

Analysis of Challenges in Managing Students' Hostel Facilities in Nnamdi Azikiwe University, Awka Anambra State, Nigeria

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Abstract- One of the most important educational assets for students in the tertiary institution is that of accommodation. The accommodation situation in most Nigerian Universities is problematic; as a result, many students are affected academically. The scope of this study investigated the challenges facing the management of students' hostel facilities in Nnamdi Azikiwe University, Awka in Anambra state, Nigeria. The aim of the study is to analyze the challenges facing the management of students' hostel facilities in Nnamdi Azikiwe University, Awka in Anambra state. Core objectives are to examine the prevailing conditions of students' hostel facilities in Nnamdi Azikiwe University Awka, and to analyse the major factors affecting the management of students' hostel facilities in Nnamdi Azikiwe University Awka. Five research questions were raised to guide the study and two hypotheses were also stated. The disproportionate sampling technique was adopted in the selection of 322 respondents for the study. The questionnaire was used to collect data for the study. The Statistical Package for Social Sciences (SPSS) statistical software was used to process the data collected from the study. Descriptive statistics involving frequency counts, simple percentages, and rank order statistical tool were used to analyse the data. The study hypotheses were however tested at 0.05 significant levels using the Mann-Whitney U and t-test statistical tools. Findings of the study indicated that a number of challenges affected the management of students' hostel facilities including: misappropriation of funds provided for the maintenance of students' hostel facilities, low supervision and monitoring of workmanship on the hostel facilities, students' disregard for hostel rules and regulations, lack of effective students' complaint system about deficient facilities and delays in the release of funds, among others. The study therefore

recommended that there a need for the University management to engage professional bodies like estate managers who would advise the students' hostel managers on appropriate methods to manage the hostel facilities.

Indexed Terms- Analysis, Challenges, Management, Students' Hostel, facilities.

I. INTRODUCTION

One of the most important educational assets for students in the tertiary institution is that of accommodation. At the point of gaining of admission into the higher institution, the student becomes concerned or skeptic about where to stay in order to concentrate and follow up every academic activity he or she is likely to face. It is with this view that Price, Matzdorf, Smith and Agahi, (2003) as cited in Odaudu and Yahaya (2019) noted that students' hostel forms part of the major facilities that students take into consideration before making a choice of the school they intend to attend among other considerations.

Accommodation is particularly important because it is a basic need of humans in every social setting and the most important for the physical survival of man after the provision of food (Adebamowo, 2009). Thus, the hostel system has become very instrumental in the modern day educational system, by its usefulness in providing accommodation to students at an affordable price and sociable environment that gives students the opportunity of interacting academically with their fellow students. Despite the usefulness of hostels for students' quality learning, there are lots of challenges affecting the management of students' hostels especially within the Nigerian context and these

factors have not been concretely explored in the academic literature.

Although the meaning of hostel varies across different locations, for instance, in some parts of the world, the word hostel mainly refers to properties offering shared accommodation to backpackers or other low-budget travellers, the 6th edition of Oxford dictionary (2000), defined a hostel as a building in which cheap food and lodging is provided for students. Thus, it is a temporal shelter and refuge for the students - providing a bed and sometimes food. In this direction, hostel management incorporates the provision and control of cheap accommodation for students with its related facilities like steady power supply, television set, set of mattress, steady water supply, toilet facilities, kitchen facilities, reading tables and chairs, and enough space to ensure proper care of every student, to enhance their comfort and focus in the academic learning process.

In other words, a well-managed hostel is that in which these facilities are functional, with regular updating of obsolete accessories and periodic maintenance or replacement of defaulted accessories. This in no small measure has a significant influence on the comforts of students who live in university hostels, which will ultimately impart positively on their academic achievements (Lateef, Khimidi & Idris, 2010). This implies that when students' hostels are not properly managed, the students are at the verge of being poorly adapted in their living hostels, which may also culminate into poor academic performances. Thus, it is necessary that the management of students' hostels be taken seriously and with appropriate policy measures. But such may not be the case with students' hostels in the present study area, as is the case in some other universities in Nigeria and other neighbouring African nations (Okafor & Onuoha, 2016; Simpeh, 2018).

Nigerian education system is a direct reflection of the British system of education, yet the current prevailing system in the Nigerian education system does not match up with that of the British in all ramifications. For instance, prior to admission of a student in any British university, a hostel accommodation is often provided with all necessary facilities provided to aid the learning process of the student. However, the same

may not be boasted about the current practice in the Nigerian education. These may not be unconnected with the poor management system in the educational institutions in Nigeria, which invariably affect its sub-sectors such as the hostel management. Pending to this, it could be deduced that hostel managers in Nigerian universities are faced with tremendous challenges which make students' hostel and accommodation very problematic. However, these challenges have not been properly documented in academic literature in order to influence policy formulation that could address these challenges.

