

RESIDENTS' SATISFACTION WITH RESIDENTIAL QUALITY OF LIFE IN INDIGENOUS ENCLAVES IN PORT-HARCOURT MUNICIPALITY

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ABSTRACT: *This study assessed residents satisfaction with residential quality of life in two neighbourhoods of Port Harcourt, Rivers State, Nigeria – that is two from the indigenoual areas of the city. The study set out to ascertain residents' satisfaciom of neighbourhood attributes, sanitation attributes and residential quality of life. Neighbourhood attributes were studied in situ without experimental manipulation and at one period in time, i.e. the study adopted a passive-observational research design. The study utilized both secondary and primary data sources. Primary data was collected using face-to-face administration of a largely pre-coded household questionnaire, to a probability sample of 171 respondents, drawn from the 2 neighbourhoods. Data analysis was based on responses from 171 questionnaires retrieved and the univariate analytical method was adopted. The study found, that residential quality of life in Port Harcourt Municipality was low with garbage on the streets and neighbourhoods. The study further revealed that most residents were dissatisfied with their residential conditions such as electricity supply, water supply and waste collection and disposal. The study further revealed that 28.9% of the residents in Oroworukwo and 24.5%in Amadi-Ama were unhappy with their residential quality of life. A key conclusion of the study was that the improvement of neighbourhood residential conditions as perceived by the residents was important in raising residential quality of life, and recommendations included that in the provision of public infrastructure and services , the perceptions and preferences of the beneficiaries/target population must be taken into account to achieve user satisfaction. To achieve adequate provision of infrastructure and amenities government should take advantage of funds available in the National Urban Development Bank, assistance from international development agencies and through private-public-partnership (PPP) arrangements.*

KEYWORDS: Residents satisfaction, Residential Quality, Satisfaction of neighbourhood

INTRODUCTION

The concept, Quality of Life, encompasses the basic conditions of life, including adequate food, shelter, and safety, as well as “life enrichers”, which are based on the individual’s values, beliefs, needs and interests (WHO-IACCID, 2000). Measuring quality of life means that we value quality within people’s lives and that we want to maintain and/or enhance the things that already, or could, add quality to people’s lives. It also infers that we want to take action to improve the things that currently detract from quality of people’s lives (WHO-IACCID, 2000).

The search for quality of life, particularly in the city, has occupied post-industrial and predominantly urbanized societies (such as the United States of America and Great Britain) for more than 40 years. This has led to initiatives to measure the concept in urban areas (Senecal, 2002) who argued that, the concept of quality of life, as applied to the urban environment, is

usually understood in two ways. The first concerns the living environment and involves the patterns of advantages, disadvantages and opportunities that affect each citizen through accessibility to services, facilities and amenities. Other elements of the living environment include economic vitality and social equity, which encapsulate an infinite number of specific issues, notably, the quality and affordability of housing. The second approach relates to the natural environment in urban spaces. This approach holds that such factors as air, water, soil quality; and the amount of available green space affect the ways we live (Senecal, 2002).

Senecal (2002) added that other aspects that may be used to identify quality of life include aesthetic value, satisfaction with one's home, and patterns of governance and there are also issues of perception that take into account people's experiences in the city, the routes they travel, and the sensory quality of their surroundings.

Nowadays, cities have become the target of quality of life measurement since they exhibit contemporary culture, ranging from technological development to social progress. Indeed, the process of urban planning and management is aimed at raising quality of life, especially with regard to improvement of facilities and services that fulfil socio-economic needs such as education, health, housing, entertainment, and safety (Discoli, *et. al.*, 2006).

Port Harcourt, one of Nigeria's major cities, has been experiencing rapid urbanization since its inception in 1913. The city has grown from 5,000 persons in 1915, two years after its inception, to 79,634 in 1953, and to 179,563 in 1963 (Ogionwo, 1979). The 1991 census gave the city's population as 440,399 and the 2006 census fixed it at 541115. The population was projected from the census figure of 2006 to a projected population of 963,373 in 2010 assuming linear growth and an average annual growth rate of 5.2%. This level of population growth has meant considerable spatial expansion, which has engulfed once distant villages on the urban periphery, to the extent that they can no longer be distinguished but have become part of the urban fabric (Wokekoro and Owei, 2006).

