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## RESIDENTS' PERCEPTION OF THE EFFECTIVENESS OF PUBLIC FACILITIES AND SERVICES IN OGBOMOSO SOUTH LOCAL GOVERNMENT, OYO STATE NIGERIA

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### Abstract

*The study is focused on residents' perception of the effectiveness of public facilities and services in Ogbomoso South Local Government, Oyo State. The objective of the study are to examined the socio-economic characteristics of residents in the area, assess the availability of public facilities and services and sponsored agencies as well investigate factors that hindered the effective performance of public facilities and services in the study area. Data were gathered through primary and secondary sources of information. The primary source involved reconnaissance survey together with oral interview from opinion leaders in the area. This is complemented with the administration of 362 questionnaires to respondents using simple random sampling technique to solicit information. The secondary source was through review of related literature on the subject matter. Data obtained were analyzed using descriptive statistics such as frequency count, tables and percentages to explain the perception of residents' on the availability of facilities and services and factors that hindered the effective performance of the same in the area. The results reveals adequate water supply provision, those that indicated problems of public parking space were (97.5%), no organized children play field (98.8%), no public toilets (72.1%), and no library 89.2%. Factors that hindered the effective performance of public facilities and services were vandalism (4.1%), inferior materials (12.4%), lack of maintenance (25.7%), no public participation (30.9%) and inadequate funds 26.8%. It is suggested that government should provide adequate funds for the development of basic facilities and services, encourage public participation in facility and service provision as well as environmental sanitation and management in the area.*

**Keywords:** Public facilities, Services, Perception and Infrastructure.

### Introduction

Man cannot survive on his own without life supporting mechanisms which will sustain his existence. These essential mechanisms include quality food, potable water and good shelter. The early man depended on all services nature could provide in terms of clothing, food and shelter till the time of industrial revolution. Consequentially, these advancements are the provision of facilities which are basic to man's existence in any given environment. The quality and quantity of infrastructure depends on the need to provide maximum comfort, convenience, safety and aesthetic improvements to man's existence. Infrastructure is the basic

physical facility needed for the operation of a society to function. In order words, basic facilities and services are dependent on environmental and social factors which determine the degree of need of these facilities and services. Facility provision is therefore a panacea of urban development. (Garfield Lovejoy, 1964 and World Bank, 1994)

However, facilities should not only be provided but evenly distributed over space with consideration to population since they are meant basically for use. It should also consider the impact on the users such as the public and community whose patronage influences their idea, thinking or perception which in turn depicts its



efficiency and overall quality (Obateru 2003). The perception of any user is based on the subjective knowledge and closely to the way he/she thinks or communicates. Relating this to facilities the way they are perceived by their users is based on past occurrence of the provision, effectiveness and overall management. In many Nigerian cities today, urban facilities and services have deteriorated coupled with failure of government policies and measures of addressing the situation. These are provided based on political will which are meant to be used by members of the community who are pertinent to the sustenance of such facilities and services. (Ugwu, 1993). The problem of ineffective facility and services is evident in cities which has grown originally without conscious physical planning due to rapid growth of population thereby making the demand exceed supply (Ogbuozobe, 2000). The role of infrastructure in any society cannot be overstressed. Every nation cannot do without it. The adequacy of infrastructure in qualitative and quantitative have resultant effects in bettering the life of the masses; effects the cost of doing business in cities and is a bedrock to an egalitarian society. Wikipedia 2015 define infrastructure as physical components of interrelated systems providing commodities and services essential to enable, sustain or enhance societal living condition. However, infrastructure does not only improve living condition, it also has economic, social and physical implication, and it is genuine for business to thrive, expedient for social welfare and also needed for sustainable development in any nation (Adebayo 2006 and Akinwale 2010).

The problems of deteriorated infrastructure are particularly pronounced in the old, indigenous core areas of the cities while the non-availability of infrastructure is peculiar to the outer spontaneous settlements that accommodate the low – income population. This has led to the

prevalence of an unhygienic environment that poses a greater danger to the health of the inhabitant (Akinbamijo 2004). This is further corroborated by Toybo et al (2014) research findings that most communities have no access to basic infrastructural facilities such as electricity, pipe born water, decent safe waste disposal systems and unconnected with motorable roads. Nevertheless, Agbola 1997 and Megbolugbe 2007 Opined that accessibility of infrastructural facilities are regarded as a booster to social well-being of city dwellers.

The study there for identified residents' perception on factors that hinders effective performance of public facilities and services in Ogbomoso South Local Government Area. The specific objectives of the study are to: examine the socio-economic characteristics of the residents, assess the available public facilities and services, identify the agencies involved in the provision of facilities and services in the area, investigate factors that hindered the effectiveness of public facility and services and suggest measures for improvement in the area.

