

EVALUATION OF STUDENTS' ACCOMMODATION SERVICES AND EFFECTIVENESS OF STUDENTS' AFFAIRS DIVISION IN TERTIARY INSTITUTIONS IN SOKOTO METROPOLIS

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Abstract

The paper investigated students' accommodation services and effectiveness of the Students' Affairs Division in tertiary institutions in Sokoto metropolis. It was guided by three objectives, three research questions, and one hypothesis. The survey employed a descriptive survey design of the correlational type. A total of 357 participants, comprising staff and students of tertiary institutions in Sokoto metropolis, were sampled using the Research Advisor (2006) table of sample size determination. Two sets of questionnaires served as the instruments for data collection. These instruments were validated by experts. Data collected were analyzed using mean and standard deviation, with a cut-off mean of 3.00. The paper found that there was a low extent of hostel accommodation management in tertiary institutions in Sokoto metropolis. Additionally, the level of managerial effectiveness was found to be moderate in these institutions. The paper recommended that school management should improve hostel facilities and ensure adequate maintenance to meet students' needs. It also emphasized the need to enhance the management of hostel accommodations through proper planning, staffing, and supervision to increase efficiency. Furthermore, the management was advised to continue prioritizing the improvement of student hostels to ensure a conducive and comfortable living environment for academic activities.

Keywords: Student, accommodation service, students' affairs division, managerial effectiveness

Introduction

Tertiary institutions—such as universities, colleges of education and polytechnics—require adequate facilities to function effectively. In many cases, essential infrastructure is provided through contract awards, which must follow due process

and ethical standards. Consequently, university management holds a professional and moral responsibility to ensure that the complex process of contract procurement is handled efficiently, ensuring that the facilities delivered are of high quality. One of the most critical facilities in tertiary institutions is student hostel accommodation. Hostels play a significant role in providing students with a conducive environment for rest and recovery after engaging in demanding academic and extracurricular activities. Beyond serving as sleeping quarters, hostels often offer common rooms where students can relax, socialize, and manage stress. They also cater to the physical and psychological well-being of students by providing access to clean toilets, bathrooms for personal hygiene, laundry areas, and in some cases, designated cooking spaces that ensure safety.

According to Onyegiri (2014), hostels reduce the burden on students who would otherwise live off-campus, where they face challenges such as noisy environments and high transportation costs. Vulnerable groups—such as students with disabilities, international students, and first-year students from distant locations—are particularly affected when on-campus housing is unavailable. The availability of adequate hostel facilities helps protect students from the disadvantages of off-campus housing. Onyegiri (2014) emphasized that limited hostel accommodation forces many students to seek off-campus housing, often in unsuitable environments, and increases their living expenses.

Managerial effectiveness in tertiary institutions refers to the capacity of the management team to ensure timely and efficient completion of tasks while promoting the development of both staff and the institution. The responsibilities of higher institution management include planning, organizing, staffing, directing, coordinating, reporting, and budgeting—all aimed at achieving institutional objectives. These managerial roles are vital in project design, implementation, monitoring, and evaluation. Effective management leads to the provision of necessary infrastructure and fosters a conducive learning environment for staff and students. It also includes organizing transparent contract bidding processes and ensuring projects are executed according to approved specifications.

Statement of the Problem

Hostel accommodation is an essential component of the tertiary education experience, offering students a secure and supportive environment for learning and living. However, in many tertiary institutions in Sokoto metropolis, the availability and quality of hostel accommodation are grossly inadequate to meet the rising student population. Common issues include insufficient bed spaces, deteriorating sanitary facilities, inadequate sewage and waste disposal systems, damaged furniture, and poor security presence. Additionally, non-functional amenities in common rooms—such as televisions and satellite receivers—and unreliable access to water and electricity further reduce the quality of life for resident students.

On the part of school management, challenges related to managerial effectiveness contribute to these issues. These include poor task allocation, inadequate planning, irregular supervision, and lack of proper maintenance strategies for hostel facilities. These problems compromise the living conditions of students and negatively impact their academic performance and overall campus experience. Given these concerns, this study seeks to investigate the relationship between student accommodation services and the effectiveness of the Student Affairs Division in tertiary institutions across Sokoto metropolis.