Urban infrastructure and services have failed to keep pace with this growth. In addition to rising urban poverty, there is a worsening of urban environmental problems. Such challenges as poor solid waste management, uncontrolled housing and neighbourhood development, flooding, traffic congestion, poor state of the urban physical environment and rising crime rates have been documented (Ugwurah, 2002; Mchi, 1997). More recently, Obinna, Owei and Mark (2010) have also noted the deplorable housing, inadequate space, and absence of basic services in the informal settlements of the city.

This state of affairs triggered the desire to measure residents' satisfaction with residential quality of life in indigenous enclaves in Port Harcourt Municipality. The aim was to demonstrate the nature and magnitude of deficient conditions in the indigenous enclaves in the municipality and propose appropriate measures to deal with them. It is pertinent to note here that subjective indicators refer to people's perceptions or evaluations of aspects of their lives, for example, housing (Andrews, 1980).

Goal and Objectives of the Study

The goal of this study is to assess residents' satisfaction with residential quality of life in the indigenous enclaves in Port Harcourt Municipality.

The objectives of the study are to:

- (i) ascertain residents' satisfaction with neighbourhood attributes;
- (ii) ascertain residents' satisfaction with residential quality of life.
- (iii) obtain Neighbourhood Satisfaction Index (NSI)
- (iv) ascertain the variables that are most important to residents in improving residential quality of life in Port Harcourt.

Scope of the Study

Spatially, the study covered two indigenous areas in Port Harcourt Municipality; that is, Port Harcourt Local Government Area (PHALGA), namely:

- i. Oroworukwo
- ii. Amadi-Ama

Background Information about the Study Area

Port Harcourt, capital city of Rivers State, Nigeria, lies 40 km up the mouth of the Bonny River, in the Niger Delta. Originally known as "Igwu-Ocha" by the indigenous Ikwerre, was founded in 1913 by the British in an area traditionally inhabited by the Ikwerre and the Okrika Ijaw. It was named after Viscount Harcourt, then British Secretary of State for the Colonies. The initial purpose of the port was to export the coal, which geologist Albert Ernest Kitson had discovered in Enugu in 1912 (Ogionwo, 1979).

It is one of Nigeria's fastest growing cities. The average annual growth rate of Port Harcourt between 1963 and 2010 has been computed to be 5.2%. The growth of Port Harcourt is tied to the social and economic history of the country. Figure 1.1 is a map of Port Harcourt Municipality showing the study locations.

The city is a major educational, administrative, and industrial centre, and is regarded as the oil capital of Nigeria, since it hosts most of the nation's multi-national oil and gas exploration and production companies, two refineries, petroleum-related service companies, as well as a fast expanding commercial sub-sector (Wokekoro and Owei, 2006).

