
Examination of Landlords' Perception of Estate Surveyors and Values as Property Managers (A Case Study of Awka, Anambra State)

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ABSTRACT: *The study examined landlords' perception of Estate Surveyors and Valuers as property managers in Awka, Anambra State. The study addressed the following objectives: to examine landlords' perception of Estate Surveyors and Valuers as property managers in the study area, to examine landlords' perception of lawyers and other non-professionals as property managers in the study area and, to determine the extent to which landlord's in the study area are informed about the professional roles of Estate Surveyors and Valuers as property managers. The study made use of well-structured questionnaires as its primary source of data. A total of 150 questionnaires were distributed out of which a total of 102 were retrieved. The data collected were duly presented in frequency and percentage tables and analyzed using the Chi-square test method to validate the hypotheses. The study revealed that landlords in Awka perceive Estate Surveyors and Valuers as trained professionals in the field of property management. However, they also perceive lawyers as property managers and prefer them to manage their properties. Estate Surveyors and Valuers are therefore enjoined to enlighten the public more on who Estate Surveyors and Valuers are and their functions using various platforms such as social and other electronic media platforms, articles and journals; shun all forms of professional misconduct which can lead to distrust and doubts on their professional competence and also the Nigerian Institution of Estate Surveyors and Valuers (NIESV) and the Estate Surveyors and Valuers Registration Board of Nigeria (ESVARBON) should reduce the rigorous processes required for one to become a professional Estate Surveyor and Valuer, as the number of professionals in practice still leaves much to be desired.*

KEYWORDS: landlord, perception, estate surveyors and valuers, property manager

INTRODUCTION

Background to the Study

The benefits derived from investment in residential properties cannot be over emphasized likewise the problems associated with its management. Property management is the direction and supervision of an interest in a subject property with the aim of securing optimum returns for the holders of interest in the property. This return need not always be financial but may be in terms of social benefit, status, prestige, political power or some other goals (Thorncroft, 1965). It is an act of intermediation between owners and occupiers on issues affecting the parties arising from ownership and occupation of buildings. It involves a conscious process of guiding and tailoring an investment in land into profitable venture. Its main concern is the optimization of the owners' investment (Scarrett, 1995). In other words, property management is the art and science of

planning, organizing and directing the affairs that concerns the subject property so as to obtain set goals and objectives.

Residential Properties Management is emerging as a managerial science today (Kyle and Baird, 1995). It transcends beyond the role of rent collector (Li, 1997). Managing a residential property involves establishing goals, objectives and policies and implementation of strategies to achieve those goals and objectives. Singh (1994, 1996) posited that residential property management is an activity that seeks to control interests in property owner and particular purpose for which the property is held. Wong (1999) considers residential property management as the work carried out to manage and maintain the development including its facilities at the level that will retain or enhance the value of the residential property, create a safe, functional and conducive living environment for occupants, keep or restore every facility in efficient working order and in good state of repair, and project a good appearance or image for the development. Ismail (1996) regards residential property management responsibility as including all the necessary making to ensure the economic and physical vitality of residential property assets.

A residential property manager takes care of income-producing residential properties on behalf of landlords for a consideration which is usually ten percent of the net income from the property. Properties commonly designated as residential include single and multifamily homes, condominiums, townhomes and apartments. A residential property manager handles all steps of the marketing and leasing process of a vacancy, as well as the general day to day duties of keeping the property well maintained. The functions of a property manager include analyzing the neighbourhood, setting rental rates and showing the property to potential prospective tenants, qualifying their applications and negotiating the lease period and terms. He will take care of all of the necessary steps to tenanting the subject property. Unlike commercial properties, which tend to have longer leases, turnover is high in residential properties, with most leases lasting generally between 6-12 months. A large part of residential property management is marketing, showing and leasing spaces.

In addition, a professional property manager will coordinate all maintenance needs for the building, track all administrative and financial information, and keep the building's insurance, payroll, taxes, mortgages and budget updated. Residential property managers respond to tenant requests, issues and problems, and act as the first point of contact for the building. Indeed, communication is a key element for residential managers and good managers keep in regular contact with the property's owner; whether by forwarding updated reports, or in a less formal manner, a property manager is sure to keep the owner updated on the status of his investment.

