



## STUDENTS' SATISFACTION WITH THE MANAGEMENT OF HOSTEL FACILITIES IN PUBLIC UNIVERSITIES IN RIVERS STATE, NIGERIA

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**Abstract:** The study investigated students' satisfaction with the management of hostel facilities in public universities in Rivers State, Nigeria. Three research questions guided the study and three hypotheses were tested at 0.05 level of significance. The study adopted descriptive research design. The population of the study consisted of all the 8,830 students in 55 hostels in the three Universities in Rivers State (University of Port Harcourt 4,226, Rivers State University 2,300 and Ignatius Ajuru University of Education 2,304). The sample of the study consisted of 557 students in the 15 hostels drawn using stratified random sampling technique. The instrument used for data collection was a researcher made questionnaire titled "Students' Satisfaction with the Management of Hostel Facilities Questionnaire" (SSMHFQ). Face and content validities were ensured by experts. The Cronbach alpha was used to determine the reliability coefficient of 0.82 for SSMHFPUQ. Also, the reliability coefficients for the subscales: Procurement; Allocation and Utilization were 0.88, 0.83 and 0.80 respectively. Mean and standard deviation were used to answer the research questions while the hypotheses were tested using z-test at 0.05 level of significance. It was found that students in hostels in the University of Port Harcourt were satisfied to a low level with the procurement of hostel facilities while those in Rivers State University and Ignatius Ajuru University of Education were satisfied to a high level. It was recommended among others that the student affairs unit of the universities should endeavour to engage the students in dialogue before the procurement of the needed hostel facilities.

### Add Keywords

### Introduction

Over the years, education has come to be seen as an instrument par excellence for overall National development, the term overall literally implies development in all ramification such as economic, political and socio-cultural milieu. Education is the best legacy any nation can give to its citizen because its development depends on the quality of education given. Education and development enjoy a symbiotic relationship as no nation can rise above the standard and quality of its people. The National Policy on Education (2014) stipulates five major National objectives of education; a free and democratic society, a just and egalitarian society, a united, strong and self-reliant nation, a great dynamic economy and a land full of bright opportunities for all. These values become mere rhetoric without a robust and functional educational system. This compelled parents, guardians, stakeholders and government

at large to pay attention to education in the primary, secondary and higher education in particular since it is the instrument for any individual to achieve personal development in order to contribute to societal advancement as a responsible change agent of their environment.

Assuring quality and maintaining global standards in the educational facilities of higher institutions across the length and breadth of Nigeria becomes a sine qua non. Uche, Okoli and Ahunaya (2011) aptly state that educational facilities are the physical infrastructure that contributes directly or remotely to the teaching and learning process in the educational system. To them, educational facilities and physical environment gives higher institutions their appropriate shape and atmosphere for teaching and learning, therefore, the quality of education which learners acquire have great relevance to the availability and the lack of these facilities. Educational facilities in higher institutions of



learning include school buildings, classrooms, hostels, sports facilities, workshops, laboratories, information and communication technology (ICT) centres, libraries, staff quarters and sports facilities. The educational facilities portray the quality of the institutions in terms of their staff student friendliness, attraction to outsiders, aesthetics, health, safety and relevance. Corroborating these, Ihuoma (2008) affirms that the indirect teaching support facilities such as offices, cafeteria, acoustics, toilets, laundry, mowers, residential halls, common rooms, clearing materials grounds and similar items satisfy the individual's physical and emotional needs.

In the universities, the hostel is one of the vital facilities that make up the whole web of teaching and learning, the hostel is a place where students live, the hostel system has been an integral part of the growth and development of universities in Nigeria. The system is designed to produce desirable and satisfactory results in the overall education of students in terms of character training, acquisition of leadership roles and respect for the views and opinions of others. There is an increase in cases of high level of indiscipline among students, poor study habits, and lack of respect for constituted authorities, truancy, disobedience and destruction of school properties. Benneth, (2012) states that the halls of residence of universities and higher institutions are central components of the whole web of education and character building. Accommodation is very essential to student's physical, academic and social wellbeing, without adequate and comfortable rooms for students the achievement of academic progress cannot be wholly achieved. The school environment generally produces comfort and discomfort, arouse feelings of disgust and depression and basically may encourage or retard learning.