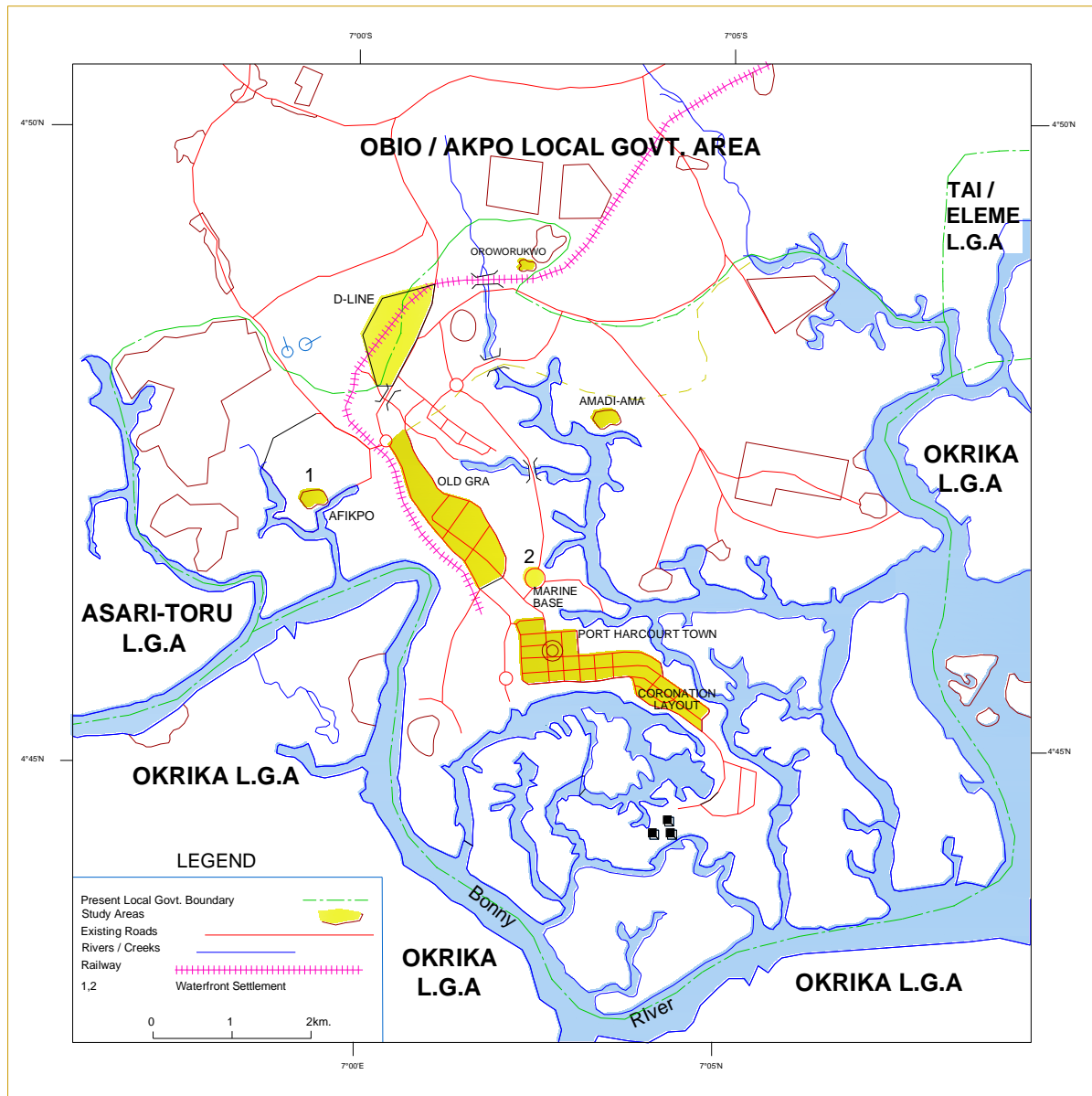


Figure 1: Port Harcourt Municipality Showing the Study Area

REVIEW OF RELEVANT LITERATURE

The meaning of the phrase “urban quality of life” differs a good deal as it is variously used but, in general, it is intended to refer to either the conditions of the environment in which people live (air and water pollution, or poor housing, for example), or to some attribute of people themselves (such as health or educational achievement) (Pacione, 2003).

Lotfi and Solaimani (2009) stated that a number of researchers have reviewed literature on Quality of Life (QOL) and there is general agreement that a meaningful definition of QOL must recognize that there are two linked dimensions to the concept, namely a psychological one and an environmental one.),

There are two sets of indicators for measuring quality of life with which most of the researchers are agreed. The first set comprises objective indicators which refer to the objective and visible aspects of urban life and are defined by different elements, for example the number of hospitals in a city, unemployment rate, the volume of crime and the area of urban green spaces. The second set comprises subjective indicators which try to measure and quantify the citizens' satisfaction with those objective attributes (Lotfi and Solaimani,2009).

QOL is concerned with people's welfare. It is defined as something that makes life better. (Discoli *et. al.*, 2006). A number of domains of QOL (well-being) have been identified in the international quality of life literature. For example, University of Oklahoma School of Social Work (www.gdrc.org) identifies the following:

Family and Friends;

Work;

Neighbourhood/Shelter;

Community;

Health;

Education; and

Spiritual.

Each domain contributes to one's overall assessment of the QOL as a whole. The focus here is on the residential environment or what is referred to above as Neighbourhood/Shelter. Various researchers have addressed this dimension.

Research on Residential Quality of Life

Giannais (1996) used a structural approach to hedonic equilibrium model to obtain a quality of life ranking of six cities in Southern Ontario, Canada namely: Guelph, Kitchener, London, Sarnia, St. Catharine, and Windsor and found that residential quality of life is a function of housing and neighbourhood characteristics (number of rooms, age of the house, crime rate, air quality, and mean annual temperature). The model was estimated using census tract data for the six cities. The study revealed that each of the six cities provides a different QOL distribution to its residents.