The practice of property management is however prone to a lot of challenges which are capable of preventing or at best reducing the chances of realizing anticipated investment objective. In other words, the achievement of optimum returns from an investment in landed property is a function of how well a property manager is able to effectively prevent and/or overcome obstacles in the cause of the discharge of its duties. The property managers' ability to effectively manage a property is dependent on his level of training and experience. As different from commodity, the deliverable in property management is service. He manager advises his client concerning the general client policy regarding cooperation and compensation and as to the best and appropriate

choice of tenants for the building. He takes decision on the best term of lease arrangement and appropriate terms of renewal. In addition to being aware of pending or enacted changes in the zoning ordinance that might affect the market value or use of property being managed, he should be informed as rapidly and thoroughly as feasible about laws, regulations, public policies and current market conditions.

Property owners are often faced with the challenge of who to engage in the management of their properties. Some casually give to their relatives; some prefer lawyers, some to Estate Surveyors and Valuers while others handle it themselves. Management of a property is without doubt a professional responsibility which Estate Surveyors and Valuers are equipped to handle; but it seems most landlords prefer lawyers and other non-professionals to Estate Surveyors and Valuers in terms of property management. This scenario plays out itself mostly in the urban areas of Anambra State where tenants even refer to Estate Surveyors managing the accommodation as lawyers. Another impact of this which is that some estate surveyors who manage properties have as a result, obtained another degree in law. Another worrisome fact is the non-specification of the law establishing the practice of estate surveying and valuation (CAP E13 LFN 2007) of the exclusive of property management practice for Estate Surveyors and Valuers.

Justification of the Study

Over the years, estate development has been on the increase in the study area. This undoubtedly is creating more opportunity to property managers. However, after careful observation, it was seen that most of these properties are being managed by nonprofessionals instead of Estate Surveyors and Valuers. Estate Surveyors and Valuers are professionals in the field of property management and are guided by laid down rules and regulations. This raises the question as to why landlords in the study area seem to prefer non-professionals despite the strict rules which are followed by Estate Surveyors and Valuers in discharging their professional duties. Could it be that there are no Estate Surveyors and Valuers in the study area? The answer is no as there are a good number of them in the area. This phenomenon triggered the need to examine landlords' perception of Estate Surveyors and Valuers as property managers and the possible measures to mitigate this occurrence.

Statement of the Problem

Property management involves the general maintenance of a property so as to improve the value of the property relative to the current economic situation. It has been observed that landlords most times contract non-professionals in the field to manage properties which usually lead to properties being in bad shape, constant dispute, unrealistic expectations, unchanging rents, complaining tenants, high repair bills, legal issues *etcetera*. Despite these issues, many property owners still maintain the culture of contracting non-professionals in the field of property management for the job instead of Estate Surveyors and Valuers who are formally trained to undertake such task, thus the need to examine landlords' perception of Estate Surveyors and Valuers as property managers. This perception may be precipitated by then general notion that it will cost more to engage a professional.

Aim and Objectives of the Study

This project is aimed at examining landlords' perception of estate surveyors and valuers as property managers in Awka, Anambra State.

The objectives are

- a. To examine landlords' perception on Estate Surveyors and Valuers as property managers in Awka, Anambra State.
- b. To examine landlords' perception of lawyers and other non-professionals as property managers in Awka, Anambra State.
- c. To determine the extent to which landlords in Awka, Anambra State are informed about the professional roles of Estate Surveyors and Valuers as property managers.

Research Question

The research questions to be addressed in this regard are:

- a. What are landlords' perception on Estate Surveyors and Valuers as property managers in Awka, Anambra State?
- b. What are landlords' perception of lawyers and other non-professionals as property managers in Awka, Anambra State?
- c. What is the extent to which landlords in Awka, Anambra State are informed on the professional roles of Estate Surveyors and Valuers as property managers

Research Hypotheses

The hypotheses postulated for this study are

H₀₁: Most landlords in Awka do not perceive Estate Surveyors and Valuers as the rightful professionals to manage their interests in properties.

H₀₂: Most landlords in Awka do not perceive lawyers and other non-professionals as the rightful professionals to manage their interests in properties.

H₀₃: Most landlords in Awka are not well informed about the roles of Estate Surveyors and Valuers as property managers.

Scope of the Study

This research is geared towards the examination of landlords' perception of Estate Surveyors and Valuers as property managers. The study will be covering landlords of residential properties in selected areas within Awka, the capital of Anambra State. This is to curb the huge financial implication of covering all the areas. Thus the selected areas for the study are; Ziks Avenue, Unizik Temporary Site, Ifite Awka and Okpuno which are presently the centre of attraction for investment in residential properties in Awka.