Atari (2010) carried out a study on students' satisfaction with the supervision of allocation and utilization of hostel facilities for quality assurance in public universities in Enugu state, Nigeria. The study aimed at determining the level of students; satisfaction with supervision of allocation and utilization of hostel facilities for quality assurance. The descriptive survey design was used to provide baseline information on schools' authority supervisory methods. Four research questions and four hypotheses were formulated to guide the study, simple sample of 400 students were randomly drawn from students population of two universities studied. Data collected was statistically analysed using

population t-test (one sample mean) and the independent t-test statistics. Result revealed that students' were not satisfied with the pattern of allocation and utilization of facilities as there was no strict monitoring of the allocation and utilization. No laid down rules and regulation for allocation and utilization of the facilities. Osahinde (2014) conducted a study on students' satisfaction with the procurement of hostel facilities in public higher institution in Edo State. Four objectives, four research questions and four hypotheses were used for the study. The study adopted a descriptive survey as its working design, the population of the study included 668 male and 400 female students of University of Benin. A sample size of 431 representing 40% of the target population was used. The findings of the study showed that within the hostels, there were limited facilities available and students' were not satisfied with the procurement of hostel facilities, also despite their enthusiasm they were not even consulted to find out their needs.

Duala (2016) carried out a research on the problem of hostel facility allocation in higher institutions in Benue State. The study was guided by four research questions and four hypotheses; the survey design was adopted for the study with a structured questionnaire used to elicit information from the respondents. The population for the study was 4,200 students from which a sample of 470 students was selected through stratified random sampling technique. The study revealed that students were not satisfied with the allocation of hostel facilities, their claims was that hostel facilities were not allocated to them based on their needs or priority. Those managers often collect bribe from students to allocate facilities to them.

Udoye (2016) carried out a study on students' perspective on the availability and utilization of hostel facilities in private higher institutions in south west Nigeria. The descriptive survey research design was adopted to generate and analyse data to describe the status of hostel facilities in the private universities. The population comprised 4,150 students in 3 private universities, a sample size of 415 students were used representing 10% of the population. The findings of the study revealed that, the private university hostels are not congested as adequate hostels are provided and that there is high level of utilization of hostel facilities. It was concluded that students in the private universities unlike their counterparts in public universities have high level of satisfaction on the hostel facilities and utilization.



Udochuchukwu (2015) carried out a study on the effects of procurement of hostel facilities on student's academic performance in public universities in Abia state. The study was carried out in federal and state owned universities in the state. Four research questions and four corresponding hypotheses were formulated. Findings showed that state owned universities devote close attention to the procurement and monitoring of facilities that are directly related to students unlike the federal universities. Based on the findings, it was recommended that concerted effort should be made by government and stake holders in the area of procurement of adequate facilities in the federal universities especially hostel facilities.

Williams (2013) carried out a study on the impact of procurement of hostel facilities on students' learning outcomes among higher institutions in Abia State, Nigeria. The study employed a descriptive survey research design with the use of a structured questionnaire. The population for the study was 2,420 respondents comprising 2210 students and 210 lecturers, with a sample of 221 students and 21 lecturers obtained through a simple random sampling technique. The findings showed that students' were not satisfied with procurement of hostel facilities as most of the facilities were dilapidated, of particular reference is the generator which is the main source of power supply, since power has a multiple effect on other facilities the students are unable to read at night thereby affecting their performance in school.

Ohio (2008) conducted a study on hostel congestion and students' satisfaction with the procurement of hostel facilities in public universities in Cross Rivers State, Nigeria. The design of the study was a descriptive survey and two public universities were used one owned by the Federal Government while the other is owned by the state government, simple random sampling technique was adopted to select 400 students. Result of the analysis revealed that the hostels were overpopulated leading to over utilization of the available facilities and efforts were not made for the procurement of additional facilities and that the Federal government is not involved in the procurement of hostel facilities. The researcher recommended that school authority should synergise with federal, state and local government and other stakeholders for funding and procurement of facilities.