Pacione (2003) reported that in urban social geography, considerable effort has been directed to assessing the quality of different residential environments. Pacione (2003) in his paper explains the social geographical approach to research into QOL and urban environmental quality. A five-dimensional model for QOL research is presented, and a number of key conceptual and methodological issues were examined. Two case studies were employed to illustrate the application of the five-dimensional social geographical perspective in a real world context. The first case study of social geographical research in the field of QOL studies is selected to illustrate the use of objective territorial social indicators to examine differential QOL in the city of Glasgow. In his research, particular attention was focused on conditions at the disadvantaged end of the quality of life spectrum.

A combination of statistical and cartographic analysis was employed to identify the nature, intensity and incidence of multiple deprivations in the city. A set of 64 indicators relating to demographic, social, economic and residential conditions was extracted from the national census for each of the 5374 output areas in Glasgow. The data set was subjected first to univariate analysis to examine the distributions of individual social indicators across the city.

An R-type principal components analysis was used to explore the weave of linkages among the individual distributions, and to provide a conceptually and statistically rigorous composite measure of multiple deprivations. The study indicates that principal components were readily identified as indicators of multiple deprivations. Calculation of component scores provided a measure of deprivation for each of the 5,374 census output areas in the city. Mapping these scores revealed the spatial expression of multiple deprivations in Glasgow. This research identified the nature, intensity and incidence of multiple deprivations within the city. In addition, identification of the major loci of deprivation provided a basis for subsequent detailed analyses of particular problems and problem areas. The results also provided a basis for critical assessment of policies aimed at alleviating conditions of disadvantage, as well as a framework for future policy formulation.

The second example of the urban social geography approach to quality of life illustrates the use of subjective social indicators to gauge gender-differentiated fear of crime at the local level within Glasgow. His research was designed to gauge the nature and extent of fear of crime among male and female residents of a deprived social housing estate on the edge of Glasgow, and to identify the geography of fear within the area.

The research employed an interview procedure to determine the relative importance of crime as a social problem on the estate. For both males and females crime was regarded as the second most serious problem in the area. Related social problems were identified in references to the general unfriendliness of the locality and bad relations between residents and the police. Assault and burglary were the most prevalent crimes reported. Investigation of the fear of crime revealed clear gender-based differences. For most young males the high risk of assault was an accepted part of their lifestyle and living environment. Respondents accepted that they are 'fair game' and an automatic target for local gangs. The relative physical weakness of young females fostered a fear of assault and in particular sexual assault. These perceptions of risk conditioned the daily activity patterns of people living on the estate.

Detailed information was also sought on respondents' cognitive maps of fear in order to identify specific danger areas within the estate. Further, analysis of the characteristics of these dangerous spaces can contribute to the design of policies aimed at reducing fear of crime in the locality.

Camfield (2005) conducted a study on how different people characterize quality of life in 24 rural, peri-urban and urban sites in Bangladesh, Ethiopia, Thailand and Peru and found out that the basic ingredients of a good life are very similar, such as having a partner, a family (and a support network that extends beyond it), a good home, a pleasant environment and enough money or other resources to meet the daily needs of the family. Camfield (2005) also reported that the main priorities for people from Bangladesh are maintaining family harmony, getting salaried employment, and being educated, while for people in Ethiopia they are having your own home, enough to eat and drink and being respected by your neighbours. Camfield also added that the greatest differences are not between people from different countries but between men and women of different ages whose different identities or experiences cause them to value

different things. For example, in Thailand, the older generation wanted to be healthy and able to attend the temple, while the young men wanted good jobs and motorbikes.

Hall, *et.al.*(2008) considered valuation of amenities in urban neighborhoods and satisfaction with both those neighborhoods and life in general. First, rents were used to estimate neighborhood amenities price in San Jose, which explained 39 percent of the standardized variation in rents. Some districts ranked very high in housing characteristics but poorly in neighborhood amenities, while others ranked poorly in housing characteristics but high in neighborhood amenities, suggesting that policy measures might reduce inequality in urban areas through improving neighborhood amenities.

Second, the paper explored differences in the valuation of amenities by calculating prices in different urban areas. In more sparsely populated urban areas, distance to national parks was less important, but distance to primary roads became more important. Finally, housing and safety satisfaction represented the key components of life satisfaction.