LITERATURE REVIEW

Concept of Perception

It is necessary in our interaction with the physical outside world to process information from it for the purpose of making sense of the world and also making ourselves safe and reassured. Since human beings are endowed with the abilities to hear, see, smell, touch and taste; we are able to

sense the outside and be aware of what happens around. This process of sensing the outside world is completed by our perception.

In philosophy, psychology and cognitive science, perception is the process of attaining awareness or understanding of sensory information. Perception, according to Williams (2003), a psychology professor; can be defined as our way to recognize and interpret information we've gathered through our senses. This also includes how we respond to a certain situation with the given information. According Milnes (2016), Psychology is the study of behavior and mental processes. Perception relates to psychology because considering that psychology is the study of behavior and mental processes, while perception is how we react to situations. In other words, our behavior towards that situation.

Perception is a personal manifestation of how one views the world which is colored by many sociocultural elements. Markus and Kitayama (1991) concluded that people in different cultures have strikingly different perceptions of self and others. These differences can be seen when comparing two distinct cultures. The nature of the individual experience can also be influenced when two cultures meet. In all, perception is an individual's view making it a powerful driving force for action. Processing sensory information and relating to past experiences enables one to create a lens in which to view the world through a filter of socio-cultural influences. In the clinical setting, each individual comes with personal life experiences that influence perceptions. (Sado, Onyejiaka and Emoh, 2017)

Basic Management Functions

The major management functions as outlined by Egolum (2002) are thus: planning, organizing, directing and controlling.

Planning

The first of the managerial functions is planning. In this step, the manager will create a detailed action plan aimed at some organizational goal. It entails defining the future for an organization in the light of today's events and circumstances achieved through selecting the best possible course of action that will lead to the actualization of the organizational goals. Planning is an ongoing step, and can be highly specialized based on organizational goals, division goals, departmental goals, and team goals. It is future oriented and determines an organization's direction, a rational and systematic way of making decisions today that will affect the future of the company. It is a kind of organized foresight as well as corrective hindsight. It involves the predicting of the future as well as attempting to control the events. It involves the ability to foresee the effects of current actions in the long run in the future.

Organizing

This is the function of management which involves the process of mobilizing and implementing the plans of the organization. It requires a formal structure of authority and the direction and flow of such authority through which work subdivisions are defined, arranged and coordinated so that each part relates to the other part in a united and coherent manner so as to attain the prescribed objectives.

According to Henry Fayol, to organize a business is to provide it with everything useful or its functioning i.e. raw material, tools, capital and personnel's. Thus the function of organizing involves the determination of activities that need to be done in order to reach the organizational goals, assigning these activities to the proper personnel, and delegating the necessary authority to carry out these activities in a coordinated and cohesive manner. The summary of the activities involved in organizing are thus:

- a. Identifying the tasks that must be performed and grouping them whenever necessary
- b. Assigning these tasks to the personnel while defining their authority and responsibility.
- c. Delegating this authority to these employees
- d. Establishing a relationship between authority and responsibility
- e. Coordinating these activities

Directing

The directing function is concerned with leadership, communication, motivation and supervision so that the employees perform their activities in the most efficient manner possible, in order to achieve the desired goals.

The leadership element involves issuing of instructions and guiding the subordinates about procedures and methods.

The **communication** must be open both ways so that the information can be passed on to the subordinates and the feedback received from them.

Motivation is very important, since highly motivated people show excellent performance with less direction from superiors.

Supervising subordinates would lead to continuous progress reports as well as assure the superiors that the directions are being properly carried out.

Controlling

The function of control consists of those activities that are undertaken to ensure that the events do not deviate from the pre-arranged plans. The activities consist of establishing standards for work performance, measuring performance and comparing it to these set standards and taking corrective actions as and when needed, to correct any deviations.

According to Koontz & O'Donnell, Controlling is the measurement & correction of performance activities of subordinates in order to make sure that the enterprise objectives and plans desired to obtain them as being accomplished.

The controlling functions are as follows:

- a. Establishment of standard performance.
- b. Measurement of actual performance.
- c. Measuring actual performance with the pre-determined standard and finding out the deviations.
- d. Taking corrective action.