As a major challenge within universities of developing nations like Nigeria, a number of studies have holistically and judging from other nations, identified factors that pose serious challenges to the management of students' hostels. Some of these factors include, but not limited to: poor maintenance culture, operatives' lack of maintenance knowledge, no emphasis on training, lack of long term planning, indiscipline and ignorance on the part of facility users, absence of planned maintenance programmes, inadequate funds for maintenance, re-active maintenance, statutory noncompliance, lack of sustainability, low budgets, use of quacks (Adenuga, Olufowobi & Raheem, 2010).

In order to ensure effective learning environment that facilitate students quality performance in the Universities, there is the need to evaluate the prevailing conditions of hostels, hostels management practices, as well as challenges affecting effective management of students' hostels in Nigerian Universities. The need for this is because; these factors have not been thoroughly investigated within the context of Nnamdi Azikiwe University Awka. Thus, it is unclear whether the challenges can be analysed along these factors within the context of the present study area. It is against this backdrop that this study is positioned to analyse the challenges in managing student's hostel facilities in Nnamdi Azikiwe University, Awka Anambra State, Nigeria.

II. AIM AND OBJECTIVES OF THE STUDY

The general aim of this study is to analyze the challenges facing the management of students' hostel

facilities in Nnamdi Azikiwe University, Awka in Anambra state, Nigeria. The specific objectives are:

1. To examine the prevailing conditions of students' hostel facilities in Nnamdi Azikiwe University Awka.
2. To examine the management practices for students' hostel facilities in Nnamdi Azikiwe University Awka.
3. To analyse the major factors affecting the management of students' hostel facilities in Nnamdi Azikiwe University Awka.
4. To evaluate the positive influence in management practices in the management of students' hostel facilities in Nnamdi Azikiwe University Awka.

III. RESEARCH HYPOTHESES

This research proposed the following hypotheses;

HO₁: There is no significant difference in the mean ratings of students and hostel management with regards to the prevailing conditions of students' hostel facilities in Nnamdi Azikiwe University Awka.

HO₂: There is no significant difference on the mean ratings of hostel management and students with regards to the identified factors as challenges of managing students' hostel facilities in Nnamdi Azikiwe University Awka.

IV. KEY CONCEPTS AND LITERATURE

a. Concept of Management - The world "management" has been used in different context. It can be conceptualized as an activity, process, economic resource, team, academic discipline, or group. However, in the context of this study, management as an activity is the focus. Thus, management as an activity refers to the art of getting things done through the efforts of other people. It is a group of activity wherein managers do to achieve the objective of a group. Anuna, (2011), management is the process of allocating an organization's input (human and economic) by planning, organizing, directing and controlling for the purpose of producing outputs (goods and services) desired by its customers so that organization's objectives are accomplished. In this sense, the aim of management within the

University context should be to use the human resources available to see to the management and maintenance of students' hostel facilities, so that the students can have a conducive learning environment capable of improving their academic performances, which would also project the image of the University in the global arena.

- b. Concept of Facility Management - The term facility refers to a physical structure or installation including related site works, serving one or more main purposes. It could be a whole building, within part of a building with its site and surrounding environment. Brackertz (2007) added that facility includes not only building but also services that are linked together. Facility management refers to the process by which an organization delivers and sustains a quality working environment and delivers support services to meet the organization's objectives at best cost. (Centre for facilities management (CFM), 2003).
- c. Concept of Hostel/Students' Hostel - Oxford Advance Learners Dictionary (2000) defined hostel as a building that provides cheap accommodation and meals to students, workers or travellers'. It is an inexpensive, supervised, short lodging especially for young people. It is not always that a hostel provides meals, there are self-catering hostels provided with kitchenettes in which hostellers provide and prepare their own meal; many hostels in Nigeria's tertiary institutions fall within this category, as is the case in Awka. Hostels provide single and shared bedroom accommodations. The bedrooms are furnished and the students have access to shared bathroom, laundry, lounge and recreational facilities. In other case only bare necessities are provided in their bedrooms; the students move in with their own beddings and basic needs. Such is the case in most in with their own beddings ad basic needs. Such is the case in most students' hostels in Nigeria institutions. Hostels are expected to have adequate facilities to create a conducive atmosphere for living and learning. For a standard modern hostel, the facilities will include electricity, good water supply, security, library, and bank, sports (recreational facilities, shop, kitchenette/cafeteria, medical centre, post office, business centres, and laundry, car park and refuse disposal facilities. The designs of hostels I addition to bedrooms will

