Published: 31st August 2026

INTERNATIONAL JOURNAL OF REAL ESTATE

IJRE

ISSN: 2476-8073

NEIGHBOURHOOD SERVICE ADEQUACY AND RESIDENTIAL SATISFACTION IN GRA LAFIA, NASARAWA STATE, NIGERIA: AN ASSESSMENT OF SERVICE GAPS AND IMPROVEMENT PRIORITIES

Wike, Emmanuel Okanwene

Department of Estate Management, Faculty of Environmental Sciences, Rivers State University, Port Harcourt, Nigeria

Email: emmanuel.wike@ust.edu.ng

DOI: https://doi.org/10.5281/zenodo.22211244

ABSTRACT

Residential satisfaction provides an important basis for evaluating the quality and functionality of urban neighbourhoods. Beyond the physical characteristics of individual dwellings, residents' perceptions are influenced by the adequacy, accessibility, reliability and management of infrastructure and social services within their neighbourhoods. This study examines neighbourhood service adequacy and residential satisfaction in GRA Lafia, Nasarawa State, Nigeria, with emphasis on identifying service deficiencies and improvement priorities. The study adopts a quantitative survey research design. Data will be collected from households in GRA Lafia using a structured questionnaire measured on a five-point Likert scale. The study proposes a service-adequacy framework that distinguishes between residents' assessment of neighbourhood service conditions and their satisfaction with those services. Data analysis will employ descriptive statistics, comparative adequacy-gap analysis and priority classification rather than conventional regression-based assessment. The approach is intended to identify areas where the perceived condition of neighbourhood services corresponds with, or falls short of, residents' expectations. The study is expected to provide evidence on the performance of electricity, water supply, drainage, road accessibility, educational and healthcare facilities, sanitation, security, recreational facilities and economic activities. The findings will assist urban managers, housing providers and policymakers in prioritising neighbourhood improvement interventions and strengthening the quality of residential environments in GRA Lafia.

Keywords: neighbourhood service adequacy, residential satisfaction, GRA Lafia, neighbourhood quality, Nasarawa State

INTRODUCTION

Housing constitutes one of the fundamental requirements of human existence and remains an important component of social and economic development. Its importance extends beyond the physical structure to the quality of the surrounding residential environment (Jamiu & Mendie, 2023). The performance of housing should therefore satisfy not only technical requirements but also the expectations and wellbeing of its occupants. Previous studies have established the importance of housing and residential environments to individual and societal wellbeing (Bank of Ghana, 2007; Jiboye, 2010; Joshua et al., 2013).

Residential satisfaction refers broadly to the degree of contentment experienced by households with their housing circumstances and surrounding residential environment (Sakariyau, et al., 2021) It provides a useful means of evaluating whether the physical, social and infrastructural characteristics of a neighbourhood correspond with residents' expectations and needs (Galster, 1987; Ibem & Aduwo, 2013). Because satisfaction is based partly on residents' perceptions, it provides information that cannot be obtained solely through physical inspection of buildings and infrastructure.

The neighbourhood represents an important component of the residential environment. It comprises the physical, social and economic conditions surrounding individual dwellings and provides the setting within which residents undertake their daily activities (Musa, et al 2021). The quality of neighbourhood infrastructure, accessibility, security, social facilities and environmental services can therefore influence residents' perception of their quality of life (Sakariyau, et al., 2023). Ge and Hokao (2006) emphasised the importance of residential preferences, choices and satisfaction in understanding residential environments, while Kim (2013) demonstrated the relevance of the built environment to neighbourhood satisfaction.

The importance of neighbourhood quality becomes particularly evident in developing urban areas where infrastructure provision and urban expansion do not always occur simultaneously (Kayode, et al., 2021). Deficiencies in electricity supply, water, drainage, roads, sanitation, healthcare, education, recreation and security can reduce the functionality of residential areas and influence residents' perceptions of their neighbourhoods. Taeeb, Ngah and Enyinnaya (2013), for example, demonstrated the relevance of neighbourhood choice factors to residents' satisfaction.