Coker, *et al.* (2007) carried out a survey of housing quality and neighbourhood environments in Ibadan City, Nigeria. The study evaluated the housing infrastructure and identified those areas where there was a likelihood of future incidences of disease and epidemics. Based on existing demographic and land use characteristics, the city could be divided into high, medium and low-density zones. Penalty scoring, rather than positive scoring, was used to assess the conditions and quality of houses and the neighbourhood environment in each of the zones. Houses in the high-density area had the worst property and environmental characteristics followed by houses in the medium-density area. Based on housing condition alone, approximately half of all the dwellings surveyed (n = 172) in the three zones were categorised as either substandard or unfit for human habitation. Based on neighbourhood environment, none of the high and medium-density housing areas and only one of the low density areas attained the good-scoring grade. This is attributed in part to the many residents who are polygamists. The houses are overcrowded with perhaps up to eight persons per room and to tenant abuse by internal conversion to increase the occupancy rate. More than half of the houses surveyed have at least or more major defect. Recommendations include government directed infrastructure improvements; a regeneration-drive by private investors with possible displacement of residents from the high-density zone to new towns; a vigorous programme of housing and health education; enhanced collaboration between stakeholders to develop enforceable standards for existing housing stock and future builds.

Salau (1986) examines the variations in the quality of life at the relatively neglected inter-urban scale in a developing nation. Based on a sample survey of 3,800 heads of households in Nigeria cities ranked into three categories: large, medium and small, the study found that level of living is related to city size, with the residents of large cities having a higher quality of life than those in the medium and small cities.

Guhathakurta and Sadalla (ND) stated that the contributions of water supply to the quality of life sector are straightforward. They reported that when the gap between demand and supply for water increases, there is a corresponding decrease in perceived quality of life. Alternatively, a decrease in the demand-supply gap for water improves quality of life perception.

RESEARCH METHOD

The target population is composed of household members residing in the neighbourhoods of the indigenous enclaves. This study adopted the stratified multistage sampling technique (Kish, 1965). The sampling stages are given below:

Stage 1: Selection of neighbourhoods/communities from the indigenous enclaves (see selected communities in Table 1.

Stage 2: Listing of buildings and households from the selected neighbourhood/communities

Stage 3: Selection of households to be studied from the chosen

Neighbourhoods/communities; and

Stage 4: Selection of household respondents in the households to be studied, preferably heads of households, since they are usually the most knowledgeable about residential attributes

To achieve a representative sample of households in each neighbourhood, Yamane (1967) formula (given below) was applied.

$$n = \frac{N}{1+N(e)^2} \dots\dots\dots (1)$$

Where **n** is the sample size, **N** is the population size, and **e** is the level of precision (here set at 10%).

Following determination of the sample size, the systematic sampling method (Kish, 1965) was used to select the households to be questioned from the ordered list of population elements).

Table 1: Sampling Details

Name of Stratum	Name of Neighbourhood/Community	Total No. of Buildings	Total of No. Households (N)	Sample Size *
Indigenous Enclaves	Amadi – Ama community	402	1,608	94
	Oroworukwo Community	72	325	76
Total		476	1,933	170

*Using the Taro Yamane Formula @ 10% Level of Precision

This study adopted a passive-observational research design. Passive-observational research designs pertain to studies where there has been no prior “treatment”, intervention, or manipulation of subjects. The data was collected through a household questionnaire and utilized univariate analysis. This study formed one index – Neighbourhood Satisfaction Index (NSI), using subjective neighbourhood attributes.

RESULTS AND DISCUSSION

This section presents results of analyses carried out in the course of the study. One hundred and seventy (170) household questionnaires were administered and 170 retrieved, i.e. a response rate of 100%. Analysis was therefore based on 170 households in the two indigenous enclaves.

Satisfaction with Neighbourhood Attributes

Table 2 displays residents' satisfaction with selected neighbourhood attributes in the two component neighbourhoods of the indigenous areas. Table 2 showed that over fifty percent (54.0% in Oroworukwo and 59.6% in Amadi - Ama) of the residents in the two neighbourhoods were dissatisfied with government provision of amenities such as elementary schools, hospitals/clinics, police stations and shopping facilities. Most residents (84.1%) in Amadi – Ama were dissatisfied with the condition of streets while 46% in Oroworukwo were dissatisfied. The dissatisfaction was as a result of poor condition of the Streets and none existence of well laid out streets in the indigenous.