Objectives of the study

1. To determine the extent of management of hostel accommodation in tertiary Institutions in Sokoto metropolis.
2. To determine the level of managerial effectiveness in tertiary institutions in Sokoto metropolis
3. To determine the relationship between hostel accommodation and managerial effectiveness in tertiary institutions in Sokoto metropolis.

Research Questions

This study is guided by the following research question:

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1. What is the extent of management of hostel accommodation in Tertiary Institutions in Sokoto metropolis?
2. What is the level of managerial effectiveness in Tertiary Institutions in Sokoto metropolis?
3. Is there significant relationship between hostel accommodation and managerial effectiveness in tertiary institutions in Sokoto metropolis?

Research Hypothesis

1. There is no significant relationship between management of hostel accommodation and managerial effectiveness tertiary Institutions in Sokoto metropolis.

Theoretical Framework

The paper is grounded in Systems Theory proposed by Ludwig Von Bertalanffy. According to Nwankwo in Mgbodile (2014). Systems Theory views a system as a unit composed of a series of interconnected and interdependent parts, where any change in one part influences the whole. Thus, a system is essentially a structure with interdependent components. The hierarchical and lateral arrangements within a system, along with their associated interactions and transformations, work together to achieve specific goals and purposes. A tertiary institution (TI) functions as a social system with both structure and process. The administration of a TI, seen through this systems lens, involves managing key areas such as curriculum, staff personnel, student personnel, funding, physical infrastructure, and community relations.

This theory is relevant to the paper because students and facilities at a TI are integral parts of the university education system. It is understood that any failing component within the system jeopardizes the overall efficiency of the institution. For instance, inadequate and poor-quality social amenities and infrastructure, particularly hostels, can negatively impact student morale and create tension, which in turn affects their academic performance and acquisition of knowledge, skills, and values. The core principle of Systems Theory emphasizes that neglecting any part of the system inevitably leads to challenges. In this context, students face numerous difficulties when essential infrastructures such as hostels are neglected.

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Review of Related Empirical Studies

To highlight the uniqueness of the paper, two relevant empirical studies were reviewed with respect to the key variables investigated. Enomah (2019) conducted research on the influence of hostel accommodation on students' academic performance in Nigerian universities, employing a survey research design. The study's population consisted of 2,117 students, from which a sample of 333 participants was drawn. Data were collected using structured questionnaires, and inferential statistics were applied to test hypotheses. The findings revealed that shortages of hostel accommodation significantly affected students' academic performance. Additionally, it was found that students often missed academic activities due to the search for accommodation. The study recommended that Nigerian universities constructed more hostels to accommodate a larger number of students. It concluded that poor accommodation conditions contributed to students' poor academic outcomes. This study relates to the paper as both focus on hostel accommodation, although they differ in sample size and geographic location.

Olurunsola and Belo (2018) examined administrative challenges and managerial effectiveness in private universities in Ogun State using a descriptive survey design. The population included 13,123 staff members from 16 private universities, with a sample of 900 staff selected through simple random and proportionate sampling techniques. The study found a significant relationship between administrative challenges and managerial effectiveness, as well as the availability of well-equipped school libraries. Moreover, finance was identified as the strongest predictor of managerial effectiveness, whereas physical facilities were the least influential predictor. This study shares similarities with the current paper in its focus on managerial effectiveness but differs in scope and context.

Methodology

The research design employed in the survey is descriptive correlational. The population comprises all tertiary institutions in Sokoto metropolis, including their management staff such as Deans of Students, Registrars, Directors of Physical Planning, and Directors of Procurement. Non-academic staff includes matrons, hall administrators, and security personnel. Students sampled are both male and female

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across all levels residing in hostels. Although there are eleven tertiary institutions in Sokoto metropolis, only five were selected for the survey, as detailed in Table 1.

Population of the Study

The survey population shown in Table 1 below excludes monotronics in Sokoto metropolis metropolis, except for the Sokoto metropolis School of Nursing due to its significantly large population and extensive student hostel facilities.

