CHALLENGES ASSOCIATED WITH MEASURING QUALITY OF RESIDENTIAL SATISFACTION IN FEDERAL HOUSING ESTATES IN ABIA STATE, NIGERIA

KENNETH CHIBUEZE EFEE & EBIWARI WOKEKORO
Department of Estate Management, Rivers State University, Port Harcourt, Nigeria

ABSTRACT
The study examined challenges involved in measuring the quality of residential satisfaction with Federal Housing Estates in Abia State, Nigeria. A mixed method research approach was adopted for this study with a questionnaire and interview conducted on the residents. A sample of 75 households was selected from 105 housing units within the two public housing estates with purposive sampling technique employed. The sample represents 78.6% of the total public housing unit as population. Findings showed that the attributes for measuring quality of public housing that influence the overall residential satisfaction are quality of physical, environmental, economic, social/behavioral and timing features of housing units. Furthermore, the study revealed that with RII of >0.60 the challenges associated with measuring the quality (performance) of residential satisfaction are physical and space related issues, social/behavioral (security and privacy level of the housing unit), quality of public water and proximity from house to fire services, building maintenance (dilapidated drainage system with poor sewage system), public facilities and functional related (parking space and power supply) and structural design and policy. The study concluded that measuring quality (performance) of public housing will reduce the challenges faced with residential satisfaction at Federal Housing Estates in Abia State.

KEYWORDS: Challenges, Measurement, Quality, Public Housing & Residential Satisfaction

Received: Apr 27, 2021; Accepted: May 17, 2021; Published: Jun 12, 2021; Paper Id.: IJEEFUSDEC20211