Despite the efforts made by different educational stakeholders to make provision for students housing in public

universities, management of these facilities within the hostels has been a task too difficult to achieve. Generally the problem of Nigerian society is not on the procurement of educational facilities but its upkeep, this problem is attributed to the administrators who represent the institutions. Aside lack of adequate funding, some of the managers are ignorant of what to do; negligence and deliberate abandonment of their responsibilities is linked to poor management of hostel facilities. The protection of student's hostel facilities constitutes an integral part of school administration, this means that managers should possess the ability and competences in the acquisition of basic managerial skills of planning and deciding what should be done at the right time; organising in terms of putting things in order. Students in the hostels are worried that the managers are not bothered about their feelings as regards procurement, replacement and maintenance of dilapidated and non-functional facilities. Against this background, this study examines students' satisfaction with the management of Hostel facilities in public universities in Rivers State, Nigeria.

#### **Statement of the Problem**

There seems to be an increasing report of the falling educational quality in Nigeria public universities which has got some persons wishing they had the educational system in Nigeria return to the way it was several years ago. Stakeholders especially parents decry the poor infrastructural facilities in hostels. Shortage of hostel facilities has led to over-utilization of available facilities and the effect is dilapidation of the limited available hostel facilities, thereby impacting untold hardship and frustration on the students therein. A story was told of a female student that committed suicide by hanging herself from the ceiling fan, it was reported that she was aggrieved and dissatisfied with the poor condition in the hostel, over congestion and poor facilities. There have been reported cases of power outage from the national grid and because of the lack of maintenance of the alternative power supply (the generator) the hostels are usually thrown into darkness. Students are unable to read at night; they are forced to move from place to place searching for conducive place to read, hence useful academic time is wasted. Management of hostel facilities is therefore an indispensable necessity for every public university particularly the universities in Rivers State, Nigeria. The essence of this research therefore is to ascertain the state of



the hostel facilities and its management in terms of procurement, allocation and utilization of hostel facilities.

#### **Aim and Objectives of the Study**

The research investigated the level of student's satisfaction with the management of hostel facilities in public universities in Rivers State, Nigeria. The specific objectives of the study were:

1. Ascertain the level of students' satisfaction with the procurement of hostel facilities in state and federal Universities in Rivers State.
2. Find out the level of students' satisfaction with the allocation of hostel facilities in state and federal Universities in Rivers State.
3. Determine the level of students' satisfaction with the utilization of hostel facilities in state and federal Universities in Rivers State.

#### **Research Questions**

The following research questions guided the study.

1. What is the level of students' satisfaction with the procurement of hostel facilities in state and federal Universities in Rivers State?
2. What is the level of students' satisfaction with allocation of hostel facilities in state and federal Universities in Rivers State?
3. What is the level of students' satisfaction with the utilization of hostel facilities in state and federal Universities in Rivers State?

#### **Hypotheses**

The following null hypotheses were tested at 0.05 level of significance:

1. There is no significant difference in the mean rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the procurement of hostel facilities.
2. There is no significant difference in the mean rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the allocation of hostel facilities.
3. There is no significant difference in the mean rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the utilization of hostel facilities.

#### **Methodology**

The analytical descriptive survey research design was adopted for the study. The research design describes the