## **Related Literature Review**

### **Perception of facilities and services**

Perception is defined as the process of attaining awareness or understanding of the environment by organizing and interpreting sensory information. All perception involves signals in the nervous system, which in turn result from physical stimulation of the sense organs (Wikipedia, 2012). Since the beginning of man, everyone has different perceptions of e.g. the environment, but these perceptions are also an expression of the time, context and culture each individual lives in. Man's perception of the environment is considered so fundamental that it becomes the main point of departure for any analysis of man-environment relations. A perception approach to man environment relations recognizes that for each objective









SOURCE: OGBOMOSO ZONAL TOWN PLANNING AUTHORITY AND FIELD WORK, 2015

### Methods of data collection and analysis

The research relies on published and unpublished materials and information which constitute both primary and secondary sources. First, a reconnaissance survey was carried out on the availability of public facilities and services in the study area. A total of 362 questionnaire were administered to examine the socio-economic characteristics of respondents, availability of public facilities and services and sponsored agencies as well as residents' perception on factors that hindered the effective performance of the facilities and services. A random sampling technique was employed to solicit information from respondents. There was also literature review on the subject matter to complement other sources. Information gathered were analyzed using descriptive statistics such as frequency count and percentages which

was used to explain the availability of public facilities and services as well as factors that hindered the effective performance in the study area.

### Results and Discussion

#### Socio-economic characteristics of respondents

Table 1 shows that female respondents (57.5%) were higher than males 42.5%. This is because women were mostly found to be at home while men go in search of means for family survival. The respondents' education levels were secondary education (39.5%), primary education (22.7%), non-formal education (21.8%) and tertiary education 16.6%. However, majorities (38.4%) were self-employed, unemployed (25.1%), and those retired from civil service were 1.9%. This implies that those un-employed among them would not be able to afford to pay



ch for facility and services. Those that  
 imed that they were tenants in the area  
 re (52.2%), while 46.1% were landlords  
 their homes. Majority of the  
 pondents (67%) were married, single

(24%), widowed (7%) and divorced 1.0%.  
 However, a socio economic characteristic  
 of respondent is not an indicator in the  
 level of facilities and service provision in  
 the area.

**Table 1: Socio-Economic Characteristics of Respondents**

Variables	Frequency	Percentage
<b>Sex</b>		
Male	154	42.5
Female	208	57.5
<b>Total</b>		<b>100</b>
<b>Educational status</b>		
Non formal education	79	21.8
Primary	82	22.7
Secondary	143	39.5
Tertiary	58	16.0
<b>Total</b>		<b>100</b>
<b>Occupational status</b>		
Unemployed	91	25.1
Civil servant	24	6.6
Retired	7	1.9
Self-employment	139	38.4
Employee	101	27.9
<b>Total</b>		<b>100</b>
<b>Marital Status</b>		
Single	86	67
Married	243	1
Divorced	4	8
Widowed	29	
<b>Total</b>		<b>100</b>
<b>Ownership status</b>		
Landlord	167	46.1
Tenant	189	52.2
Others	6	1.7
<b>Total</b>		<b>100</b>

**Source: Field work, 2014.**

#### **Availability of public facilities and services in the study area**

2 reveals public health facility on  
 cal wards in the study area. The  
 ch of health facilities shows that  
 s were (33.7%) outnumbered other  
 health facilities such as maternity

(26.5%), primary health centers (20.9%),  
 dispensaries (18.1%) and others 0.8 %.  
 However, those categorized as others in  
 public health facilities were not well  
 recognized. Adequate health facility  
 promotes good health in any society and  
 nation at large.



**Table 2: Availability of public health facility in the study area**

Political Wards	Hierarchy of Public Health Facilities				
	Dispensary	Pry. Health Centre	Maternity	Clinic	Others
Akata	0(0%)	3 (11.5%)	17(65.4%)	6(23.1%)	0 (0%)
Alapata	0(0%)	6(21.4%)	16(57.1%)	6(21.4%)	0 (0%)
Arowomole	0(0%)	18 (42.9%)	15 (35.7%)	9(21.4%)	0 (0%)
Ibapon	8 (22.9%)	6 (17.1%)	6 (17.1%)	15 (42.9%)	0 (0%)
Ijeru I	3 (11.5%)	3 (11.5%)	8 (30.8%)	12 (46.2%)	0 (0%)
Ijeru II	9 (27.3%)	3(9.1%)	3 (9.1%)	18 (54.5%)	0 (0%)
Ilogbo	9 (23.1%)	12 (30.8%)	6 (15.4%)	12 (30.8%)	0 (0%)
Isoko	12 (25.0%)	0(0%)	12 (25.0%)	24 (50.0%)	0 (0%)
Lagbedu	18 (41.9%)	0(0%)	9 (20.9%)	16 (37.2%)	0 (0%)
Okeola	6 (15.4%)	24(61.5%)	3 (7.7%)	3 (7.7%)	3 (7.7%)
TOTAL	65 (18.1%)	75 (20.9%)	95 (26.5%)	121 (33.7%)	3 (0.8%)