Table 1: Population of the Study

SN	Schools	Manag. staff	Non academic staff	Student	Total
1.	Shehu Shagari University of Edu., Sokoto	4	5	1465	8474
2.	Sokoto metropolis University	4	5	1344	1353
3.	Usmanu Danfodiyo University, Sokoto	4	5	1152	1861
4.	Sokoto	4	5	358	367
5.	Umaru Ali Shinkafi Poly., Sokoto	4	5	372	381
	Sokoto metropolis School of Nursing	20	25	4691	4736
	Total				

Source: Establishment Units of the Institutions (2022/2023)

Sample of the Study

The survey employed a purposive sampling technique to select all the five institutions in Sokoto metropolis as highlighted in the survey population, resulting in a total population of 4,736.

The sample of this study is shown in Table 2.

Table 2: Sample of the Study

SN	Schools	Manag . staff	Non academic staff	Studen ts	Total
1.	Shehu Shagari University of Edu., Sokoto	4	5	62	71
2.	Sokoto metropolis University	4	5	63	72
3.	Usmanu Danfodiyo University, Sokoto	4	5	63	72
4.	Sokoto	4	5	62	71
5.	Umaru Ali Shinkafi Poly., Sokoto	4	5	62	71
	Sokoto metropolis School of Nursing				
	Total	20	25	312	357

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Source: Establishment Units of the Institutions (2022/2023)

The sample size of 357 participants were selected from 4,736 population of staff and students based on the Research Advisors (2006) table for determining sample size. Management staff and non-academic staff were selected purposively because of their small number. The researcher used proportionate and simple random sampling methods in dealing with the students' populations and their selection for questionnaire administration.

Two questionnaires were used to collect data for the study. The first instrument was a rating scale by the researcher titled *Management of School Hostel Accommodation Rating Scale (MSHARS)* with 27 items. This instrument requested participants to respond to a five-point rating scale on each item. 5.0 (VHE)= Very High Extent. 4.0 (HE)= High Extent. 3.0 (ME)= Moderate Extent. 2.0 (LE)= Low Extent. 1.0 (VLE)= Very Low Extent.

The second instrument was also a self-designed questionnaire titled *Managerial Effectiveness Questionnaire (MEQ)*. The instrument was structured in such a way that it requested the participants to rate each item from the given five point rating scales. 5.0 (VHE)= Very High Level, 4.0(HE)= High Level, 3.0 (ME)= Moderate Level, 2.0 (LE)= Low Level, 1.0 (VLE)= Very Low Level. The cut off point for acceptance was 3.0.

Results

Pearson Product Moment Correlation Coefficient (PPMC) at 0.05 level of significance.

Two research questions were answered and one hypothesis was tested at 0.05 level of significance.

Research Questions

RQ₁: What is the extent of management of school hostel accommodation in Tertiary Institutions in Sokoto metropolis.?

The research question was answered and presented in Table 3.

Table 3: Extent of Management of School Hostel Accommodation in Tertiary Institutions in Sokoto metropolis

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S/N	Item Statement	f	%	Rating	Extent	Decision
1	School authority provides considerable number of decent accommodations for students'	214	60%	2.0	LE	Not Satisfactory
2	There is cross ventilation in my hostel and therefore give enough room for fresh breeze	214	60%	2.0	LE	Not Satisfactory
3	There are enough toilet facilities with modern equipment in my hostel	214	60%	2.0	LE	Not Satisfactory
4	There is enough space in my hostel and therefore sizeable number of students allocated per room to avoid over crowding	214	60%	2.0	LE	Not Satisfactory
5	My school is well constructed with standard building materials in accordance with Nigerian building code of conduct which save them from frequent collapse	214	60%	4.0	ME	Satisfactory
6	My school hostels' have security alert, should there be a security problem	250	70%	1.0	VLE	Not Satisfactory
Average (Mean)		220	58%	2.0	LE	Not Satisfactory

Cutoff mean = 3.0

Key:

5.0 (VHE)= Very High Extent

4.0 (HE)= High Extent

3.0 (ME)= Moderate Extent

2.0 (LE)= Low Extent

1.0 (VLE)= Very Low Extent

Analysis of data in table 3 reveals that item 1,2,3,4 had a low level extent while item 5 had moderate extent and 6 had a very low extent. Consequently, the items are not accepted as satisfactory in the extent of management of school hostel accommodation in the area of study because of an overall low Mean of 2.0 and a rating of 58% indicated in the table. It is thus concluded that the extent of management of school hostel accommodation in Federal Universities in the area of study was not satisfactory.