existing phenomenon by collecting relevant data from a given population, analyzing the data and interpreting the data without manipulating any variable. The population for this study comprised 55 hostels in the three public universities in Rivers State. The population of the respondents consisted of all the 8,830 students in 55 hostels in the University of Port Harcourt (4,226), Rivers State University (2,300) and Ignatius Ajuru University of Education (2,304) (source: Dean of student Affairs office University of Port Harcourt, Directorate of Student Affairs Rivers State University and Ignatius Ajuru University of Education). The sample of the study consisted of 557 (187 University of Port Harcourt, 140 Ignatius Ajuru and 230 Rivers State University) students from 15 hostels. Multistage approach involving stratified random sampling and purposive sampling techniques were used for data collection. The stratified random sampling technique was used to draw hostels from the three universities. The instrument that was utilized for data collection for this study was a researcher made questionnaire titled "Students' Satisfaction with the Management of Hostel Facilities Questionnaire" (SSMHFQ). The 26-items questionnaire was divided into two sections A and B respectively. Section A of the questionnaire was used to elicit information on the demographic data of the respondents. Section B contained items that focused on the variables of the study. The response to items in section B was structured along the modified 4 point Likert scale of VHL=4, HL=3, LL=2 and VLL= 1. A criterion mean of 2.50 was used to rate the responses of the respondents. The validity of the instrument was established by three experts (lecturers) in the department of measurement and evaluation. The Cronbach alpha statistics was used to determine the internal consistency of the instrument using 30 students which yielded an overall reliability index of 0.82 while the reliability for the subscales of 0.88, 0.83, and 0.80 were computed for Procurement, Allocation and Utilization respectively. The research instrument was administered by the researchers with the help of five assistants. This made access to the hostels easy, which are male, female and mixed hostels. The instrument was retrieved on the spot. The research questions were answered using mean and standard deviation while the null hypotheses were analyzed using z-test statistics at 0.05 alpha level of significance.

#### **Results and Discussion**

##### **Answer to Research Questions**



**Research Question One:** What is the level of students' satisfaction with the procurement of hostel facilities in state

and federal Universities in Rivers State?

**Table 1: Mean ratings and standard deviation scores on level of students' satisfaction with the procurement of hostel facilities**

SN	Describe your level of satisfaction on the procurement of the following hostel facilities in your university.	Federal (n = 187)		States (n =370 )			
		$\bar{X}$	S.D	Remarks	$\bar{X}$	S.D	Remarks
1.	We are consulted before procurement of beds	2.08	0.49	LL	3.23	0.45	HL
2.	We make choice from different brands of pillows	1.98	0.61	LL	3.03	0.56	HL
3.	Students are allowed to suggest the pattern of desired wardrobes	3.24	0.48	HL	3.18	0.45	HL
4.	The designing of laundry facilities are in line with our expectations	2.10	0.64	LL	3.26	0.50	HL
5.	The dining facilities are of poor qualities	1.90	0.70	LL	3.13	0.65	HL
6.	Water supply system is done with notable inferior materials	2.44	0.64	LL	3.24	0.66	HL
7.	First aids	2.10	0.79	LL	3.21	0.60	HL
8.	Indoor and Outdoor sport facilities	2.77	0.86	HL	3.15	0.55	HL
9.	Kitchen facilities	2.87	0.83	HL	3.16	0.56	HL
10.	Availability of power outlets	2.72	0.73	HL	3.03	0.43	HL
11.	Wi-Fi enabled hostel	2.29	0.59	LL	2.18	0.50	LL
12.	Diesel or fuel for generator services	2.47	0.66	LL	2.02	0.47	LL
13.	Toilet facilities	2.08	0.49	LL	3.23	0.45	HL
<b>Average Mean/Standard Deviation</b>		<b>2.39</b>		<b>LL</b>	<b>3.01</b>		<b>HL</b>

**Researchers' decision rule: 1.00-2.49(Low Level), 2.50--4.00(High Level)**

Table 1 shows that the mean response score of students in Federal University on items on the level of students satisfaction with the procurement of hostel facilities range between 2.71 – 3.24 and a grand mean of 2.39 while that of students in State Universities range between 1.90 – 2.44 and a grand mean of 3.01. The mean scores obtained from items 3, 8, 9, 10 and 12 are 3.25, 2.76, 2.87, 2.71 and 2.50 respectively. Whereas for items 1, 2, 4, 5, 6, 7, 11 and 13 the mean scores obtained are 2.08, 2.00, 1.90, 2.44, 2.10, 2.30 respectively and a grand mean of 3.01.

Students in hostels in state universities have mean values which ranged between 3.02-3.26 and were above the criterion mean value of 2.50 and were affirmed as students areas of

high level of satisfaction with the procurement of hostel facilities on the other hand mean values ranging from 2.07-2.17 were below the criterion mean value of 2.50 and revealed the areas students have low level of satisfaction with the procurement of hostel facilities. The grand mean value of 3.01 showed that students in hostels in state universities have high level of satisfaction with the procurement of hostel facilities in the universities.