The Property Manager

e. A property manager or estate manager is a person or firm charged with the responsibility of operating a real estate property for a fee, when the owner is unable to personally attend to such details, or is not interested in doing so. He is the professional charged with the responsibility of property management. The property manager is concerned with the day to day activities carried out to keep the fabrics of a property in good condition thereby being able to put such property to its maximum use over an optimum life span, thus he carries out routine inspections as well as prompt and proper repairs when and where necessary. Management is necessary to prolong the physical, functional and economic life span of a property.

f.

g. The property manager's function is not limited to the management of the building fabrics but also the users of the property as well as protecting the interest of the property owner, ensuring he gets optimum return from the property. Thus he is expected to ensure and maintain a good relationship between the property owner and the occupants of the property under his management as well maintaining the physical, economic and functional life of the property under his portfolio. He ensures the general maintenance the property so as to improve the value of property relative to the current economic situation. He also ensures that the property is used in a tenantable manner. A property manager is an Estate Surveyor who organizes human and material resources so as to achieve optimum and maximum economic returns for the holders of interest in various properties.

The Estate Surveyor and Valuer

Egolum (2002) defined an Estate Surveyor and Valuer as one who by his training and experience is an elected corporate member of the Nigerian Institution of Estate Surveyors and Valuers (NIESV), registered and empowered by the Estate Surveyors and Valuers Registration Board of Nigeria (ESVRBON) to practice estate surveying and valuation in Nigeria. The Board (ESVRBON) issues any registered Estate Surveyor and Valuer official stamp and seal which carry his registration number. The valuer is expected to validate his ascent to all his official report of valuations with the instruments.

The first step to becoming an estate surveyor and valuer in Nigeria is through formal training in Estate Management Discipline in an accredited institution be it polytechnic or university. The definition of estate management as given by Thorncroft (1965) is the direction and supervision of an interest in landed property with the aim of securing an optimum return. This return need not always be financial but may be in terms of social benefit, status, prestige, political power or some other goal or group of goals. The provisions of Estate Surveyors and Valuers Decree No. 24 of 1975 now CAP E. 13 LFN 2007 really goes a long way in identifying the Estate Surveyor and Valuer as the sole professional expert in all matters relating to land and landed properties.

The Estate Surveyor and Valuer offers a number of professional services to both individuals and the society at large which no one else can provide without professional skill and expertise. The functions include among others the services such as, Estate agency services, Property management services, Facility management, services, Valuation, Project management, Feasibility and viability appraisals, Property rating and taxation services, Expert witnessing, Property arbitration

RESEARCH METHODOLOGY

Research Design

A research survey will be conducted in order to obtain data to test the truism or otherwise of the statement of hypotheses with regards to landlords' perception of Estate Surveyors and Valuers as property managers in Awka, the capital of Anambra State.

Sample Frame

The sample frame comprises of landlords in Awka who were randomly selected from Unizik Temporary Site, Nodu-Okpuno, Ifite and Ziks Avenue to represent the population of the study.

Research Technique

A cluster random sampling technique was adopted for the purpose of this research. This is due to the fact that there is no data base from which the number of landlords in Awka could be obtained.

Sample Size

The sample size was adopted as 150 out of which 30 landlords each were randomly were selected from Nodu-Okpuno, Ifite and Ziks Avenue, while 60 landlords were selected from Unizik Temporary site.

Method of Data Analysis

Responses for each question in the questionnaire are represented in tables and the statistical results used to compare the various answers. The data collected were analyzed using mean rating and chi-square was used to test the hypothesis.

Chi-square was used in testing the hypotheses because the researcher is interested in determining whether;

- i. Most landlords in Awka do not perceive Estate Surveyors and Valuers as the rightful professionals to manage their interests in properties.
- ii. Most landlords in Awka do not perceive lawyers and other non-professionals as the rightful professionals to manage their interests in properties
- iii. Most landlords in Awka are not well informed about the roles of Estate Surveyors and Valuers as property managers.

This is because chi-square can be used to test the relationship between two variables.

Formula for mean is given as
$$\bar{X} = \frac{\sum Fx}{N}$$

Where X = Mean

\sum = Summation

F = Frequency of respondents

Nominal values were assigned to different scaling items as follows

Strongly Agree (SA) = 4points

Agree (A) = 3 points

Strongly Disagree (SD) = 2 points

Disagree (D) = 1 point

The cutoff point was determined by summing the nominal values and dividing by the total number of scaling items.

$$\frac{4+3+2+1}{4} = 2.5$$

Therefore, items with mean of 5.0 and above are regarded as accepted while items with less than 5.0 as mean are regarded as unaccepted.