provide for common rooms, meeting rooms, management office (Hkust, 2002; IT Hostels, 2007). The presence or absence of the above mentioned facilities and design provisions normally determine the class of hostel. The above facilities therefore, will be considered in the assessment of the student hostel accommodation in Nigeria, case study of Nnamdi Azikiwe University student's hostels in Awka. In Nigeria there are two main types of hostels that are provided for the institution by their owners or their benefactors. One of such benefactors, are the; Intercontinental Bank plc in 2004 built a 60 rooms 240 bed space hostel valued at 30million naira, at the University of Benin. It later commissioned two multi million naira ultra-modern hostels at the university of Lagos and Bayero University, Kano respectively.

d. Specific Challenges of Hostel Management

1. Overcrowding: In every academic year, the number of students that desire accommodation in the school hostel outstrips those who seek external or outside accommodation or hostels owned by public individuals at. As a result of this, those few school hostels are overcrowded. A room originally designed for 4 students are often congested by about 8 students with two-in-one formulated metal made bed (bunk). Okoh (2004) stated that the reason for charges or hostel fees from the students is to enable the institutions maintain the hostel and to put the facilities to modern style, yet the reverse is often the case. All these may be caused due to poor management system.
2. Poor funding: This is a canker worm which has eating deep into the fabrics of every management. It is either students' hostel management or maintenance are not considered in the school authority council annual budgeting or it is been diverted which leads to inadequate financing. As a result of this, obsolescence and deterioration become inevitable in most of the facilities.
3. Quackery: This is non-usage of a professional facility manager to manage students' hostel facilities. Oxford Dictionary describes a quack as a person who dishonestly practice or claims to have special knowledge and skill over a field he is not trained. This is a very big challenge to any form of management. It is unfortunate and trespasses for a lawyer to say he is managing a real estate or chattels. Becker (1990) describes facilities

manager as a professional responsible for co-ordinating all efforts relating to planning, designing and managing buildings and their systems, equipment's and furniture to enhance the organization's ability to compete successfully in a rapidly changing world. When quacks replace the roles which facility managers should play in the management of real estate facilities, mismanagement or poor maintenance of the real estate properties often the observable cases could be disastrous.

4. Inadequate personnel: This is another critical problem facing the management of students' hostels facilities. Insufficiency of personnel is a problem that draws success backward. Inadequate infrastructures tend to push more harm than good. Nwachukwu (1998), in public property, availability of infrastructural facilities are glossily inadequate in many school hostels. These are mainly among the old structures or building. Most of the components have become antique. It is unfortunate that hostels built and owned by individual persons, provides more modern facilities than the hostels built by governmental agency.
- e. MEASURES TO IMPROVE AND OVERCOME THE CHALLENGES IN MANAGING STUDENTS' HOSTEL FACILITIES

Sharma (2012) examined the possible management strategies that can be adopted to improve the students' hostel accommodation problems of secondary schools in Abia state. The population of the study was 65 principals and 694 teachers drawn from 65 secondary schools out of which 180 respondents were used as the sample size. Structured questionnaire and interview were used for data collection. Data collected was analyzed using statistical mean. The result of the study indicated that the management strategies that could be adopted to improve the students' hostel accommodation problems include: allowing private hostel providers to participate in building hostels and halls of residence for students in order to meet the demand for more accommodation infrastructure. Although, this study was conducted in secondary school, it also has a relevance to this present study because privatisation could also be a good measure to overcome students' hostel management challenges in

the Universities systems, particularly in Nnamdi Azikiwe University Awka.

Another study was conducted by Onyike and Uche (2010) on the assessment of the management of the students' hostel of tertiary institutions in Owerri, Imo state. The study adopted the descriptive survey design, using a sampled population of 200 respondents who were administered with the structured questionnaire. The data collected were analysed using mean ratings. Based on the findings made in the study, it was recommended that, in order to improve and extend the lives of the existing hostel facilities, a system of planned maintenance should be put in place in both institutions and private hostels. Equally, that hostel management should be handled by trained professionals because of the importance of hostel facility in the health development and the academic performance of the students. The findings of this study has a very good implication for this present study in the sense that it proffered measures that could also apply in the context of this present study to overcome the challenges of students' hostel management.