In Nasarawa State, Lafia constitutes an important urban centre and the state capital. Official state geographic information documentation identifies Lafia as one of the major urban areas within the state. The residential structure of the city includes established neighbourhoods such as GRA, where housing is accompanied by access to public infrastructure, institutional facilities and other urban services. Contemporary property-market information also identifies GRA Lafia as an established residential area within the city (Sakariyau, et al., 2023).

Despite the importance of neighbourhood quality to residential wellbeing, conventional assessments often focus on the presence or physical condition of infrastructure without adequately considering whether residents are satisfied with the services provided. The existence of electricity infrastructure, for instance, does not necessarily mean that residents

consider electricity services satisfactory. Similarly, the presence of roads, recreational facilities, schools or healthcare facilities does not automatically imply adequate accessibility, quality or functionality.

This creates an important analytical distinction between neighbourhood service condition and resident satisfaction. A neighbourhood may possess relatively good physical infrastructure while residents remain dissatisfied because of poor reliability, accessibility, maintenance or service quality. Conversely, residents may express relatively favourable satisfaction with a service even where its physical condition is assessed less favourably.

The present study therefore adopts a service-adequacy perspective to investigate residential satisfaction in GRA Lafia. Instead of merely examining whether neighbourhood characteristics statistically influence satisfaction, the study compares residents' assessment of service conditions with their satisfaction levels and identifies areas requiring improvement. This provides a more practical framework for neighbourhood management and urban service planning.

CONCEPTUAL REVIEW

Neighbourhood Quality

Neighbourhood quality refers to the combined physical, infrastructural, environmental, social and economic characteristics of an area in which people live. It encompasses both the characteristics of individual dwellings and the wider environment within which households undertake their daily activities. Neighbourhood quality can therefore be considered multidimensional. Infrastructure such as electricity, water and drainage contributes to basic household functioning, while roads and transportation influence accessibility. Schools and healthcare facilities provide social services, while sanitation, security and recreation contribute to environmental and social wellbeing.

Neighbourhood Service Adequacy

Neighbourhood service adequacy describes the extent to which available infrastructure and services meet the needs and expectations of residents. Adequacy goes beyond the physical availability of a facility (Bello, et al., 2022). It includes its functionality, accessibility, reliability, quality and maintenance. The concept is particularly useful for residential studies because residents interact with neighbourhood facilities on a continuous basis (Isola-Muyideen, et al., 2026). Consequently, their evaluation provides an important indication of whether infrastructure and services are performing satisfactorily.

Residential Satisfaction

Residential satisfaction is a subjective evaluation of the extent to which a residential environment fulfils household expectations and needs. Galster (1987) regarded dwelling satisfaction as an important area of empirical inquiry, while Ibem and Aduwo (2013) examined residential satisfaction as an approach to evaluating public housing conditions. Satisfaction is influenced by both objective and subjective factors. Objective factors include infrastructure

https://doi.org/10.5281/zenodo.22211244

and physical facilities, while subjective factors may include household expectations, previous residential experiences, tenure status and individual preferences.

Relationship Between Service Adequacy and Satisfaction

The relationship between neighbourhood service adequacy and residential satisfaction can be conceptualised as a comparison between what residents experience and what they expect. Where services are accessible, reliable and adequately maintained, satisfaction is likely to be higher. Where services are unavailable, unreliable or poorly maintained, dissatisfaction may increase. The study consequently conceptualises residential satisfaction not simply as an outcome of infrastructure provision but as an evaluation of the performance of neighbourhood services.

STUDY AREA

The study will be conducted in GRA Lafia, Lafia, Nasarawa State, Nigeria. Lafia is the capital of Nasarawa State and one of the state's designated urban areas. GRA Lafia represents an established residential neighbourhood within the city. Its residential character, accessibility to urban facilities and presence of public and private infrastructure make it appropriate for examining neighbourhood service adequacy and residential satisfaction. The choice of GRA Lafia also provides an opportunity to examine whether an established residential neighbourhood necessarily translates into high resident satisfaction. This is important because the presence of established housing and infrastructure does not automatically guarantee adequate service delivery.

