another 90% were both dissatisfied and strongly dissatisfied with the management and maintenance of the hall and 80% with the general outlook of hall of residence.

Management Challenges of Students' Accommodation in Private University in Oyo Town

Table 3: Students Satisfaction of Services or Facilities in IBADAN hostel

S/N	Are you Satisfied with	Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Strongly Dissatisfied (%)
1	No. of persons in your room	20	40	10	30
2	The quality of your mattress	5	25	40	30
3	The windows	-	5	55	40
4	The doors and locks	10	20	40	30
5	The quality of the water closet	-	5	70	25
6	The cleanliness of the toilet	10	10	60	20
7	The quality of the bathroom	5	10	65	20
8	The cleanliness of the bathroom	10	10	70	10
9	The cleanliness of the common space like corridors	20	25	30	25
10	The flow of water supply	5	10	45	40
11	The drainage and gutters	5	30	50	15
12	Response of repair	10	5	45	40
13	Cleanliness of the premises	25	20	20	35
14	Management and maintenance of the Hall premises	20	20	25	35
15	With the general outlook of your Hall of residence	15	20	50	15

Source: Field Survey, 2022

The Table 3 shows the level of satisfaction of the students with the management of the facilities in Diocese of Ibadan (IBADAN) hostel. It could be observed from the chart that 60% of the respondents were both satisfied and very satisfied with the number of persons in their room. 70% of the respondents were dissatisfied and strongly dissatisfied with the quality of their mattress, 95% with the quality and state of the windows, 70% with the state of the windows, 70% with the state of the doors and locks, 95% with the quality of the water closet and 80% with the cleanliness of the toilets.

85% of the students were dissatisfied and strongly dissatisfied with the quality of the bathroom, 80% with the cleanliness of the bathroom, 55% with the state of the common space, 85% with the flow of water supply and 65% with the state of the drainages and gutters.

The respondents that were dissatisfied and strongly dissatisfied with response to repair is 85%, 55% with the cleanliness of the premises, 60% with the management and maintenance of the hall and 65% with the general outlook of Diocese of Ibadan Hostel.

Table 4: Students satisfaction of Services or Facilities in DLW Hostel

S/N	Are you Satisfied with	Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Strongly Dissatisfied (%)
1	No. of persons in your room	10	50	-	40
2	The quality of your mattress	-	40	30	30
3	The windows	10	30	20	40
4	The doors and locks	-	30	40	30
5	The quality of the water closet	-	20	40	40
6	The cleanliness of the toilet	-	40	10	50
7	The quality of the bathroom	-	80	-	20
8	The cleanliness of the bathroom	-	80	-	20
9	The cleanliness of the common space like corridors	-	30	40	30

Management Challenges of Students' Accommodation in Private University in Oyo Town

10	The flow of water supply	-	-	40	60
11	The drainage and gutters	-	-	60	40
12	Response of repair	10	20	10	60
13	Cleanliness of the premises	10	50	20	20
14	Management and maintenance of the Hall premises	10	40	20	30
15	With the general outlook of your Hall of residence	10	40	20	30

Source: Field Survey, 2022

The Table 4 shows a representation of the student's level of satisfaction with the management of the facilities in the Diocese of Lagos West (DLW) female Hall. It could be deduced from the above chart that 60% of the respondents were both satisfied and very satisfied with the number of persons in their rooms. 60% of them were dissatisfied and strongly dissatisfied with the quality of their mattress, 60% with the state of their windows, 70% with the state of the doors and locks, 80% with the quality of the water closet and 60% with the cleanliness of the toilets.

80% of the respondents were satisfied and very satisfied with the quality and cleanliness of the bathroom respectively. 70% were dissatisfied and strongly dissatisfied with cleanliness of the common space, 100% with the flow of water supply and state of the drainage and gutters. Another 70% were dissatisfied with the management's response to repairs, while 40% and 50% were satisfied with the management of the premises and general outlook of the hall respectively.