The formula for chi-square which was used in the test of hypotheses is given as

$$X^2 = \frac{\sum (F_o - F_e)^2}{F_e}$$

Where F_e = Expected frequency

F_o = Observed frequency

DATA PRESENTATION AND ANALYSIS

Analysis of Questionnaire Response Using the Frequency Table

Section A: Background Information

By applying the cluster random sampling technique, the sample size was chosen to be 150, and as such 150 questionnaires were administered amongst the landlords who are resident at Ifite, Nodu, OkpunoAwka, Ziks Avenue and Unizik Temporary Site. The table below shows the number of administered and retrieved questionnaires.

Table 1: Administered and Retrieved Questionnaire

Administered and Retrieved	Frequency (<i>f</i>)	Percentages (%)
Retrieved	102	68
Not Retrieved	48	32
Total (Administered)	150	100

From **Table 1**, 102 of the administered questionnaires were retrieved and this represents 68% of the administered questionnaires while 48 were not retrieved which constitutes 32% of the administered questionnaires were not retrieved. This indicates a very high rate of return of the research instruments.

Demographic Characteristics of Respondents:**Table 2: Age Distribution of Respondents**

Age Distributions	Frequency	Percentage (%)
18-25yrs	0	0
26-40	6	5.9
41-60	72	70.6
60 years and above	24	23.5
Total	102	100

Table 2 shows the age distributions of the respondents. The result revealed that there were no respondent between the ages of 18 and 25 years old; 6 respondents (representing 5.9% of the respondents) were between 26 and 40 years old; while 72 respondents (which represents 70.6%) were between the ages of 41 and 60 years while 24 respondents (representing 23.5% of the respondents) were either 60 years and above.

The table suggests that majority of the respondents were between the ages of 41 and 60 years of age.

Table 3: Gender distribution of respondents

Gender	Frequency	Percentage (%)
Male	97	95.1
Female	5	4.9
Total	102	100

With respect to gender, **table 3** shows that 95.1 of the respondents are male while the females are 4.9%.

Table 4: Educational Qualification of respondents

Qualifications	Frequency	Percentage (%)
SSCE	0	0
OND	13	12.7
HND	10	9.8
B.Sc.	43	42.2
M.Sc.	7	6.9
Ph.D.	29	28.4
Total	102	100

Table 4 shows that there was no respondent with SSCE as the only qualification, 13 respondents (representing 12.7% of the respondents) are OND certificate holders, 10 respondents (representing 9.8% of the respondents) are HND certificate holders, 43 respondents (representing 42.2% of the

respondents) are B.Sc. certificate holders, 7 respondents (representing 6.9% of the respondents) are M.Sc. certificate holders, while 29 respondents (representing 28.4% of the respondents) are Ph.D. certificate holders.

Section B: Research Questions

Table 5: Responses on Landlords' perception of Estate Surveyors and Valuers as property managers in Awka, Anambra State.

S/N	Statement	SA	A	SD	D	Mean	Decision
1	Estate Surveyors and Valuers are capable of keeping the property in good state of repair in order to secure optimum returns	41	53	0	8	3.25	Accepted
2	Estate Surveyors and Valuers possess relevant skills and expertise required for property management	56	42	0	4	3.47	Accepted
3	Estate Surveyors and Valuers are good at maintaining a healthy relationship between landlords and tenants	74	26	2	0	3.71	Accepted
4	Estate Surveyors and Valuers are capable of selecting potential prospective tenants that will occupy the property	82	10	0	10	3.61	Accepted
5	Estate Surveyors and Valuers are less expensive to hire	56	44	0	2	3.51	Accepted

The Table 5 above shows that all the items in the questionnaire are accepted with a mean score above 2.5 which indicates that landlords' perception of Estate Surveyors and Valuers as property managers in Awka, Anambra State is positive. Majority of the respondents agreed that Estate Surveyors and Valuers are capable of keeping the property in good state of repair in order to secure optimum returns, Estate Surveyors and Valuers possess relevant skills and expertise required for property management, Estate Surveyors and Valuers are good at maintaining a healthy relationship between landlords and tenants, Estate Surveyors and Valuers are capable of selecting potential prospective tenants that will occupy the property and that Estate Surveyors and Valuers are less expensive to hire

Table 6: Responses on the landlords' perception of Lawyers and other non-professionals as property managers