Table two further revealed that more than fifty percent of the residents in Oroworukwo (55.2%) and Amadi – Ama (65.9%) were dissatisfied with neighbourhood cleanliness. Table 2 further revealed that over thirty percent of the respondents were fairly satisfied with the social interaction in their neighbourhoods. The table also revealed that over a quarter of the residents were dissatisfied in terms of social interaction. The study showed that 42.1% residents in Oroworukwo and 53.2% in Amadi - Ama were dissatisfied with the safety of lives and property in their neighbourhoods.

Table 2 also revealed that a large percentage of residents in Oroworukwo (63.2%) and Amadi – Ama (65.9%) were dissatisfied with electricity supply. The dissatisfaction was as a result of the unbearable problem of noise pollution and this was mainly from private generators widely used for electricity generation as a result of irregularity in electricity supply from the Power Holding Company of Nigeria (PHCN). This is the reality in the municipality and requires concerted intervention by government to ameliorate the situation. The incessant power cuts have increased noise pollution in our neighbourhoods and this also poses health risks as a result of the noise and air pollution. This shows that electricity supply is a major problem in the city of Port Harcourt and the country in general. Government should intensify effort to the increase electricity supply. Over a quarter of the residents in the two neighbourhoods were fairly satisfied with their neighbourhoods in general as shown in table 2.

Table 2: Satisfaction with Selected Neighbourhood Attributes of the Neighbourhoods

Neighbourhood Attributes	Oroworukwo		Amadi-Ama	
	NO.	%	NO.	%
On the whole, how satisfied are you with government provision of amenities.. I mean elementary schools, hospitals/clinics, police stations, and shopping facilities?				
1. Very Dissatisfied	16	21.1	30	31.9
2. Rather Dissatisfied	25	32.9	26	27.7
3. Neither Satisfied Nor Dissatisfied	12	15.8	9	9.6
4. Fairly Satisfied	13	17.1	24	25.5
5. Very Satisfied	10	13.2	5	5.3
6. Missing Data	0	0	0	0
Total	76	100	94	100
How satisfied are you with the condition of the streets in this neighborhood				
1. Very Dissatisfied	13	17.1	31	33.0
2. Rather Dissatisfied	22	28.9	48	51.1
3. Neither Satisfied Nor Dissatisfied	14	18.4	5	5.3
4. Fairly Satisfied	19	25.0	9	9.6
5. Very Satisfied	8	10.5	1	1.1
6. Missing Data	0	0	0	0
Total	76	100	94	100
How satisfied are you with the cleanliness of this neighborhood?				
1. Very Dissatisfied	8	10.5	24	25.5
2. Rather Dissatisfied	34	44.7	38	40.4
3. Neither Satisfied Nor Dissatisfied	7	9.2	13	13.8
4. Fairly Satisfied	19	25.0	16	17.0
5. Very Satisfied	8	10.5	1	1.1
6. Missing Data	0	0	2	2.1
Total	76	100	94	100
what about the level of social interaction in this neighborhood				
1. Very Dissatisfied	7	9.2	21	22.3
2. Rather Dissatisfied	13	17.1	15	16.0
3. Neither Satisfied Nor Dissatisfied	15	19.7	16	17.0
4. Fairly Satisfied	28	36.8	33	35.1
5. Very Satisfied	13	17.1	9	9.6
6. Missing Data	0	0	0	0
Total	76	100	94	100

And now, I would like to ask about safety. How satisfied are you with the level of safety of property and lives in this neighborhood?

1. Very Dissatisfied	14	18.4	34	36.2
2. Rather Dissatisfied	18	23.7	16	17.0
3. Neither Satisfied Nor Dissatisfied	10	13.2	9	9.6
4. Fairly Satisfied	23	30.3	29	30.9
5. Very Satisfied	9	11.8	4	4.3
6. Missing Data	2	2.6	2	2.1
Total	76	100	94	100

How satisfied are you with the electricity supply in this neighborhood?

1. Very Dissatisfied	31	40.8	32	34.0
2. Rather Dissatisfied	17	22.4	30	31.9
3. Neither Satisfied Nor Dissatisfied	16	21.1	22	23.4
4. Fairly Satisfied	10	13.2	8	8.5
5. Very Satisfied	2	2.6	2	2.1
6. Missing Data	0	0	0	0
Total	76	100	94	100

On the whole, how satisfied are you with your Neighbourhood?