V. RESEARCH METHODOLOGY

In this research descriptive survey design was used. The target population of this study comprised of students residing in the University Hostels within the period of this study, and the University hostel managers (comprising of potters and staff of students' Affairs Department of Nnamdi Azikiwe University Awka, Anambra State). This gave a total population of 1,650 (One thousand, six hundred and fifty). The sample size for this study was 322. This was determined using the Yamane (1967);

$$n = \frac{N}{1+N(e)^2}$$
 Sources of data were specifically from primary and secondary sources using questionnaires administered to the students living in the school hostels, hostel managers and staff of Students' Affairs Department in Nnamdi Azikiwe University Awka. Secondary data were obtained from review of relevant literature on management of students' hostel facilities such as academic journals, books and other academic materials that were relevant to this study. Validity and Reliability was done by coding the data into Statistical Package for Social Sciences (SPSS) software, the Cronbach Alpha statistics was run to check the internal

consistency of the variables. The research instrument was deemed as reliable if the reliability coefficient was between 0.7 and 0.8 (Coldwell & Herbst, 2004). The reliability test using Cronbach's Alpha gave a value of 0.82, which is within the acceptable level; implying that the instrument was reliable for this study. The data analysis involved descriptive statistics including frequency counts, simple percentages, mean and standard deviation; while the study hypotheses were tested using Mann-Whitney U test and t-test statistics at 0.05 significant levels.

VI. DATA ANALYSIS AND PRESENTATION

1. Demographic Data

Table 1: Socio-Demographic Data of the Respondents

Socio-Demographic Variables	Respondents' Categories		Total
	Student	Hostel Management	
Gender			
Male	103 (41.9%)	23 (37.7%)	126 (41.0%)
Female	143 (58.1%)	38 (62.3%)	181 (59.0%)
Total	246 (100.0%)	61 (100.0%)	307 (100.0%)
Age Categories			
18-22 Years	150 (61.0%)	0 (0.0%)	150 (48.9%)
23-27 Years	84 (34.1%)	1 (1.6%)	85 (27.7%)
28-32 Years	12 (4.9%)	21 (34.4%)	33 (10.7%)
33 - 37 Years	0 (0.0%)	20 (32.8%)	20 (6.5%)
38 - 42 Years	0 (0.0%)	11 (18.0%)	11 (3.6%)
43 Years and Above	0 (0.0%)	8 (13.1%)	8 (2.6%)
Total	246 (100.0%)	61 (100.0%)	307 (100.0%)

Table 1 contains the data on the socio-demographic characteristics of the respondents. The respondents comprised of two categories viz: the students resident in the hostels and the management staff of the students' hostels. As contained in the table, a majority

of the respondents (59.0%) were females; while a lower proportion of them (41.0%) were males. This data is also reflective of the two groups. In the students' category, 58.1% of them were females compared to 41.9% of them who were males. Also, in the staff category, a majority (62.3%) were females, while 37.7% were males. With respect to the age categories, the data shows from the total column that a majority of the respondents (48.9%) fell within the age category of 18-22 years, while the least age category are 2.6% of the respondents who fell within the age category of 43 years and above. However, the data shows variation in the age categories between the two

groups. In the students category, a majority of them (61.0%) fell within the age category of 18 – 22 years, while the least age category are 4.9% of them who aged between 28-32 years. In the management staff category, a majority of them (34.2%) fell within the age category of 28-32 years; while the least age category is 13.1% of them who aged 43 years and above.

2. Prevailing conditions of students' hostel facilities in Unizik.

Table 2: Respondents ratings on the prevailing conditions of students' hostel facilities in Unizik

	Very Good	Fairly Good	Uncertain	Poor	Very Poor	Total	Decision
Toilet facilities	46 (15.1%)	61 (20.0%)	20 (6.5%)	74 (24.2%)	105 (34.3%)	307 (100.0%)	Very Poor
Waste disposal system	53 (17.4%)	65 (21.3%)	12 (3.9%)	80 (26.2%)	96 (31.2%)	307 (100.0%)	Very Poor
Common room/TV room	36 (11.7%)	41 (13.5%)	21 (7.0%)	90 (29.4%)	118 (38.4%)	307 (100.0%)	Very Poor
Bathrooms	68 (22.1%)	101 (33.0%)	25 (8.3%)	50 (16.4%)	62 (20.3%)	307 (100.0%)	Fairly Good
Water supply	89 (23.1%)	154 (40.0%)	22 (5.7%)	54 (14.0%)	66 (17.1%)	385 (100.0%)	Fairly Good
Power supply	43 (14.0%)	52 (16.9%)	17 (5.5%)	71 (23.1%)	124 (40.4%)	307 (100.0%)	Very Poor
Cafeteria	70 (22.9%)	100 (32.7%)	21 (7.0%)	55 (17.9%)	60 (19.5%)	307 (100.0%)	Fairly Good
Recreational facilities	49 (16.1%)	59 (19.2%)	25 (8.3%)	75 (24.4%)	98 (31.9%)	307 (100.0%)	Very Poor
Environmental cleanliness	36 (11.7%)	52 (16.9%)	14 (4.4%)	74 (24.2%)	132 (42.9%)	307 (100.0%)	Very Poor
Wardrobe	77 (25.2%)	92 (29.9%)	11 (3.6%)	60 (19.7%)	66 (21.6%)	307 (100.0%)	Fairly Good