Table 5: Students Satisfaction of Services or Facilities in UFH Hostel

S/N	Are you Satisfied with	Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Strongly Dissatisfied (%)
1	No. of persons in your room	30	30	40	-
2	The quality of your mattress	-	20	60	20
3	The windows	-	60	40	-
4	The doors and locks	-	60	30	10
5	The quality of the water closet	-	40	20	40
6	The cleanliness of the toilet	-	50	30	20
7	The quality of the bathroom	-	60	20	20
8	The cleanliness of the bathroom	10	40	20	20
9	The cleanliness of the common space like corridors	-	70	30	-
10	The flow of water supply	-	10	10	80
11	The drainage and gutters	-	10	20	70
12	Response of repair	-	10	60	30
13	Cleanliness of the premises	-	40	50	10
14	Management and maintenance of the Hall premises	-	70	20	10
15	With the general outlook of your Hall of residence	10	40	40	10

Source: Field Survey, 2022

Table 5 shows the representation of the student's level of satisfaction with the management of the facilities in the University Female Hostel (UFH). 60% of the respondents were satisfied and very satisfied with the number of persons in their rooms, the state of the windows, doors and locks while 80% and 60% were dissatisfied and strongly dissatisfied with the quality of their mattress and quality of their water closet. While 50% were satisfied with the cleanliness and quality of the toilets, another 50% were dissatisfied with the cleanliness, as the students were responsible for its cleanliness in this hall because the facility is en-suite in each room.

70% were satisfied with the cleanliness of the common space and management of the hall premises as this particular hall is owned and run by the university exclusively. 90% of the respondents were dissatisfied and strongly dissatisfied with the flow of water

Management Challenges of Students' Accommodation in Private University in Oyo Town

supply, state of the drainage and gutters and managements response to repair respectively. While 50% of the respondents were satisfied with the general outlook of the hall, 50% were dissatisfied.

4.2. Facilities and Services provided that should be improved upon

The students were asked to give in their opinion facilities that were provided that should be improved upon. The facilities and services examined were power supply, water supply, sanitation, quick response to repairs and general renovation. The figures 1 - 5 present the response.

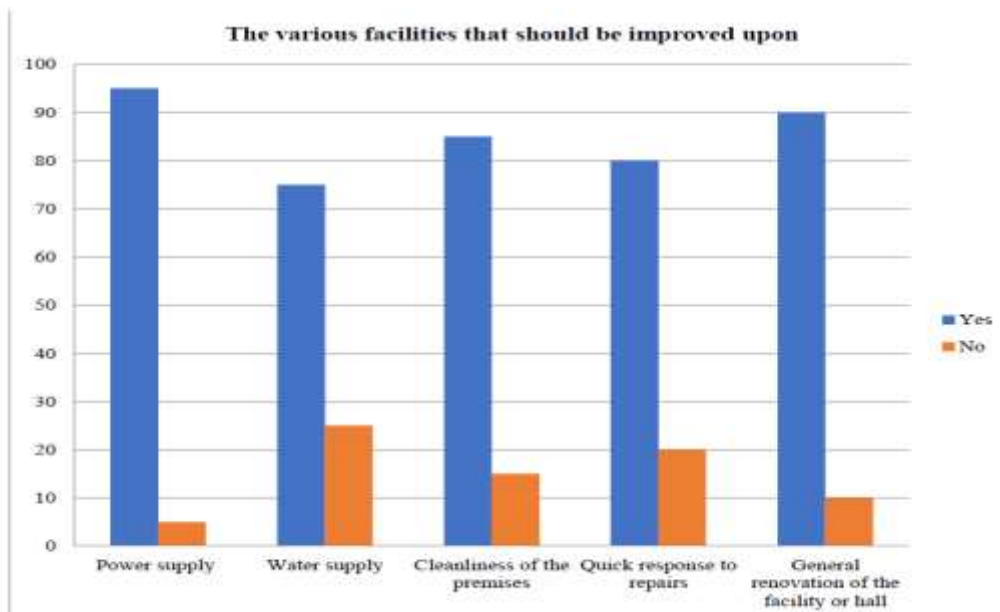


Figure 1: The various facilities that should be improved upon – Lagos Hall

The Figure 1 shows that 95% of the respondents in Lagos Hall wanted Power supply improved upon, 75% wants Improvement on water supply, 85% wants improvement on the cleanliness of the premises, 80% wants a better and quicker response to repair, while 90% want a general renovation of the facilities and the hall. Options for other services to specify was listed as renovation. It can be seen that the highest opinion for improvement is electricity or power supply. To any educational facility, power provision is germane as it is facilitates learning process. A little disruption of power, would mean a further delay in the use of the facilities leading to a total breakdown of the learning and character.