1. Very Dissatisfied	14	18.4	18	19.1
2. Rather Dissatisfied	7	9.2	27	28.7
3. Neither Satisfied Nor Dissatisfied	12	15.8	17	18.1
4. Fairly Satisfied	27	35.5	25	26.6
5. Very Satisfied	12	15.8	4	4.3
6. Missing Data	4	5.2	3	3.2
Total	76	100	94	100

(Source: Author's Field Survey, 2011)

Sanitation Attributes

Table 3 displays the results of sanitation attributes. The water closet was found mostly in the indigenous enclaves of Oroworukwo (94.7%) and Amadi-Ama (61.7%)(See Table3). The second predominant type of toilet found in Amadi-Ama is the pier toilet with 25.5%. Table 3 revealed that a small percentage of residents in these areas still do not have access to toilet facilities. Approximately 20% of household garbage collection and disposal was by private arrangement in Oroworukwo while in Amadi-Ama it is only 1.1%. This is expected as road networks are often few and narrow in the indigenous enclaves which do not allow waste collection vehicles to gain access and manoeuvre in these areas. In Amadi-Ama a large percentage of garbage was tipped into water bodies or dumped near the pier toilets (Table 3 and See Plate 1). The study revealed that garbage was found in the neighbourhood in the two neighbourhoods. This shows that the neighbourhoods are not very clean, so government should intensify effort in its monthly environmental sanitation programme. Waste collection and disposal was also by private refuse vendors using locally fabricated metal carts in Oroworukwo. The dumping of refuse into creeks, drains and roads is a major cause of water pollution, flooding and insanitary environment.

The study also revealed that there were no drains particularly in Amadi- Ama while most of the available drains were blocked in Oroworukwo. The blocked drains have become breeding grounds for mosquitoes and subsequently affect the health of residents. This is a critical issue as it can contribute to flooding during the rainy season and it is also a health challenge. Educating the masses on waste management and good sense of environmental management will tackle the problem of insanitary environment to a great extent. Control of development and proper planning will also contribute to tackling the problem.

The main source of water supply was the borehole. Table 3 showed that most residents purchased water from owners of private borehole (50% in Oroworukwo and 61.7% in Amadi-Ama). The provision of water in the city by the government is minimal. It is a primary responsibility of government to provide this basic service for its citizenry. Table 3 revealed that most residents were dissatisfied with water supply (48.7% and 66%). The dissatisfaction may be as a result of buying water which takes a substantial portion of household income. This is a critical issue and shows that government provision of this basic and important service is virtually nonexistent. This is in line with findings from previous studies. Wokekoro and Owei (2006) also established that the main source of water supply was the private borehole in Port Harcourt. This shows that the water supply situation has not improved in the city. In order to ensure public health and safety there must be adequate supply of water. It is unlikely that Target 10 of the Millennium Development Goal (MDG) 7 will be achieved by the year 2015. MDG 7 urged governments and policy makers to “halve the proportion of people without access to safe drinking water and basic sanitation by 2015”. It also implies that the primary goal of successive National Housing Policies which is to ensure that all Nigerians own or have access to decent, safe and sanitary housing accommodation of affordable cost with secure tenure has not been achieved. These conditions were also observed by Ogionwo (1979) and Izeogu (1989), which shows that sanitary condition, has not improved.



Plate 1: Garbage Dump Close to Pier Toilet, Amadi-Ama

(Source: Author's Field Survey, 2011)

Table 3: Sanitation Attributes

	Oroworukwo		Amadi - Ama	
	N	%	N	%
Method of sewage (human waste) disposal ie type of toilet				
1 Water closet	72	94.7	58	61.7
2 Pit latrine	0	0	0	0
3. Pail I bucket	0	0	0	0
4. Bush	0	0	0	0
5. Pier waterside	2	2.6	24	25.5
6. No Toilet	2	2.6	12	12.8
7. Missing Data	0	0	0	0
Total	76		94	100
	100			
House Hold Refuse Disposal				
1. Collected by Government Agency	15	19.7	1	1.1
	13	17.1	0	0
2. Collected by Private Arrangement	0	0	0	0
	2	2.6	10	10.6
3. Buried	0	0	0	0
4. Dumped of anywhere in the open	34	44.7	19	20.2
	12	15.8	62	66.0
5 Burnt	0	0	2	2.1
6. Dumped in collection point.				
7. Others specify				
8. Missing Data				
Total	76	100	94	100
Condition of Drains				
1. Drains Blocked	50	65.8	4	4.3
2. Drains Flowing	16	21.1	15	16.0
3. No Drains	7	9.2	72	76.6
4. Missing Data	3	3.9	3	3.1
Total	76	100	94	100
Potable Water Supply				
Pipe borne water from public mains.	3	3.9	4	4.3
	31	40.8	26	27.7
Pipe borne water from borehole.	0	0	1	1.1
	38	50.0	58	61.7
Well.	4	5.3	5	5.3
Buy from borehole.				
Missing data.				
	76	100	94	100
Satisfaction with Water Supply				
Very Dissatisfied	19	25.0	36	38.3