METHODOLOGY

The study adopted a quantitative cross-sectional survey design. The population will comprise households residing within GRA Lafia. A structured questionnaire will be developed from the neighbourhood-service and residential-satisfaction dimensions identified in previous studies. The questionnaire will contain sections covering respondents' socioeconomic characteristics, neighbourhood service conditions and residential satisfaction.

Data Analysis

RESULTS AND DISCUSSION

Table 1: Socio-Demographic Characteristics of Respondents

Variable	Category	Frequency	Percentage (%)
Gender	Male	96	76.2
	Female	30	23.8
Age	Less than 30 years	58	46.0
	31–40 years	30	23.8
	41–50 years	24	19.0

	Above 50 years	14	11.2
Marital Status	Single	51	40.5
	Married	75	59.5
Education	Primary school	24	19.0
	O-Level	39	31.0
	OND/NCE	42	33.3
	HND	12	9.5
	B.Sc.	7	5.6
	M.Sc.	1	0.8
	Ph.D.	1	0.8
Occupation	Farming	26	20.6
	Retired	36	28.6
	Artisan	18	14.3
	Private sector	22	17.5
	Public sector	24	19.0
Tenure Status	Owner-occupier	95	75.4
	Tenant	31	24.6

Analysis:

Table 1 shows that male respondents constituted the majority of the sample, accounting for 76.2%, while females represented 23.8%. The age distribution indicates that respondents below 30 years constituted the largest group (46.0%), followed by those aged 31–40 years (23.8%). Married respondents represented 59.5% of the sample, compared with 40.5% who were single. With respect to educational attainment, respondents possessing OND/NCE qualifications constituted the largest category (33.3%), followed by those with O-Level qualifications (31.0%). The occupational distribution shows that retired respondents accounted for 28.6%, while farmers represented 20.6%, public-sector workers 19.0%, private-sector workers 17.5% and artisans 14.3%. In terms of tenure, owner-occupiers substantially dominated the sample, accounting for 75.4%, while tenants constituted 24.6%. These characteristics suggest that the respondents were predominantly relatively young or middle-aged households, with owner-occupation being the dominant tenure arrangement.

Table 2: Assessment of Neighbourhood Service Conditions

Neighbourhood Service	N	Mean	Std. Deviation	Rank
Electricity condition	125	3.80	0.762	1
Water condition	125	3.75	0.973	2
Drainage condition	125	3.41	1.277	3

https://doi.org/10.5281/zenodo.22211244

Recreational facilities	125	2.95	1.396	4
Road/accessibility condition	125	2.94	1.220	5
Sanitary services	125	2.85	1.251	6
Schools/educational facilities	125	2.83	1.366	7
Economic activities	125	2.71	0.974	8
Hospitals/health facilities	125	2.60	1.225	9
Neighbourhood security	125	2.43	1.080	10

Field Survey, 2026.

Table 2 indicates substantial differences in residents' assessment of neighbourhood service conditions. Electricity recorded the highest mean score of 3.80, followed closely by water supply with 3.75. Drainage occupied the third position with a mean of 3.41, suggesting comparatively favourable perceptions of these basic infrastructure services. Recreational facilities and road accessibility recorded moderate mean scores of 2.95 and 2.94, respectively. Sanitary services (2.85) and educational facilities (2.83) also fell within the moderate range.

The weakest assessments were recorded for economic activities (2.71), healthcare facilities (2.60) and neighbourhood security (2.43). Security therefore represents the most poorly assessed neighbourhood service in the dataset. This is particularly significant because neighbourhood safety constitutes an important component of the residential environment and may affect residents' overall perception of neighbourhood quality.