S/N	Statement	SA	A	SD	D	Mean	Decision
1	Lawyers are capable of collecting rent as at when due	88	14	0	0	3.86	Accepted
2	Landlords can readily entrust the management of their properties to relatives due to their family tie.	20	38	2	42	2.35	Rejected
3	Lawyers can easily recover premises from defaulting tenants	95	5	0	2	3.89	Accepted
4	Lawyers are respected and feared by tenants	97	5	0	0	3.95	Accepted
5	Lawyers and other non-professionals are more expensive to hire compared to Estate Surveyors and Valuers.	64	28	0	10	3.06	Accepted

The Table 6 above shows that most of the items in the questionnaire are accepted with a mean score above 2.5 which indicates that landlords' perception of Lawyers and other non-professionals as property managers is also positive. However, landlords can readily entrust the management of their properties to relatives due to their family tie was rejected having a mean score which is below 2.5. Majority of the respondents agreed that lawyers are capable of collecting rent as at when due, lawyers can easily recover premises from defaulting tenants, lawyers are respected and feared by tenants but that lawyers and other non-professionals are more expensive to hire compared to Estate Surveyors and Valuers.

Table 7: Responses on the extent to which landlords are informed on the professional duties of Estate Surveyors and Valuers as property managers

S/N	Statement	SA	A	SD	D	Mean	Decision
1	Some landlords in Awka are well informed on the professional duties of Estate Surveyors and Valuers as property managers.	58	38	0	6	3.45	Accepted
2	Some landlords in Awka are not well informed on the professional duties of Estate Surveyors and Valuers as property managers.	64	0	0	38	2.88	Accepted
3	Most landlords in Awka are well informed on the professional duties of Estate Surveyors and Valuers as property managers.	74	28	0	0	3.73	Accepted
4	Most landlords in Awka are not well informed on the professional duties of Estate Surveyors and Valuers as property managers.	30	20	32	20	2.39	Rejected

The Table 7 above shows that most of the items in the questionnaire are accepted with a mean score above 2.5 which indicates that landlords are well informed on the professional duties of Estate Surveyors and Valuers as property managers. Majority of the respondents agreed that some

landlords in Awka are well informed on the professional duties of Estate Surveyors and Valuers as property managers while some are not well informed, also that most landlords in Awka are well informed of the professional duties of Estate Surveyors and Valuers while majority disagreed that most landlords in Awka are not well informed of the professional duties of Estate Surveyors and Valuers as property managers. That is to say that it is only a few landlords in the study area that are not well informed of the professional duties of Estate Surveyors and Valuers as property managers.

Table 8: Who would you prefer to be entrusted with the duty of managing your properties?

Response	Frequency	Percent
Lawyers	61	59.8
Estate Surveyors and Valuers	28	27.5
Agents/Non-Professionals	3	2.9
Self	7	6.9
Relative	3	2.9
Total	102	100.0

Table 8 shows the response of the respondents with regards to who they would prefer to be entrusted with the duty of managing their properties. Data collated as presented in the table indicates that 61 respondents (representing 59.8% of the respondents) indicated their preference of a property manager as Lawyers, 27.5% preferred Estate Surveyors and Valuers, 2.9% preferred “agents”/non-professionals 6.9% preferred themselves and 2.9% preferred relatives to manage their properties.

Test of Hypotheses

In this section, the three hypotheses formulated in chapter one were empirically tested. This was aimed at verifying the validity of the proposition and to find out the relationship existing between the variables under study. Hence, chi-square statistical method, often denoted as X^2 was used to test the research hypotheses.

$$\text{Thus } X^2 = \sum \frac{(F_o - F_e)^2}{F_e}$$

Where X^2 = calculated chi-square values

F_o = Observed frequency

F_e = Expected frequency

\sum = Summation

The hypotheses for this study were tested with chi-square statistical method. Data used for the tests were obtained from the responses of respondents to various questions in the questionnaire.

Hypothesis One

H₀₁: Most landlords in Awka do not perceive Estate Surveyors and Valuers as the rightful professionals to manage their interests in properties.