Security system	77 (25.2%)	101 (33.0%)	20 (6.5%)	49 (16.1%)	59 (19.2%)	307 (100.0%)	Fairly Good
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Table 2 contains the ratings of the respondents with regards to the prevailing conditions of students’ hostel facilities in Nnamdi Azikiwe University Awka at the time of the study. Consequently, eleven hostel facility dimensions were assessed using ordinal scale ratings. Using the modal frequency to interpret the findings, it goes to show that out of the eleven dimensions loaded, only five facilities were rated as being ‘Fairly Good’ (these include: Bathrooms, water supply system, Cafeteria, wardrobe and security system); while the other six facilities including toilets, waste disposal system, common room/TV room, power supply system, recreational facilities and environmental cleanliness, were rated as being in a ‘Very Poor’ conditions. However, the study further probed to assess the ratings of the respondents on the overall conditions of the students’ hostel facilities in the University. The findings to this are shown in figure 6.

Fig. 6: Respondents’ ratings on the overall conditions of students’ hostel facilities in UNIZIK

The data in figure 1 indicates that majority of the respondents (28.5%) rated the overall conditions of students’ hostel facilities in UNIZIK as being ‘Very Poor’, although a closer proportion to this (25.1%) rated the facilities as being fairly good. Judging from the data, it is clear that the conditions of students’ hostel facilities in UNIZIK has not met the expectations of what it takes to be a student hostel from the global standard. On this note, the study further probed to examine the prevailing management practices for students’ hostel facilities in UNIZIK. The findings to this are shown in the analysis of research question 2.

3. The prevailing management practices for students’ hostel facilities in Nnamdi Azikiwe University Awka.

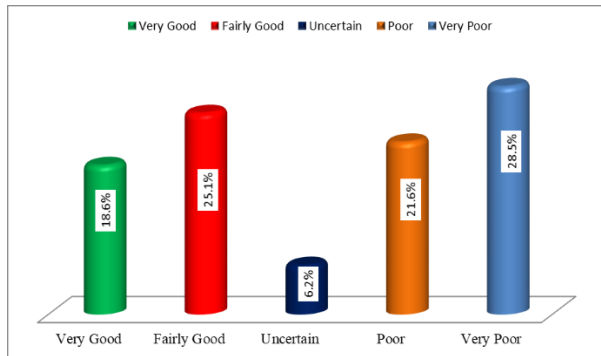


Table 3: Respondents’ Ratings on the Management Practices for Students’ Hostel Facilities

Item Statement	Mean (N = 307)	Std. Deviation	Decision
There is periodic inspection of students’ hostel facilities	2.58	1.36	Undecided
There is periodic repainting of Hostel buildings	1.89	.95	Disagree
Clearing of bushes and grasses is done frequently	1.79	.82	Disagree
Hostel cleaners are often very frequent	3.40	.62	Agree
Damaged bathrooms and toilets are repaired immediately	1.96	1.00	Disagree
Students’ movements are constantly monitored	1.89	.95	Disagree
Hostel managers are often present to take students’ complaints	3.30	.52	Agree
Grand Total	2.40	0.89	Disagree

The respondents were examined on the prevailing management practices regarding the management of students' hostel in Nnamdi Azikiwe University Awka using items designed on Likert scales. The result of data analysis indicates that only two among the seven management practices given were positively rated by a majority of the respondents. These items include: hostel cleaners being very frequent – with a means score of 3.40 and standard deviation of .62, and hostel managers, being present to take students' complaints – with a mean score of 3.30 and standard deviation of .52. On the other hand, four items were rated negatively rated by a majority of the respondents. This implies that a majority of the respondents disagreed with the four items which include: periodic repainting of hostel buildings ($M = 1.89$, $SD = .95$), frequent clearing of bushes and grass ($M = 1.79$, $SD = .82$),

immediate repair of damaged bathrooms and toilets ($M = 1.96$, $SD = 1.00$), constant monitoring of students' movements ($M = 1.89$, $SD = .95$). Meanwhile, only one item: periodic inspection of students' hostel facilities had a mean score of 2.58 and standard deviation of 1.36, indicating a neutral response on the item. In general, judging from the Grand Mean score for all the items ($M = 2.40$, $SD = 0.89$), it means that the respondents had the view that the management practices with regards to students' hostel facilities in Nnamdi Azikiwe University Awka were not effectively done.