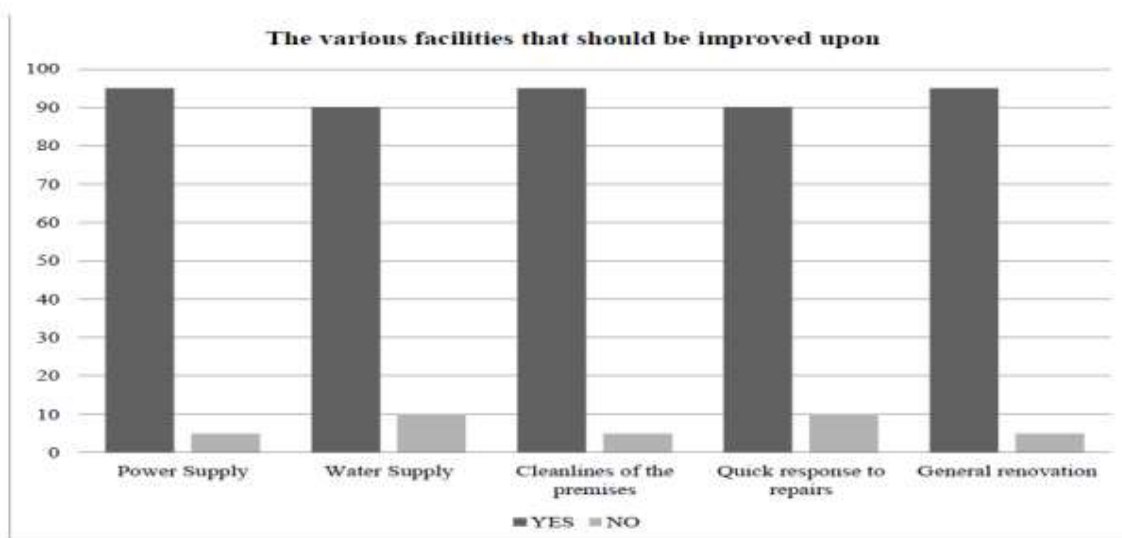


Figure 2: The various facilities that should be improved upon – JAH

The Figure 2 shows that 95% of the respondent in JAH want power supply improved, 90% want improvement on water supply, 95% want the cleanliness of the premises improved, 90% want a quicker response to repairs and 95% of the respondents want the general renovation of Joseph Adetiloye Hall. Options for other services to specify were listed as renovation. This showed that

Management Challenges of Students' Accommodation in Private University in Oyo Town

all the services provided needed improvement. Student's accommodation demands consistent maintenance, as the use to which the students will engage the facilities would be quite different from other forms of accommodation like staff quarters.