**Source: Field work, 2014.**

Generally in table 3, public facility and service provision is at a minimal level as there is disparity in the level of provision of facility among the sampled wards. Majority of the respondents were of the opinion that there was no provision of parking space, public toilet, library and children play ground. This was due to the nature of the build-up area with no enough open space or land to develop such facilities. However, a cursory look at table 3 indicates that parking space, public toilets, library and children play ground are needed to promote the environmental quality and the convenience of the people. According to the respondents there are few number of public toilets in the area as indicated in figure 2. This has led a large

number of residents to practice open defecation or defecate in some materials like waste paper or plastic bag. This practice has been given different terminologies in different cities like "Wrap and throw". This is indeed unhygienic and can lead to epidemics. This has made life unpleasant for those individuals or group of individuals and families that have no public toilets and play fields close to their residents. Planning is aimed at a functional, convenient safety and aesthetically pleasing environment. In order to achieve these goal of planning, land use must be in conformity and should not be detrimental to the ecological integrity of the natural environment.

**Table 3: Availability public parking space, toilet, library and children playground**

Political ward	Parking space		Public toilet		Library		Children playground	
	Yes	No	Yes	No	Yes	No	Yes	No
Akata	0 (0%)	26 (100)	0(%)	26(100%)	0(0%)	26(100%)	0(0%)	26(100%)
Alapata	6(21.4%)	22 (78.6%)	0(0%)	28(100%)	3 (10.7%)	25(100%)	0(0%)	28(100%)
Arowomole	3(7.1%)	39(92.9%)	42(100%)	0(0%)	36(85.7%)	6(14.3%)	7(16.7%)	35(83.3%)
Ibapon	0 (0%)	35 (100%)	0(0%)	35(100%)	0(0%)	35(100%)	5(14.3%)	30(85.7%)
Ijeru I	0 (0%)	26(100%)	26(100%)	0(0%)	0(0%)	26(100%)	0(0%)	26(100%)
Ijeru II	0(0%)	33(100%)	33(100%)	0(0%)	0(0%)	33(100%)	0(0%)	33(100%)



bo	0 (0%)	39(100%)	0(0%)	39(100%)	0(0%)	39(100%)	0(0%)	39(100)
o	0(0%)	48(100%)	0(0%)	48(100%)	0(0%)	48(100%)	0(0%)	48(100%)
bedu	0 (0%)	46(100%)	0(0%)	46(100%)	0(0%)	46(100%)	3(6.5%)	43(93.5%)
ola	0(0%)	39(100%)	0(0%)	39(100%)	0(0%)	39(100%)	4(10.3%)	35(89.7%)
d	9(2.5%)	353(100%)	101(27.9%)	261(72.1%)	39(10.8%)	323(89.2%)	19(5.2%)	343(94.8%)

**Source: Fieldwork (2014)**

Water supply, postal agency and police post are paramount in any community. Water is life and it is used for various purposes. In table 4, all the respondents indicated "Yes" that they have water supply, but as observed from field survey, type of water supply sources vary in traditional dug-wells, borehole, pipe-borne water and pond. Consequent upon lack of public pipe borne water as reported by respondents, majority depends on traditional dug-well and borehole water

for domestic and other purposes. In the same vein, all the respondents indicated "No" that there was no postal agency except a police post located at Arowomole. Probably, the use of handset device for communication has discouraged the provision of postal agencies in the area. As observed from field survey, the study area has a high population density and the only police post situated in Arowomole is not enough to control crime rate. There is need to upgrade the police post to police station.

**Table 4: Availability of water supply, postal agency, and police post**

Local ward	Water supply		Postal agency		Police post	
	Yes	No	Yes	No	Yes	No
	26(100%)	0(0%)	0(0%)	26(100%)	0(0%)	26(100%)
	28(100%)	0(0%)	0(0%)	28(100%)	0(0%)	28(100%)
Arowomole	42(100%)	0(0%)	0(0%)	42(100%)	42(100%)	0(0%)
	35(100%)	0(0%)	0(0%)	35(100%)	0(0%)	35(100%)
	26(100%)	0(0%)	0(0%)	26(100%)	0(0%)	26(100%)
	33(100%)	0(0%)	0(0%)	33(100%)	0(0%)	33(100%)
	39(100%)	0(0%)	0(0%)	39(100%)	0(0%)	39(100%)
	48(100%)	0(0%)	0(0%)	48(100%)	0(0%)	48(100%)
	46(100%)	0(0%)	0(0%)	46(100%)	0(0%)	46(100%)
	39(100%)	0(0%)	0(0%)	39(100%)	0(0%)	39(100%)
	362(100%)	0(0%)	0(0%)	362(100%)	0(0%)	362(100%)

**Source: Fieldwork (2014)**



### Agencies involved in the provision of facility in the area

Table 5 shows the various agencies that were responsible for the provision of facility and services in the area. The major provider was state government (37.8%).