4. The major factors affecting the management of students' hostel facilities in Nnamdi Azikiwe University Awka.

Table 4: Respondents' Ratings on the Challenges of Managing Students' Hostel Facilities

Items	Strongly Agree/ Agree	Undecided	Disagree/ Strongly Disagree	Total
Low supervision and monitoring of workmanship on hostel facilities	264 86.1%	14 4.4%	29 9.4%	307 100.0%
Inadequate disbursement of fund	154 50.2%	93 30.3%	60 19.5%	307 100.0%
Delays in funds release	234 76.2%	9 3.0%	64 20.8%	307 100.0%
Misappropriation of funds provided for the maintenance of students' hostel facilities	282 92.0%	11 3.6%	14 4.4%	307 100.0%
Large number of hostel applicants	256 83.4%	20 6.4%	31 10.2%	307 100.0%
Irresponsiveness of hostel managers to students' complaints about the hostel facilities.	225 73.4%	27 8.9%	54 17.7%	307 100.0%
Lack of comprehensive students' hostel management framework	224 72.9%	25 8.0%	59 19.1%	307 100.0%
Inadequate employees in performing maintenance works	94 30.7%	83 27.1%	129 42.1%	307 100.0%
Lack of effective students' complaint system with regards to default in hostel facilities	236 77.0%	31 10.0%	40 13.0%	307 100.0%
Lack of computerized system of hostel management	81 26.3%	87 28.3%	139 45.4%	307 100.0%
	83	65	159	307

Lack of administrative competence of the Students' Affairs Department in managing	26.9%	21.3%	51.8%	100.0%
	220	27	60	307
Squatting among the students leading to overcrowding	71.5%	8.9%	19.7%	100.0%
	198	61	48	307
Students' disregard for hostel rules and regulations	64.5%	19.9	15.5	100.0

In table 4, thirteen items that measured the challenges of managing students' hostel facilities were assessed using 5 points Likert scales. However, the two positive response categories (i.e. strongly agree and agree) were collapsed to form one coherent affirmative response category. Also the two negative response categories (i.e. Disagree and Strongly Disagree) were collapsed under one single negative response category. Consequently, only three factors (inadequate employees in performing maintenance work, lack of computerized system of hostel management, and lack of administrative capacity) received negative responses from a majority of the respondents (42.1%, 45.4% & 51.8% respectively). Apart from these three factors, other ten factors were considered by a majority of the respondents as challenges affecting the management of students' hostel facilities in UNIZIK. Among these ten positively rated factors, the findings show that in the order of ranking, misappropriation of funds provide for the maintenance of students' hostels

was ranked first by 92.0% of the respondents. The second in the ranking is that of low supervision and monitoring of workmanship on the hostel facilities as affirmed by 86.1% of the respondent. The third factor ranked by 83.4% of the respondents is that of large number of students' disregard for hostel rules and regulations. The fourth factor in the ranking other as affirmed by 77.0% of the respondents is that of lack of effective students' complaint system with regards to defaults in hostel facilities. On the fifth ranking, 76.2% of the respondents affirmed that delays in funds release was a significant challenge to the management of students' hostel facilities.

5. Measures that could influence positive management practices in the management of students' hostel facilities in Nnamdi Azikiwe University Awka.

Table 5: Respondents' Ratings on the likely Measures that could Influence Positive Management of Students' Hostel Facilities

Items	Most Unlikely	Unlikely	Undecided	Likely	Most Likely	Total	Mean	RANK ORDER
Contracting Estate managers in the management of students' hostel facilities	44 14.3%	54 17.6%	21 6.8%	78 25.4%	110 35.8%	307 100.0%	3.51	4 TH
Privatization of students' hostel facilities	32 10.4%	43 14.0%	15 4.9%	85 27.7%	132 43.0%	307 100.0%	3.79	1 ST
Strict enforcement of rules and codes of conduct for students living in the University hostels	43 14.0%	52 16.9%	24 7.8%	104 33.9%	84 27.4%	307 100.0%	3.44	6 TH