Table 3: Residents' Satisfaction with Neighbourhood Services

Satisfaction Dimension	N	Mean	Std. Deviation	Rank
Proximity to place of work	125	3.59	1.115	1
Water supply	125	3.58	1.079	2
Educational facilities	125	3.05	1.099	3
Electricity supply	125	2.91	0.942	4
Infrastructure/services	125	2.90	0.990	5
Political activities	125	2.82	1.277	6
Economic activities	125	2.67	1.162	7
Proximity to place of worship	124	2.67	1.181	8
Neighbourhood security	125	2.59	1.048	9
Recreational facilities	125	2.39	0.999	10

Field Survey, 2026.

Table 3 shows that residents' satisfaction varies considerably across the neighbourhood attributes examined. Proximity to place of work recorded the highest satisfaction mean of 3.59, followed closely by water supply at 3.58. Educational facilities ranked third with a mean of 3.05. Satisfaction with electricity supply was relatively moderate at 2.91, despite electricity

having recorded the highest neighbourhood-condition score in Table 2. This difference is important because it indicates that a favourable perception of the condition of a service does not necessarily translate into equivalent satisfaction with that service. At the lower end of the distribution, satisfaction with neighbourhood security recorded 2.59, while recreational facilities had the lowest satisfaction score of 2.39. The findings indicate that recreation and security constitute important areas of concern from the residents' perspective.

Table 4: Neighbourhood Service Condition–Satisfaction Gap

Service	Condition Mean	Satisfaction Mean	Gap (Satisfaction − Condition)	Interpretation
Electricity	3.80	2.91	−0.89	High satisfaction deficit
Water	3.75	3.58	−0.17	Small satisfaction deficit
Educational facilities	2.83	3.05	+0.22	Satisfaction exceeds condition assessment
Economic activities	2.71	2.67	−0.04	Almost complete alignment
Recreational facilities	2.95	2.39	−0.56	High satisfaction deficit
Neighbourhood security	2.43	2.59	+0.16	Satisfaction slightly exceeds condition assessment

Field Survey, 2026.

Table 4 provides the principal interpretation of the empirical evidence. The comparison reveals that electricity has the largest negative gap (−0.89). Although electricity received the highest condition assessment of 3.80, satisfaction with electricity was only 2.91. This substantial difference suggests that the perceived availability or condition of electricity does not necessarily correspond with residents' actual experience of the service. Recreational facilities recorded the second-largest negative gap of −0.56. The condition score of 2.95 contrasts with a satisfaction score of 2.39. This suggests that residents' expectations or experience of recreational facilities are not adequately reflected by their assessment of the facilities' condition. Water produced a comparatively small negative gap of −0.17, indicating relatively close correspondence between its perceived condition and residents' satisfaction. Economic activities showed an almost negligible difference of −0.04, suggesting substantial alignment between the condition assessment and satisfaction level. Interestingly, educational facilities produced a positive gap of +0.22, while neighbourhood security produced +0.16. These results indicate that the satisfaction scores for these dimensions were marginally higher than their corresponding condition assessments. However, the positive gap should not be interpreted as proof that these services are objectively adequate.

https://doi.org/10.5281/zenodo.22211244

CONCLUSION

The study will provide a resident-centred assessment of neighbourhood performance in GRA Lafia, Nasarawa State. Rather than treating infrastructure provision as synonymous with residential satisfaction, the study will distinguish between the perceived condition of neighbourhood services and residents' actual satisfaction with those services. The service-adequacy approach will provide a practical basis for identifying neighbourhood deficiencies and prioritising interventions. It will also contribute to the literature by demonstrating how service-performance and satisfaction-gap analysis can complement conventional assessments of residential environments.