**Research Question Two:** What is the level of students' satisfaction with the allocation of hostel facilities in state and federal Universities in Rivers State?

**Table 2: Mean ratings and standard deviation scores on level of students' satisfaction on the allocation of hostel facilities**



S/N	Describe your level of satisfaction with the allocation of facilities in your hostel?	Federal (n = 187)States (n =370 )					
		$\bar{X}$	S. D	Remarks	$\bar{X}$	S. D	Remarks
14	Allocation of hostel facilities based on priority of the students.	2.30	0.74	LL	3.23	0.55	LL
15	Allocation of hostel facilities based on the needs of the students,	2.92	0.28	HL	3.03	0.49	HL
16	E-Hostel for the allocation of hostels and hostel facilities in your university.	3.24	0.53	HL	3.18	0.54	HL
17	Monitoring of the allocation of hostel facilities in your university.	2.90	0.44	HL	3.26	0.51	HL
18	Reallocation of hostel facilities in your university	3.07	0.52	HL	3.13	0.57	HL
<b>Average Mean/Standard Deviation</b>				HL			
		<b>2.88</b>			<b>3.01</b>		HL

Researchers' decision rule: 1.00-2.49(Low Level), 2.50--4.00(High Level)

Table 2 shows that the mean response score of students in Federal University on items on the level of students satisfaction with the allocation of hostel facilities range between 3.24– 2.89 and a grand mean of 2.88 while that of students in State Universities have grand mean of 2.23. The mean scores obtained from items 14, 15, 16 and 17 are 2.92, 3.24, 2.89 and 3.07 respectively. Whereas for item 13 the mean score obtained was 2.29 and a grand mean of 2.88. For students in State Universities, the mean response scores obtained on items 13, 14, 15, 16 and 17 which were below

the criterion mean, shows that the students are not satisfied with the allocation of these items. Furthermore, the grand mean of 2.23 shows that the level of satisfaction of students in State Universities with the allocation of hostel facilities is low.

**Research Question Three:** What is the level of students' satisfaction with the utilization of hostel facilities in state and federal Universities in Rivers State?

Table 3: Mean ratings and standard deviation scores on level of students' satisfaction with the utilization of hostel facilities

S/N	Describe your level of satisfaction with the utilization of the following hostel facilities in your university.	Federal (n = 187)States (n =370 )					
		$\bar{X}$	S. D	Remarks	$\bar{X}$	S. D	Remarks
19	We make use of the beds in order for other people to also use	1.08	0.64	LL	1.56	0.58	HL
20	The pillows are left unwashed always	1.91	0.79	LL	2.32	0.58	HL
21	The wardrobes are littered with rags	3.24	0.63	HL	2.34	0.58	HL
22	Laundry facilities are not washed after usage	2.38	0.66	LL	2.29	0.71	HL
23	Dining facilities are mostly broken	1.00	0.58	LL	2.12	0.58	HL
24	Water supply system are pulled out of	2.55	0.64	LL	2.31	0.58	HL



their position							
25	First aid boxes are stolen	1.11	0.80	LL	2.33	0.58	HL
26	Indoor and Outdoor sport facilities are over used	2.73	0.63	HL	2.58	0.58	HL
27	Kitchen facilities broken	2.24	0.66	HL	2.27	0.71	HL
28	Available power outlets are burnt	2.71	0.57	HL	1.02	0.58	HL
29	Toilet facilities are messed up	1.01	0.64	LL	1.77	0.58	LL
<b>Average Mean/Standard Deviation</b>		<b>2.00</b>		LL	<b>2.08</b>		LL

Researchers’ decision rule: 1.00-2.49(Low Level), 2.50--4.00(High Level)