Release of funds for maintenance works on the students' hostel facilities	37 12.1%	56 18.2%	19 6.2%	87 28.3%	108 35.2%	307 100.0%	3.56	2 ND
Total restructuring of the students' hostel management	35 11.4%	60 19.5%	32 10.4%	77 25.1%	103 33.6%	307 100.0%	3.50	5 TH
Training of the students' hostel management staff on the current trends in facility management	38 12.4%	55 17.9%	17 5.5%	94 30.6%	103 33.6%	38 12.4%	3.55	3 RD

Table 5 contains the analysis on the views of the respondents with regards to the likely measures that could be employed to improve the management of students' hostel facilities in Nnamdi Azikiwe University Awka. Consequently, the result shows that the respondents were affirmative in all the given item. This implies that they rated all the items as most like/likely to improve the management of students' hostels. However, using the rand order statistics, the most important variables were determined. Thus, the first item in the rank with a mean score of 3.79 is that of privatisation of students' hostel facilities. The second ranked item with a mean score of 3.56 is that of release of funds for maintenance works on the students' hostel facilities. The third likely measure to improve the management of students' hostel facilities with a mean score of 3.55 is training of the students'

hostel management staff on the current trends in facility management. Contracting of estate managers in the management of students' hostel facilities was ranked fourth with mean score 3.51. Also, the fifth variable in the rank order with a mean score of 3.50 is that of total restructuring of the students' hostel management; while the last in the rank order with a mean score of 3.44 is that of strict enforcement of rules and codes of conduct for students living in the University hostels.

6. TEST OF HYPOTHESES

HO₁: There is no significant difference in the mean ratings of students and hostel management with regards to the prevailing conditions of students' hostel facilities in Nnamdi Azikiwe University Awka.

Table 6: Summary of Mann-Whitney U test of statistical difference in Students and Hostel Management Ratings on the Prevailing Conditions of Students' Hostel Facilities

Respondents' category	N	Mean Rank	Sum of Ranks	Mann-Whitney U	Sig.
Student	246	159.89	39332.50	6054.500	.015
Hostel Management	61	130.25	7945.50		
Total	307				

Mann-Whitney U test was run to test if there was a statistically significant difference in the opinion of students and hostel management staff with regards to the prevailing conditions of students' hostel facilities in Nnamdi Azikiwe University Awka. The result of the test shows a statistically significant evidence to reject the stated hypothesis, ($U = 110, p = .015$), with the students showing a more negative ratings ($M = 159.89$) on the prevailing conditions of the students' hostel facilities compared to the hostel management staff.

HO₂: There is no significant difference on the mean ratings of hostel management and students with regards to the identified factors as challenges of managing students' hostel facilities in Nnamdi Azikiwe University Awka.

Table 7: Summary of Statistical Difference on the Views of Students and Hostel Management with Regards to the Identified Factors as Challenges of Managing Students' Hostel Facilities.

Respondents' Categories	N	Mean	SD	Df	T	Sig
Student	246	21.98	4.21			
Hostel Management Staff	61	18.79	4.10	305	.091	.763

Levene's t-test was run to determine if there is a significant difference in the views of students and hostel management staff with regards to the identified factors as challenges of managing students' hostel facilities. The test shows a statistically significant evidence to accept the stated null hypothesis. In other words, the tests indicates that there is no statistically significant difference in the view of students ($M = 21.98$, $SD = 4.21$) and hostel management staff ($M = 18.79$, $SD = 4.10$) with regards to the identified factors as challenges to managing students' hostel facilities in Nnamdi Azikiwe University Awka, $t(305) = .091$, $p = .763$. This implies that the respondents generally had the view that the identified factors were major challenges to the management of students' hostel facilities.

VII. DISCUSSION OF RESULTS

This study examined the challenges in the managing students' hostel facilities in Nnamdi Azikiwe University Awka, Anambra State. The study focused on four research questions which were answered using the analysis of data obtained through questionnaire administration. Findings of the study indicated that the condition of students' hostel facilities in Nnamdi Azikiwe University Awka was rated as very poor by a majority of the respondents. However, the test of hypothesis in this regard showed that there was a statistically significant difference in the opinion of the students and the hostel managers with regards to the conditions of the hostel facilities – with the hostel managers having more positive ratings on the hostel facilities compared to the students ($U = 110$, $p = .015$). This finding is in line with previous studies like Oduada and Yahaya (2019), Bichi et al. (2018), Akinpelu (2015) and Aluko (2011) which documented that students' hostel facilities were in a very poor condition. Again in the study examining the satisfaction of students with the students' hostel facilities, Ajayi et al. (2015) reported that the respondents were dissatisfied with the facilities available in the students' hostels.