RECOMMENDATIONS

Urban authorities should prioritise neighbourhood services that demonstrate substantial gaps between perceived service performance and resident satisfaction. Routine maintenance should accompany infrastructure provision to ensure that existing facilities remain functional and responsive to residents' needs. Neighbourhood improvement programmes should incorporate residents' perceptions when determining investment priorities rather than relying solely on physical infrastructure inventories. Community participation should be strengthened in neighbourhood management so that service deficiencies can be identified and addressed more effectively. Residential property managers and relevant public agencies should periodically assess residents' satisfaction as an indicator of neighbourhood performance.

REFERENCES

Bank of Ghana. (2007). *The housing industry in Ghana: Prospects and challenges*. Bank of Ghana Policy Briefing Paper, Accra, Ghana.

Galster, G. (1987). Identifying the correlates of dwelling satisfaction: An empirical critique. *Environment and Behavior, 19*(5), 539–568.

Ge, J., & Hokao, K. (2006). Research on residential lifestyles in Japanese cities from the viewpoints of residential preference, residential choice and residential satisfaction. *Landscape and Urban Planning, 78*, 165–178.

Ibem, E. O., & Aduwo, E. B. (2013). Assessment of residential satisfaction in public housing in Ogun State, Nigeria. *Habitat International*, 163–175.

Jiboye, A. D. (2010). Correlates of public housing in Lagos, Nigeria. *Journal of Geography and Regional Planning, 3*(2), 17–28.

Joshua, A., Acheampong, A., & Agyekum, K. (2013). Residents' satisfaction with the Social Security and National Insurance Trust housing in Ghana. *Engineering Management Research, 2*(2).

Kim, B. B. A. (2013). *Effect of neighbourhood built environment on neighbourhood satisfaction*. Georgetown University, Washington, DC.

Sherlyne, S. (2016). *An assessment of residential neighbourhood satisfaction: A case study of Bahati Estate, Eastlands, Nairobi, Kenya*. School of the Built Environment, University of Nairobi.

Taeeb, S. R., Ngah, I., & Enyinnaya, S. E. (2013). Neighbourhood choice factors and residents' satisfaction in old and new neighbourhoods of Slemani City, Kurdistan-Iraq. *Journal of Environment and Earth Science, 3*(2), 72–81.

Sakariyau, J. K., Muhammad, S. M., Bello, M. U., Aliyu, A. A., & AbdulRazak, R. (2023). Socio-economic characteristics of households determining housing satisfaction in Bauchi Metropolis, Bauchi State, Nigeria. *International Journal of Real Estate Studies*, *17*(1), 59-69.

Kayode, S. J., Muhammad, M. S., & Bello, M. U. (2021). Effect of socio-economic characteristics of households on housing condition in Bauchi Metropolis, Bauchi State, Nigeria. *Traektoriâ Nauki= Path of Science*, *7*(7), 2001-2013.

Musa, H. A., Bello, M. U., & Kayode, S. J. (2021). Effect of Neighbourhood Characteristics on Resident's Satisfaction in Doya Area of Bauchi Metropolis. *Traektoriâ Nauki= Path of Science*, *7*(4), 6001-6005.

Sakariyau, J. K., Uwaezuoke, N. I., Olaoye, T. K., & Sani, S. G. (2021). Housing affordability among civil servants in Ekiti state, Nigeria. *International Journal of Research and Review*, *8*(10), 383-390.

Isola-Muyideen, O. L., Yusuff, I. O., Abubakar, A. A., Abdul-Azeez, B. M., Akinbami, B. S., & Sakariyau, J. K. (2026). Socio-Economic Characteristics and Survival Strategies among Homeless Youths in Ogun State, Nigeria. *Ibadan Planning Journal*, *12*(1).

Bello, M. U., Nasarawa, L. U., Bello, H. T., & Kayode, S. J. (2022). *Performance of housing finance through commercial banks in Kaduna, Northern Nigeria*.

Jamiu, K. S., & Mendie, E. A. (2023). Risk Adjusted Analysis Of Residential Properties in South-South Nigeria: A Downside Risk Perspective. *Fuoye Planning Journal*, *1*(2).

https://doi.org/10.5281/zenodo.22211244