Computation Expected frequency

$$Fe = \frac{RT \times CT}{GT}$$

Where Fe = Expected frequency

RT = Row total

CT = Column total

GT = Grand total

To test hypothesis 1, data collected from tables 5 was used

Table 9: Contingency Table for Hypothesis one

Questions	SA	A	D	SD	Total
1	41(61)	53(35)	0(0.8)	8(4.8)	102
2	56(61)	42(35)	0(0.8)	4(4.8)	102
3	74(61)	26(35)	2(0.8)	0(4.8)	102
4	82(61)	10(35)	0(0.8)	10(4.8)	102
5	56(61)	44(35)	0(0.8)	2(4.8)	102
Total	309	175	2	24	510

Table 10: Computation of chi-square distribution Table

Cell	Fo	Fe	Fo – Fe	(Fo – Fe) ²	$\frac{(Fo - Fe)^2}{Fe}$
A1	41	61	-20	400	6.56
A2	53	35	18	324	9.26
A3	0	0.8	-0.8	0.64	0.8
A4	8	4.8	3.2	10.24	2.13
B5	56	61	-5	25	0.41
B6	42	35	7	49	1.4
B7	0	0.8	-0.8	0.64	0.8
B8	4	4.8	-0.8	0.64	0.13
C9	74	61	13	169	2.77
C10	26	35	-9	81	2.31
C11	2	0.8	1.2	1.44	1.8
C12	0	4.8	-4.6	21.16	4.41
D13	82	61	21	441	7.23
D14	10	35	-25	625	17.86
D15	0	0.8	-0.8	0.64	0.8
D16	10	4.8	5.2	27.04	5.63
E17	56	61	-5	25	0.41
E18	44	35	9	81	2.31
E19	0	0.8	-0.8	0.64	0.8
E20	2	4.8	-2.8	7.84	1.63
Total					69.45

Therefore, chi-square calculated = 69.45

Determination of the critical value

$$DF = (R-1) (C-1)$$

$$DF = (4-1) (5-1)$$

$$DF = (3) (4)$$

$$DF = 12$$

$$\text{Level of significance} = 5\% = 0.05$$

$$\text{There the critical value } X^2 = 21.03$$

Decision

The decision rule states that null hypothesis should be rejected if the chi-square calculated (69.45) is greater than the critical value of chi-square (21.03), otherwise accept. Since the computed chi-square is greater than the critical value of chi-square, we reject the null hypothesis which states that most landlords in Awka do not perceive Estate Surveyors and Valuers as the rightful professionals to manage their interests in properties and accept the alternative.

Hypothesis two

H₀₂: Most landlords in Awka do not perceive lawyers and other non-professionals as the rightful professionals to manage their interests in properties.

Computation Expected frequency

$$Fe = \frac{RT \times CT}{GT}$$

Where Fe = Expected frequency

RT = Row total

CT = Column total

GT = Grand total

To test hypothesis 2, data collected from tables 6 was used

Table 11: Contingency Table for Hypothesis two

Questions	SA	A	D	SD	Total
1	88(72.8)	14(18)	0(0.4)	0(10.8)	102
2	20(72.8)	38(18)	2(0.4)	42(10.8)	102
3	95(72.8)	5(18)	0(0.4)	2(10.8)	102
4	97(72.8)	5(18)	0 (0.4)	0(10.8)	102
5	64(72.8)	28(18)	0(0.4)	10(10.8)	102
Total	364	90	2	54	510

Table 12: Computation of chi-square distribution Table

Cell	Fo	Fe	Fo – Fe	(Fo – Fe) ²	$\frac{(Fo - Fe)^2}{Fe}$
A1	88	72.8	15.2	231.04	3.17
A2	14	18	-4	16	0.89
A3	0	0.4	-0.4	0.16	0.4
A4	0	10.8	-10.8	116.64	10.8
B5	20	72.8	-52.8	2787.84	38.29
B6	38	18	20	400	22.22
B7	2	0.4	1.6	5.56	6.4
B8	42	10.8	29.2	852.64	78.95
C9	95	72.8	22.2	492.84	6.77
C10	5	18	-13	169	9.39
C11	0	0.4	-0.4	0.16	0.4
C12	2	10.8	-8.8	77.44	7.17
D13	97	72.8	24.2	585.64	8.04
D14	5	18	-13	169	9.39
D15	0	0.4	-0.4	0.16	0.4
D16	0	10.8	-10.8	116.64	10.8
E17	64	72.8	-8.8	77.44	1.06
E18	28	18	10	100	5.56
E19	0	0.4	-0.4	0.16	0.4
E20	10	10.8	-0.8	0.64	0.06
Total					219.5

Therefore, chi-square calculated = 219.5

Determination of the critical value

$$DF = (R-1) (C-1)$$

$$DF = (4-1) (5-1)$$

$$DF = (3) (4)$$

$$DF = 12$$

Level of significance = 5% = 0.05

There the critical value $X^2 = 21.03$

Decision

The decision rule states that null hypothesis should be rejected if the chi-square calculated (219.5) is greater than the critical value of chi-square (21.03), otherwise accept. Since the computed chi-square is greater than the critical value of chi-square, we reject the null hypothesis which states that most landlords in Awka do not perceive lawyers and other non-professionals as the rightful professionals to manage their interests in properties and accept the alternative.