The second objective of this study was to examine the management practices with regards to the management of students' hostel facilities in Nnamdi Azikiwe University Awka. It was found that cumulatively, the respondents rated the management practices for students' hostel facilities very low. This implies that the practices for management of students' hostel facilities in Nnamdi Azikiwe University Awka were not properly carried out in the areas of periodic repainting of hostel buildings, frequent clearing of bushes and grasses, immediate repair of damaged bathrooms and toilets and constant monitoring of students' movement. However, it was found that the hostel management practice was effectively carried out in the areas of hostel cleaners being very frequent and hostel managers being present to take students' complaints.

The third specific objective of this study was to identify the challenges affecting the management of students' hostel facilities in Nnamdi Azikiwe University Awka. The result of the study indicated that a variety of factors were challenges in the management of students' hostel facilities. Specifically, the five major factors found include: misappropriation of funds provided for the maintenance of students' hostel facilities, low supervision and monitoring of workmanship on the hostel facilities, students' disregard for hostel rules and regulations, lack of effective students' complaint system about deficient facilities and delays in the release of funds. The test of hypothesis to this effect shows that the respondents did not differ on their opinions about the challenges affecting the management of students' hostel facilities in Nnamdi Azikiwe University Awka, $t(305) = .091$, $p = .763$. These findings are in line with other previous research findings. For instance, Simpeh (2018) who found that these factors were also prevailing challenges affecting the management of students' hostel facilities in Ghana. Again, Wanie et al. (2017) also found in their study that violation of hostel rules and regulations was among the major factors affecting the management of student's hostel facilities in Cameroon. Agboke (2014) also found in their study

that mismanagement of funds was a critical factor affecting the management of students' hostel facilities.

Finally, the study sought to identify measures that could be applied to improve the management practices for students' hostel facilities in Nnamdi Azikiwe University Awka. The result indicated that all the items given were positively rated by the respondents, implying that all the items are possible measures that could improve the management practices on students' hostel facilities in Nnamdi Azikiwe University Awka. However, the rank order statistics showed that measures including: privatisation of students' hostel facilities, release of funds for maintenance works on the students' hostel facilities, and training of students' hostel management staff on the current trends in facility management, were among the three ranked measures among others. These findings were in congruence with studies conducted in other locations such as Sharma (2012) who recommended privatization of students' hostel facilities.

VIII. FINDINGS, CONCLUSION AND RECOMMENDATIONS

It was found in this study that the conditions of students' hostel facilities in Nnamdi Azikiwe University Awka are deteriorating, as some of the major facilities needed by the students in their hostels such as toilets, recreational facilities, waste disposal system, common room/TV room etc, are not effectively managed. However, not all the facilities in the hostel are actually in bad condition. These include facilities such as bathrooms, water supply system, cafeteria, and wardrobe and security system. In general, the proportion of respondents who rated the conditions of the students' hostel facilities as being very poor/poor was quite greater than those who rated the facilities as being very good/good, which is an implication that much maintenance works need to be done in the facilities.

The management practices regarding students' hostel facilities was not effectively done in some areas including periodic repainting of hostel buildings, frequent clearing of bushes and grasses, immediate repair of damaged bathroom and toilet facilities and constant monitoring of students' movements.

Also, notable challenges affected the management of students' hostel facilities including: misappropriation of funds provided for the maintenance of students' hostel facilities, low supervision and monitoring of workmanship on the hostel facilities, students' disregard for hostel rules and regulations, lack of effective students' complaint system about deficient facilities and delays in the release of funds, among others.

This work concluded that most of the students' hostel facilities are in bad conditions due to poor management system occasioned by various factors observed in this study but recommends that the challenges and inconsistencies observed in the management of students' hostel facilities could be addressed through some measures including:

Privatisation of students' hostel facilities, release of funds for maintenance works on the students' hostel facilities, and training of students' hostel management staff on the current trends in facility management, among others. It noted also that there is a need for the University management to engage professional bodies like estate managers who would advise the students' hostel managers on appropriate methods to manage the hostel facilities. This could be done on a periodic contract basis, with signed and documented contract agreement, so as to ensure no bridge of contract.

In addition, there is also the need to train the students' hostel managers on the current global practices on hostel management. This will ensure that they are well-equipped and knowledgeable of the required skills in managing students' hostels.

Enforcement of stricter rules and regulations guiding the students on how to use the hostel facilities, so as to ensure that the available facilities are maintained over longer periods of time.

IX. REFERENCES

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