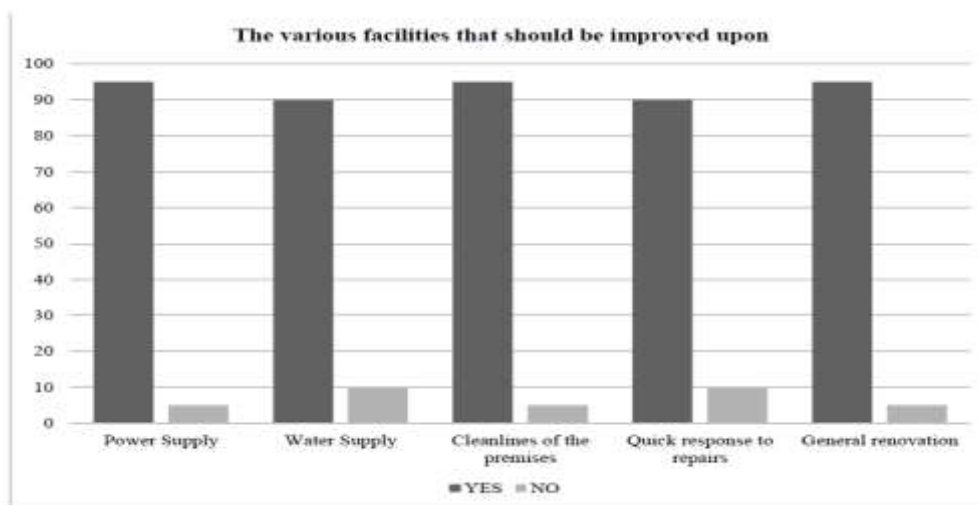


Figure 3: The various facilities that should be improved upon – Ibadan hostel

The figure 3 shows that 90% of the respondents in Ibadan Hall want Power supply improved upon, 80% want an improvement on the water supply, 95% want a cleaner premises while 80% want a quicker response to repairs and 90% want a general renovation of the hall facilities. The response in this hostel is similar to the earlier examined as all the facilities and services were opined to need improvement with exemptions from very few students.

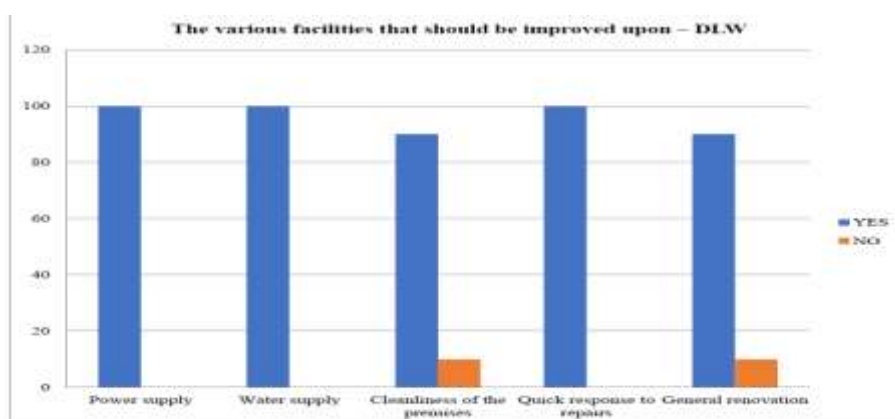


Figure 4: The various facilities that should be improved upon – DLW

It could be observed from Figure 4 that 100% of the respondents want improvements on power supply, water supply and quicker response to repairs while 90% want improvements on the cleanliness of the premises and general renovation of the hall and its facilities respectively.

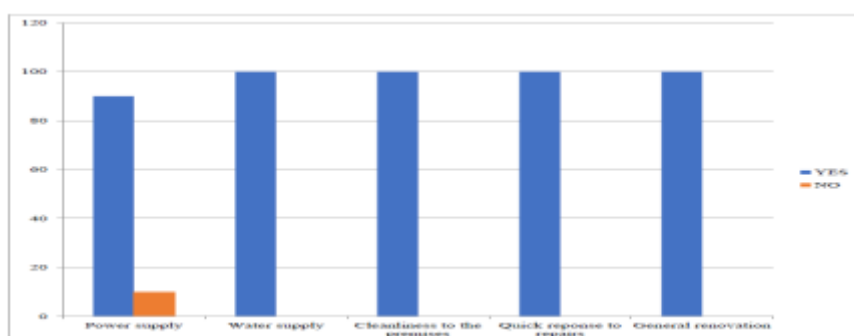


Figure 5: The various facilities that should be improved upon – UFH

Management Challenges of Students' Accommodation in Private University in Oyo Town

It could be noted in Figure 5, that 100% of the respondents want water supply, cleanliness of the premises, quick response to repairs and general renovation improved upon respectively while 90% want an improvement on the power supply within the hall. This is a female hostel having conveniences within each room shared by very very few students. The attitude of female students towards person hygiene and general sanitation has shown that the improvement of facilities is necessary so as to avoid a breakdown of healthy living. Thereby affecting the academic performance. Full attention to the maintenance and management of the facilities and services to the female student's accommodation is therefore germane.

4.3. Analysis Of The Interview Section

One-on-one interview was carried out in each student's hostel accommodation (Hall). It was observed that the supervisors declined electronic recording of the interview and did not want to be quoted because of the security of their jobs as the university was regarded as a small community where they could be traced.