Hypothesis three

H₀₃: Most landlords in Awka are not well informed about the roles of Estate Surveyors and Valuers as property managers.

Computation Expected frequency

$$Fe = \frac{RT \times CT}{GT}$$

Where Fe = Expected frequency

RT = Row total

CT = Column total

GT = Grand total

To test hypothesis 3, data collected from tables 7 was used

Table 13: Contingency Table for Hypothesis three

Questions	SA	A	D	SD	Total
1	58(56.5)	38(21.5)	0(8)	6(16)	102
2	64(56.5)	0(21.5)	0(8)	38 (16)	102
3	74(56.5)	28(21.5)	0(8)	0(16)	102
4	30(56.5)	20(21.5)	32(8)	20(16)	102
Total	226	86	32	64	408

Table 14: Computation of chi-square distribution Table

Cell	Fo	Fe	Fo – Fe	(Fo – Fe) ²	$\frac{(Fo - Fe)^2}{Fe}$
A1	58	56.5	1.5	2.25	0.04
A2	38	21.5	16.5	256	11.91
A3	0	8	-0.8	0.16	0.02
A4	6	16	-10	100	6.25
B5	64	56.5	7.5	56.25	0.99
B6	0	21.5	-21.5	462.25	21.5
B7	0	8	-8	64	8
B8	38	16	22	484	30.25
C9	74	56.5	17.5	306.25	5.42
C10	28	21.5	6.5	42.25	1.97
C11	0	8	-0.8	0.16	0.02
C12	0	16	-16	256	16
D13	30	56.5	-26.5	702.25	12.43
D14	20	21.5	-1.5	2.25	0.10
D15	32	8	24	576	72
D16	20	16	4	16	1
Total					187.9

Therefore, chi-square calculated = 187.9

Determination of the critical value

DF = (R-1) (C-1)

DF = (4-1) (4-1)

DF = (3) (3)

DF = 9

Level of significance = 5% = 0.05

There the critical value $X^2 = 16.92$

Decision

The decision rule states that null hypothesis should be rejected if the chi-square calculated (187.9) is greater than the critical value of chi-square (16.92), otherwise accept. Since the computed chi-square is greater than the critical value of chi-square, we reject the null hypothesis which states that most landlords in Awka are not well informed about the roles of Estate Surveyors and Valuers as property managers and accept the alternative.

CONCLUSION

This study examined landlords' perception of Estate Surveyors and Valuers as property managers, in Awka, Anambra State. The study focused on landlords from Unizik Temporary Site, Nodu-Okpuno, Ifite and Ziks Avenue which were selected through cluster random sampling technique. Three research questions guided the study while a survey research design was adopted and questionnaire served as the instrument for data collection.

From the findings of this study, landlords in Awka perceive Estate Surveyors and Valuers as property managers but prefer Lawyers who are non-professionals in the field of property management to manage their properties.

Though Landlords in Awka, Anambra State claim to be aware of Estate Surveyors and Valuers as property managers, it is clear that they do not understand the whole essence of property management which includes maintaining good relationship between tenants and landlords, keeping the property in good state of repair through routine inspection and maintenance and attending to the needs of the tenants as it relates to the property. Properties managed by Estate Surveyors and Valuers through careful observation appeared to be more peaceful and in good state than those under the management of non-professional property managers.

It should be noted that property management is not just about rent collection and handling tenants that failed to meet up with rent renewal at the appropriate time, but is also concerned with maintaining good relationship between landlords and tenants, maintaining good relationship between co-tenants and also keeping the property in good state of repair as well as ensuring that the premises is in a habitable condition.

It should also be noted that it is better to prevent an issue than to solve it. Estate Surveyors and Valuers are trained to manage properties and as such are equipped with all the relevant knowledge needed to make a good property manager. Lawyers are trained to know the law and give legal advice on legal issues and not to handle buildings and relationships (relationship between tenants and their landlords).

However, anybody can be a property manager but efficiency and productivity is dependent on training and experience.

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