This is followed by philanthropists (34.5%), community based organization (13.5%), local communities (12.4%) and private single individuals 1.7%. The efforts of these agencies have made life comfortable for living.

**Table 5: Agencies involved in the provision of public facilities and services**

Ward	Agencies involved in the provision of public facilities and services				
	Single Individual	Community Based Organization	Local Community	State Government	Philanthropists
Akata	3 (11.5%)	4 (15.4%)	4 (15.4%)	10 (38.5%)	5 (19.2%)
Alapata	0 (0%)	0 (0%)	3 (10.7%)	9 (32.1%)	16 (57.1%)
Arowomole	0 (0%)	9 (21.4%)	6 (14.3%)	9 (21.4%)	18 (42.9%)
Ibapon	0 (0%)	9 (25.7%)	8 (22.9%)	9 (25.7%)	9 (25.7%)
Ijeru I	0 (0%)	3 (11.5%)	3 (11.5%)	6 (23.1%)	14 (53.8%)
Ijeru II	0 (0%)	3 (9.1%)	6 (18.2%)	9 (27.3%)	15 (45.5%)
Ilogbo	0 (0%)	3 (7.7%)	3 (7.7%)	21 (53.8%)	12 (30.8%)
Isoko	3 (6.3%)	0 (0%)	6 (12.5%)	24 (50.0%)	15 (31.3%)
Lagbedu	0 (0%)	3 (6.5%)	3 (6.5%)	31 (67.4%)	9 (19.6%)
Okeola	0 (0%)	15 (38.5%)	3 (7.7%)	9 (23.1%)	12 (30.8%)
TOTAL	6 (1.7%)	49 (13.5%)	45 (12.4%)	137 (37.8%)	125 (34.5%)

Source: Field, work (2014)

### Factors hindering the effectiveness of public facilities and services in the study area

Table 6 reveals the residents' perception on factors that hindered the effectiveness of public facilities and services in the area. It ranges from inadequate funds from donor agencies for repairs and maintenance, no public participation in planning and implementation of the facility, lack of maintenance culture, inferior materials used and vandalism of the facility by the public. Table 6 further reveals that (30.9%) of the respondents

indicated no public participation, inadequate funds (26.8%), lack of maintenance (25.7%), inferior materials (12.4%) and vandalism 4.1%. Effectiveness of public facility and services is anchored on sufficient funding, public enlightenment on the use of the facility and regular maintenance of the same. However, the poor maintenance cultures of the people have left some of the facilities in a state of disrepair, and vandalism of facilities during political campaigns by opponent parties and vice versa.

**Table 6: Factors hindering effectiveness of facilities and services**

Political Wards	Factors hindering effectiveness of facilities and services				
	Inadequate fund	No Public Participation	Lack of Maintenance	Inferior Materials	Vandalism
Akata	12 (46.2%)	8 (30.8%)	3 (11.5%)	3 (11.5%)	0 (0%)
Alapata	6 (21.4%)	6 (21.4%)	10 (35.7%)	6 (21.4%)	0 (0%)
Arowomole	12 (28.6%)	6 (14.3%)	9 (21.4%)	9 (21.4%)	6 (14.3%)
Ibapon	8 (22.9%)	8 (22.9%)	12 (34.3%)	3 (8.6%)	4 (11.4%)
Ijeru I	3 (11.5%)	9 (34.6%)	8 (30.8%)	3 (11.5%)	3 (11.5%)
Ijeru II	3 (9.1%)	12 (27.3%)	12 (36.4%)	6 (18.2%)	0 (0%)
Ilogbo	15 (38.5%)	15 (38.5%)	6 (15.4%)	3 (7.7%)	0 (0%)
Isoko	15 (31.3%)	18 (37.5%)	9 (18.8%)	6 (12.5%)	0 (0%)
Lagbedu	12 (26.1%)	19 (41.3%)	15 (32.6%)	0 (0%)	0 (0%)
Okeola	11 (28.2%)	11 (28.2%)	9 (23.1%)	6 (15.4%)	2 (5.1%)
TOTAL	97 (26.8%)	112 (30.9%)	93 (25.7%)	45 (12.4%)	15 (4.1%)



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