Research Question Two

RQ₂: What is the level of managerial effectiveness in Tertiary institutions in Sokoto metropolis?

The research questions was answered and presented in Table 4.

Table 4: Level of Managerial Effectiveness in Tertiary Institutions in Sokoto metropolis

S/N	Item Statement	f	%	Rating	Level	Decision
1	School Management make set goals for providing by accommodation	179	50%	3.0	ML	Satisfactory
2	Management has documented regulations for contractors to abide with	179	50%	3.0	ML	Satisfactory
3	Management clearly start the agreements and terms of reference for contractors	179	50%	3.0	ML	Satisfactory
4	Management ensures that contractors are performing in line with specificities	179	50%	3.0	ML	Satisfactory
5	Management ensures that operators of contractors are monitored and supervised by committee	179	50%	3.0	ML	Satisfactory
6	Management makes budgetary allocation and promptly releases funds to contractors	179	70%	2.0	VLE	Not Satisfactory
7.	Management audits funds released to ensure accountability and transparency	179	50%	3.0	ML	Satisfactory
8.	school management ensures that only reputable contractors are given the job	249	70%	1.0	VLL	Not satisfactory
Average (Mean)		192	53%	3.0	ML	Satisfactory

Cutoff mean = 3.0

Key: 357

- 5.0 (VHE)= Very High Level
- 4.0 (HE)= High Level
- 3.0 (ME)= Moderate Level
- 2.0 (LE)= Low Level
- 1.0 (VLE)= Very Low level

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Analysis of data in table 4 reveals that item 1,2,3,4 ,5and 7, had a moderate level while item 6 had low level and lastly 8 had very low level. Information in the table 4 reveals that the respondents indicated affirmation that there is moderate level of managerial effectiveness. Notwithstanding, the items are accepted as satisfactory in the level of managerial effectiveness in the area of study because of an overall Mean of 3.0 and a rating of 53% indicated in the table. It is thus concluded that the level managerial effectiveness in Federal Universities in the area of study is satisfactory.

Hypothesis Testing

One Hypothesis was tested in Table 5 below.

Hypothesis

H₀₁ There is no significant relationship between hostel accommodation and managerial effectiveness in Tertiary Institutions in Sokoto metropolis.

This hypothesis was tested by subjecting the hostel accommodation and managerial effectiveness scores to a Pearson *r*-test analysis as shown in Table 5.

Table 5:Relationship between Hostel Accommodation and Managerial Effectiveness

Variables	N	Mean	S.D	Df	r-Cal	p-Value	Decision
Hostel Accommodation	357	15.07	1.277	355	-.457	.000	H ₀ Rejected
Managerial Effectiveness	357	72.29	4.944				

From the result of table 4, hostel accommodation and managerial effectiveness though negatively related were significant, $r(265) = -.457$, $p < .05$. This indicates significant relationship between hostel accommodation and managerial effectiveness because the *p*-value is less than the .05 level of significance. Therefore, H₀₁ which states that there is no significant relationship between hostel accommodation and managerial effectiveness in federal universities in North West, Nigeria was rejected.

Summary of Major Findings

i. Low Level of Hostel Accommodation Management

The study found that the management of hostel accommodation in tertiary institutions within the Sokoto metropolis is generally poor. Facilities are inadequate, overcrowded, and often lack essential infrastructure and amenities necessary for conducive student living.

ii. Moderate Level of Managerial Effectiveness

The level of managerial effectiveness in the administration of tertiary institutions in Sokoto metropolis was found to be moderate. While some efforts are being made, there remains a need for improvement in planning, supervision, and enforcement of standards.

iii. Significant Positive Relationship Between Hostel Accommodation and Managerial Effectiveness

The final finding revealed a significant positive correlation between the quality of hostel accommodation and the level of managerial effectiveness. This implies that improvements in management practices are likely to lead to better hostel conditions, and vice versa

Discussion of Findings

1. Hostel Accommodation Management

The first finding of the study reveals a low level of hostel accommodation management in tertiary institutions within the Sokoto metropolis. This situation is primarily due to the inadequate number of hostels, resulting in many deserving students being unable to secure accommodation because of limited bed space. Additionally, hostels are overcrowded, leading to poor ventilation. Sanitary conditions are substandard, with toilets in poor condition and lacking modern facilities. There is also inadequate sewage and waste disposal, damaged furniture, beds, and mattresses, as well as a lack of basic amenities such as cushions and televisions in common rooms. Furthermore, there is an absence of security personnel and proper security measures within the hostels.