4.3.1 Unit responsible for the management of students' hostel

It was discovered from the interview that there was no unit within the campus directly in charge of the management of the hostels in the university. Thus, there were challenges as a result of the bureaucracy procedure leading to the delay of effective repairs needed in the Hostels, as it must be channelled through the Dean of Student Affairs to the Vice-Chancellor, who in turn was to get intouch with the Student's hostel providers for approval. Most times the approval was delayed and the issues get worse.

4.3.2 Management strategies deployed in the management and maintenance of the students' hostel

The management strategy embarked upon in the university was observed to be the run-to-failure or emergency type i.e., such that is carried out after a total breakdown. It was observed that some halls of residence seemed unkempt in terms of old facilities that need repair, refurbishment. It was gathered that some of the hostel supervisors experienced
It was gathered that there was no routine or predictive maintenance check but when there is an emergency and the supervisor tried to mount pressure, it got effected through the works unit of the school.

4.3.3 The challenges involved (if any) in their management

The general challenge emanating from the interview and observed was the over-stretching of the student's hostel facilities, as sometimes the hostel accommodation capacities were over-loaded with students. It was also gathered that the destructive habits of the students contributed to the state of the hostels. For example, the students were reported to have destroyed all security light bulbs put along the corridors.

V. DISCUSSION

The study assessed the management of the students' hostel accommodation in Ajayi Crowther University, Oyo, a private institution. It focused on the interview of the supervisors, Focused Group Discussion with the cleaners and structured questionnaire administered on the students.

Findings in this study shows that both the Hostel supervisors and the students were strongly dissatisfied with the management strategy as there is no unit in charge particularly but complaints were lodged through the Dean, Students Affairs to the Vice-Chancellor; hence there's no monitoring neither is there any prompt response to repairs.

It was also found out that the management strategy deployed is the emergency management approach (EMA), which is a risk based maintenance strategy. It was observed and gathered that until an issue poses risk, it does not get attention as against the predictive, corrective and preventive maintenance and management strategy.

The third objective examined the challenges encountered which was discovered to be the bureaucratic process of obtaining permission from the Hostel providers before repairs were carried out on the facilities and the fact that the Hostel providers, were not enthusiastic due to the non-remittance of fund by the University Authority at all and when it was done it was a paltry sum.

The students through the questionnaire expressed their strong dissatisfaction with the facilities and the management strategy of the University Authority as reflected in the graph. 99% of the students want the five hostels renovated.

More so, it was found out that the conditions of the student's hostel accommodation in Ajayi Crowther University, Oyo were deteriorating and gradually dilapidating as some of the major facilities that complements student life and living in the hostel such as toilets, bathrooms, drainage, power and water supply, were not adequately managed. Suffice to say that the female hostels were not laced to indiscriminate defecation all around leading to much anti-social behaviour in the students.

The proportion or percentage of students that were strongly dissatisfied with the management strategy of the student's hostel accommodation is greater while the entire respondents on the average want a total renovation of the halls, improved power and water supply. Which is an indication of the fact that the management strategy should be changed or improved upon.

Management Challenges of Students' Accommodation in Private University in Oyo Town

VI. CONCLUSION AND RECOMMENDATION

The management practice regarding the student's hostel accommodation was not effectively handled as there had not been any record of periodic repainting of hostel buildings, frequent clearing of bushes and grasses, quick response to repair of broken pipes and drains, damaged bathroom and toilet facilities, incessant power outage resulting in lack of water supply.

Notable challenges that affected the management strategy of these student's hostel accommodation is dual ownership and lack of proper and detailed working memorandum of Understanding as to who should handle what and of course non-remittance of funds to the hostel providers. Others were lack of effective supervisors' complaint system about deficiencies in the facilities and delay in response to repairs, even emergencies. This work concluded that most of the students' hostel facilities were in very bad shape due to poor management strategy caused by various factors observed in the study.

As the student's hostel facilities have a connection with the studies within the tertiary institution, there is need to ensure the preservation of the integrity of the student's hostel accommodations. This will enhance the level of patronage to the private institution, thereby increasing the revenue generation. The management of the facilities could be better outsourced to give room for adequate attention and professional competence. The student's hostel accommodation should be seen as a corporate real estate which enhances the overall set goals of the citadel of learning. Hence, the student's hostel accommodation should be outsourced to the Estate Surveyors and Valuers who will act professionally, prudently and promptly to the challenges of the property management.

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