Rather Dissatisfied	18	23.7	26	27.7
Neither Satisfied Nor Dissatisfied	5	6.6	7	7.4
Fairly satisfied	17	22.4	15	16.0
Very satisfied	15	19.7	10	10.6
Missing Data	2	2.6	0	0
Total	76		94	100
	100			

(Source: Author's Field Survey, 2011)

Neighbourhood Satisfaction Index

The neighbourhood satisfaction index showed that most residents (69.7%) in Oroworukwo were moderately satisfied with their neighbourhood while 69.1% of the residents were dissatisfied in Amadi- Ama. However, only 13.2% of the residents were highly satisfied in Oroworukwo while 4.2% in Amadi-Ama were highly satisfied. (See table 4).

Table 4: Neighbourhood Satisfaction Index.

Quality	Oroworukwo		Amadi - Ama	
	N	%	N	%
Low (1)	11	14.5	22	23.4
Medium (2)	53	69.7	65	69.1
High (3)	10	13.2	4	4.2
Missing	2	2.6	3	3.2
Total	76	100	94	100

(Source: Author's Field Survey, 2011)

Perceived Residential Quality of Life

Table 5 captures the perception of residential quality of life in the study area with most of the respondents reporting a negative quality. Specifically, 28.9% of the residents in Orowurokwo and 24.5% in Amadi-Ama were unhappy with their neighbourhood conditions while very few (2.6% in Oroworukwo and 2.1% in Amadi-Ama) perceived their residential environment as terrible. Only 14.5% of residents in Orowurokwo and 11.7% in Amadi-Ama were pleased with their residential environment.

The study shows that most residents believed that employment, provision of basic amenities and good housing will improve their residential quality of life. Suggestions of residents on what will improve housing conditions in the neighbourhoods and the city were that the government should force landlords to renovate their houses, building of low cost housing estate and provision of basic amenities.

Table 5: Perceived Residential Quality of Life

	Oroworukwo		Amadi - Ama	
	N	%	N	%
Residential Quality of Life as a whole				
1.Terrible	2	2.6	2	2.1
2.Unhappy	22	28.9	23	24.5
3.Mostly dissatisfied	8	10.5	10	10.6
4.Mixed	16	21.1	27	28.7
5.Mostly satisfied	15	19.7	13	13.8
6.Pleased	11	14.5	11	11.7
7.Delighted	2	2.6	5	5.3
8.Missing data	0	0	3	3.2
Total	76	100	94	100

(Source: Authors' Field Survey, 2011)

CONCLUSION

In this study residents satisfaction with the residential quality of life in the indigenous areas in Port Harcourt municipality was examined. The paper examined one aspect of the residential environment namely: the neighbourhood. Based on the study most residents across the two neighbourhoods were dissatisfied with maintenance of streets, safety of lives and properties, residential planning, provision of basic amenities, hospitals/clinics, fire stations, police stations, waste collection and disposal. The study further reveals that most residents were dissatisfied with public schools, and shopping facilities.

The study concludes that most residents were dissatisfied with their residential conditions such as electricity supply, water supply and waste collection and disposal. The study further revealed that 28.9% of the residents in Oroworukwo and 24.5% in Amadi-Ama were unhappy with their residential quality of life. A key conclusion of the study was that the improvement of neighbourhood residential conditions as perceived by the residents was important in raising residential quality of life, and that in the provision of public infrastructure and services, the perceptions and preferences of the beneficiaries/target population must be seriously taken into account to achieve user satisfaction. The study has shown that some respondents were not satisfied with their neighbourhood conditions. To achieve adequate provision of infrastructure and amenities government should take advantage of funds available in the National Urban Development Bank, assistance from international development agencies and through private-public-partnership (PPP) arrangements.

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