This finding aligns with Enomah (2019), who reported that the availability of facilities such as hostel accommodation significantly influences the academic performance of undergraduate students in Federal Universities in

Nigeria's South-South Zone. Similarly, item 5 in Table 3 of this study shows that 60% of respondents, with a mean score of 4.0, agree that their school buildings are constructed with standard materials according to the Nigerian building code, helping to prevent structural failure.

2. Managerial Effectiveness

The second finding indicates a moderate level of managerial effectiveness in tertiary institutions across the Sokoto metropolis. This suggests that there is room for improvement in how management operates. Specifically, institutions need to establish clear guidelines and enforce regulations for contractors, as some contractors fail to meet required specifications, particularly regarding the quality of materials used in construction. It is also recommended that supervisory committees consist of qualified professionals who can ensure that projects are executed appropriately and timely.

This finding contrasts with Olurunsola and Bello (2018), who found a very low level of managerial effectiveness in their assessment of how management influences the quality of school facilities.

3. Hostel Accommodation and Managerial Effectiveness

The third finding demonstrates a significant positive relationship between hostel accommodation and managerial effectiveness in tertiary institutions within Sokoto metropolis. This implies that when management effectively plans, coordinates, directs, and supervises hostel construction and maintenance, it results in improved hostel conditions. This finding supports the study by Akinfolarin (2017), who also reported a positive relationship between managerial effectiveness and the quality management of school infrastructure in universities in Anambra State.

Conclusion

This study aimed to assess the quality of hostel accommodation and managerial effectiveness in tertiary institutions in the Sokoto metropolis. The findings indicate a negative relationship between hostel accommodation and managerial effectiveness. Despite the growing student population, school management has struggled to

provide adequate and decent living conditions for students. Consequently, overcrowding remains a persistent issue, as the limited number of hostel spaces cannot accommodate the increasing demand.

Recommendations

Based on the findings of the survey, the following recommendations are put forward:

i. **Expansion of Hostel Facilities**

Tertiary institutions in Sokoto metropolis should prioritize the construction of additional hostel blocks to accommodate the increasing student population. This will help reduce overcrowding and improve students' welfare and academic performance.

ii. **Renovation and Upgrading of Existing Hostels**

Existing hostel facilities should be renovated and upgraded to meet modern standards. This includes repairing damaged furniture, replacing mattresses, installing proper ventilation systems, and providing functional toilet and bathroom facilities equipped with modern sanitary fittings.

iii. **Improvement of Sanitation and Waste Management**

Institutions should implement effective waste disposal systems and ensure regular maintenance of sewage lines and sanitation facilities. Adequate provision should be made for refuse bins, sewage treatment, and cleaning personnel.

iv. **Provision of Basic Amenities and Security**

Common rooms should be furnished with essential items such as cushions and televisions to enhance students' comfort. Additionally, management should ensure the presence of trained security personnel and install security alert systems to ensure the safety of students.

v. **Strengthening Managerial Oversight**

School management should establish and enforce strict regulations for contractors to ensure that construction work adheres to approved standards and material specifications. There should be a formal monitoring and

evaluation framework to ensure quality control in hostel construction and maintenance.

vi. **Engagement of Qualified Professionals**

Supervisory committees overseeing hostel construction and maintenance should be composed of qualified engineers, architects, and facility managers who possess the expertise to ensure proper execution of projects.

vii. **Policy Formulation and Implementation**

Clear policies should be developed and implemented to guide the management of hostel accommodation. These policies should include guidelines for maintenance schedules, allocation criteria, and periodic facility assessments.

viii. **Stakeholder Involvement**

Management should involve students, staff, and other stakeholders in decision-making processes concerning hostel accommodation. This will help in identifying the most pressing needs and fostering a sense of ownership and cooperation.

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