Table 3 shows that the mean response score of students in Federal University on items on the level of students satisfaction with the utilization of hostel facilities range between 3.24 – 2.55 and a grand mean of 1.99. The mean scores obtained from items 20, 23, 25 and 27 are 3.24, 2.55, 2.73 and 2.71 respectively. Whereas for items 20, 23, 25 and 27 are 3.24, 2.55, 2.73 and 2.71 the mean scores obtained are 3.24, 2.55, 2.73 respectively and a grand mean of 1.99. For students in State Universities, the mean response score obtained on item 25 was above the criterion mean of 2.50 with a grand mean of 2.08. Whereas, for items 18, 19, 20, 21, 22, 23, 24, 25, 26, 27 and 28 were the scores obtained. While 1.56, 2.32, 2.34, 2.29, 2.14, 2.31, 2.33, 2.27, 1.02 and 1.77

which were below the criterion mean of 2.50. It therefore means that the students in State Universities are not satisfied with utilization of such facilities. Furthermore, the grand mean of 2.08 shows that the level of satisfaction of students in State Universities with utilization of hostel facilities is low.

**Test of Hypotheses**

**Hypothesis One:** There is no significant difference in the mean rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the procurement of hostel facilities.

**Table 4: z-test on mean differences between students in state and federal universities on their level of satisfaction on the procurement of hostel facilities**

Category	n	$\bar{x}$	SD	df	z-cal.	z-crit.	Decision
Students in federal university	187	28.97	3.57				Null hypothesis was rejected
Students in state universities	370	35.84	2.88	555	24.16	1.96	

Table 4 revealed that students in hostels in federal University have mean and standard deviation scores of 28.97 and 3.57 while students in hostels in the state universities have mean and standard deviation scores of 35.84 and 2.88 respectively. With degree of freedom of 555, the calculated z-test value of 24.16 is greater than the critical z-test value of 1.96. Therefore, the null hypothesis is rejected. By implication, there is a significant difference in the mean rating scores of

students in state and federal universities in Rivers State on their level of satisfaction with the procurement of hostel facilities.

**Hypothesis Two:** There is no significant difference in the mean rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the allocation of hostel facilities.

**Table 5: z-test on the mean differences between students in federal and state hostels on the allocation of hostel facilities**



Category	n	$\bar{x}$	SD	df	z-cal.	z-crit.	Decision
Students in federal university	187	14.42	1.22				The null hypothesis
Students in state universities	370	11.17	1.14	555	31.92	1.96	was rejected

Table 5 revealed that students in hostels in the federal university have mean and standard deviation scores of 14.42 and 1.22 while students in hostels in the state universities have mean and standard deviation scores of 11.17 and 1.14 respectively. With degree of freedom of 555, the calculated z-test value of 31.92 is greater than the critical z-test value of 1.96. Therefore, the null hypothesis is rejected. By implication, there is a significant difference in the mean

rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the allocation of hostel facilities.

**Hypothesis Three:** There is no significant difference in the mean rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the utilization of hostel facilities.

**Table 6: z-test on the mean differences between students in federal and state hostels on the allocation of hostel facilities**

Category	n	$\bar{x}$	SD	df	z-cal.	z-crit.	Decision
Students in federal university	187	10.87	1.08				Null hypothesis was rejected
				555	10.01	1.96	
Students in state universities	370	11.30	1.19				

Table 6 revealed that students in hostels in federal university have mean and standard deviation scores of 10.87 and 1.08 while students in hostels in the state universities have mean and standard deviation scores of 11.30 and 1.19 respectively. With degree of freedom of 555, the calculated z-test value of 10.01 is greater than the critical z-test value of 1.96. Therefore, the null hypothesis is rejected. By implication, there is a significant difference in the mean rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the utilization of hostel facilities.

**Discussion of Findings**

The findings of this study are discussed as shown below:

**Students Satisfaction with the Procurement of Hostel Facilities**

The result of this study revealed that students in hostels in the federal university have low level of satisfaction with the

procurement of hostel facilities in the university while those in hostels in the state universities have high level of satisfaction with the procurement of hostel facilities in the universities. This is inline with the finding of Udochukwu (2015) who found that state universities devote close attention than the federal universities in the procurement and monitoring of facilities that are directly related to students because of the risk in handling students’ issues. Again the finding agrees with Osahinde (2014) who reported that the facilities available in public federal university in Rivers State are not adequate for the number of students currently undergoing different programmes. Moreso, Ohio (2008) revealed that the hostels were overpopulated leading to over utilization of the available facilities with little effort on the procurement of additional facilities. The required facilities are not adequate because hall supervisors do not procure these facilities for students. Williams (2013) strongly



corroborated this finding when he found that students' are not satisfied with procurement of hostel facilities. The null hypothesis revealed a significant difference in the mean rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the procurement of hostel facilities. The difference between these sets of students on their level of satisfaction with the procurement of hostel facilities could be traced to the level of students' affairs unit commitment to students' affairs. It appears as though the students' affairs unit in the state universities are more proactive possibly because of the provision of funds for the purchase of some of the residential facilities hence the high level of students' satisfaction.

#### **Students Satisfaction with the Allocation of Hostel Facilities**

Students in hostels in federal university have high level of satisfaction with the allocation of hostel facilities while students in hostels in state universities have low level of satisfaction with the allocation of hostel facilities. The findings have shown that the state universities do not allocate facilities like pillows, quality mattress, kitchen facilities, toilet and recreational facilities probably due to the method of allocation of these facilities; the finding of this study is in tandem with Udochukwu (2015) who reported that hostel facilities are mostly unevenly distributed in Nigerian universities. When hostel facilities are not evenly distributed, it makes the students to move from one hostel to the other in order to supplement facility that is not in their hostel thereby affecting their level of concentration and composure for serious academic activities. Most of the hostels do not have Wi-Fi and cable connection for browsing and watching of some television stations. Still in support of these findings was Duala (2016) who found that students were not satisfied with the allocation of hostel facilities, their claims were that hostel facilities were not allocated to them based on their needs or priority. Ekeanyanwu (2007) revealed that respondents were dissatisfied with the allocation of some facilities such as beds, laundry, bathrooms, and toilet facilities due to the distance from rooms and the level of cleanliness. This particular scenario has exposed the students to dangers that would have been controlled if those facilities were provided. The null hypothesis showed a significant difference in the mean rating scores of students in state and federal universities in Rivers State on their level of satisfaction with the allocation of hostel facilities. The significant difference in

the students' level of satisfaction with the allocation of hostel facilities may have stemmed from the fact that one is federal and the other state owned. The difference emanating from the ownership of these universities may have significantly influenced the administration of the universities which may account for students' level of satisfaction with the allocation of hostel facilities which differed significantly.

#### **Students Satisfaction with the Utilization of Hostel Facilities**

It was found that students in hostels in both state and federal universities revealed low satisfaction on the usage of hostel facilities. This finding concurs with that of Atari (2010) who found that students' were not satisfied with pattern of allocation and utilization of facilities as there was no strict monitoring of the allocation and utilization. Moreso, Udoye (2016) reported that hostels were overpopulated leading to over utilization of the available facilities. It is therefore, worthy to note that most students stay and cohabit with each other beyond the required number in their various rooms in the hostel. In the same vein, Gaingo (2012) reported that hostel congestion was as a result of students' harbouring other students in their room, leading to overstretched usage of facilities. The over usage of these hostel facilities which has made students to display low satisfaction may stem from under provision of the required basic facilities.

#### **Conclusion**

Based on the findings of this study, it was concluded that students in hostels in public universities in Rivers State were not satisfied with the management of hostel facilities. Moreso, students in hostels in the University of Port Harcourt are only satisfied with allocation of these facilities to a high level. However, students in hostels in University of Port Harcourt were satisfied with the procurement and utilization of these facilities to low level likewise students in Rivers State University and Ignatius Ajuru University of Education who showed low level satisfaction in the allocation and utilization of these facilities.

#### **Recommendations**

The following recommendations were made in this study:

1. The student affairs unit of the universities should endeavour to involve the students in a dialogue before the procurement of needed hostel facilities.
2. The allocation of hostel facilities should be proportionately done in hostels based on needs assessment reports.



3. To ensure effective utilization of hostel facilities, signing of undertaken of good conduct in the hostels should be taken more seriously by the hostel and school authorities in order to reduce the level of damages done on the facilities by students.

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