

PUBLIC PROPERTY MAINTENANCE IN NIGERIA

(A Case Study of Games Village Complex Bauchi)

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Abstract: Shelter has been universally accepted as the second most essential human need after food. One of the greatest problem facing public properties is the general absence of proper maintenance. It is common to see a property even at its newly stage running down to the old age stage within a short period of time. It is this situation that has prompted the need for proper maintenance of properties. Having conducted interview, field survey and administered questionnaires, the data collected were analysed using frequency tabulation, percentages and likert scale methods. The results obtained indicated that the performance of the available facilities is just fairly good; provision of security and safety to the building and occupants is very poor. This shows that the maintenance of the complex is ineffective and this indicates that the life span of building is on its way to total obsolescence. The management should adopt adequate maintenance policy that would keep and restore every facility in the complex.

Keywords: Public Property, Maintenance practice, Maintenance Management.

1. INTRODUCTION

The public properties can be classified by the type of function they perform or by the department of the government to which they are responsible. These include state secretarial, educational facilities, barracks, and recreational facilities to mention few. Games Village Complex Bauchi is an example of public property which was developed in 1991 by the state military administrator Colonel Abu Ali to provide accommodation for sport men and women. Like any other landed property has a life cycle that ranges from a newly developed stage and passing through various stages up to its total obsolescence, Game Village Complex Bauchi is not an exceptional of such landed property that would naturally pass these stages. If adequate maintenance management is adopted, the life span of the property would not only be enhanced but also would be prolonged.

An observation of the Games Village Complex Bauchi revealed a series of deficiencies which must have been caused by the malfunctioning of facilities, amenities and services which posed serious risk to the life and health of users of the complex. These are indications of lack of proper maintenance. This research work therefore, intends to examine the problems and prospects of the publicproperties maintenance in Nigeria using the Games Village Complex Bauchi as a case study.

2. LITERATURE REVIEW

2.1 Concept of Maintenance

A building must satisfy the functions and the requirements indicated when the principles of construction are considered. The satisfaction is verified by asking the question why maintenance? Properties are maintained to enhance the value of the asset, because a better maintained building has greater value; increased value and may however be marginal as location and site play an important role.

Maintenance is also carried out to ensure optimum usage of the building, because good maintenance allows building to be used to its full potential. It is believed that correct organisation of work is done to minimise with process accommodated. Maintenance is carried out to give the building a suitable appearance, maximise life of materials and components and this reduce cost of maintenance by extending periods between repairs and replacement. It also helps to ensure best use of materials and components because, it allows them to function more effectively for example lights are more effective if they are kept clean. It also maintained staff morale, it is widely accepted that good working conditions reduce staff dissatisfaction. When buildings are maintained, it ensures suitable standard of safety, which keeps the building in line with statutory requirements for example providing means of escape. Sound maintenance provides the fine adjustments necessary to fine tune a new building into users' requirements and works of minor nature often determined when building is first used. Lastly, when building are well maintained it ensures the building does not detract from surroundings, because it allows provision of facilities in line with needs of community and ensures building is capable of being put to a suitable use for the area in which it is located (Hall, 1984).

2.2 Nature and Classification of Maintenance

Maintenance is often said to be work necessary to keep or restore every facility to an acceptable standard at an acceptable cost, these include repairs, replacements, alterations extensions, adaptations, refurbishment, rehabilitation, redecoration, cleaning. "To keep" means defects are prevented from developing; "to restore" means that minor defects, if they are allowed to occur are then corrected, "acceptable standard and cost" means the work is tailored to suit the individual needs and conditions (Hall, 1984). The development process of a building does not end with practical completion and the subsequent handing over of the project to the client or developer. It eventual usages continuous through the life of the building till the day of its demolition and complete clearing of the site of demolition rubble (Bamisile, 2004).

Property maintenance is classified as

1. Unavoidable-This is work which will exist in any building, includes such things as cleaning and repairs or replacements due to fair wear and tear.
2. Avoidable- It is referred to as work which can be minimised by good design, use of suitable materials and satisfying users' requirements.

2.3 Approach to Adopt For Maintenance

2.3.1 Planned Maintenance

This is work, that is carried out with forethought, control and records, forethought is the provision of plan indicating when work is to be carried out for example it can be in a form of a frequency chart, (schedule of work); control is to be sure that work done is according to the objectives and the records are information relating to construction and facilities showing when, how work is to be done and work already carried out.

2.3.2 Unplanned Maintenance

These are works executed without planning. It is also corrective in nature and this includes emergency works which are carried out in tandem with planned maintenance.

2.3.3 Corrective Maintenance

These are works carried out to restore an existing facility to an acceptable standard and is executed after a failure of a facility has occurred for example tubes. It can be more economical when corrective work is of a minor nature, it can be planned or unplanned.

2.3.4 Emergency Maintenance

This maintenance is carried out as a result of unforeseen breakdown or damage which affects safety of building and users, security, weatherproof qualities and usage of building. When work is carried out on a building or services with the facilities still in operation is referred to as running maintenance also, when work is carried out when building is not in normal usage is referred to as shutdown maintenance for example during holidays period, and weekends.

2.4 Conceptual and Theoretical Framework

Relationship between the types of maintenance

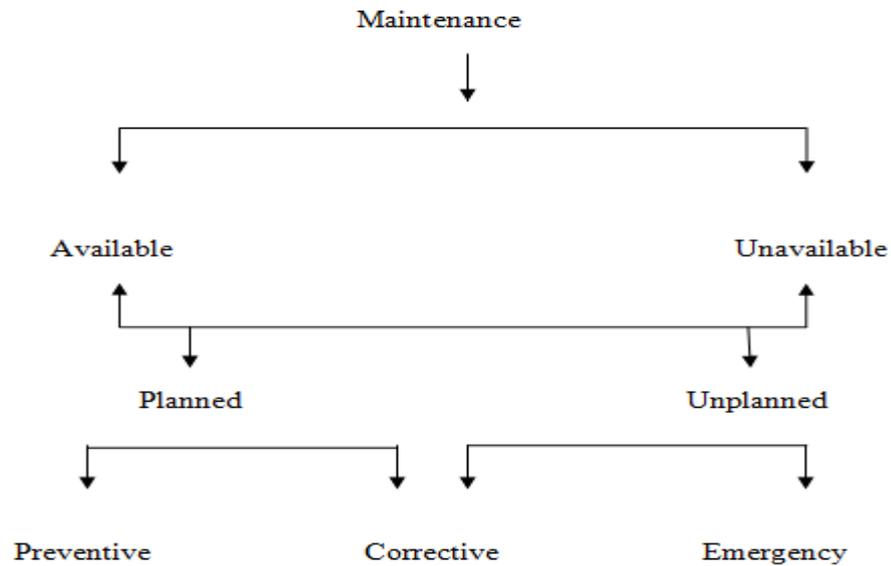


Figure 1: Conceptual Framework, adopted from (Hall, 1984)

2.5 Maintenance Standard

When insufficient maintenance work is carried out on a property, first the fabrics of the building become unattractive, then unacceptable to the occupants and finally dangerous and inhabitable (Ufere, 1987). The maintenance manager has to decide the optimum level of maintenance work required on the fabric to preserve it and be acceptable to the environment of the building. Also maintenance standard is specific guidelines for executing various aspects of maintenance work for a facility as a whole or any of its components.

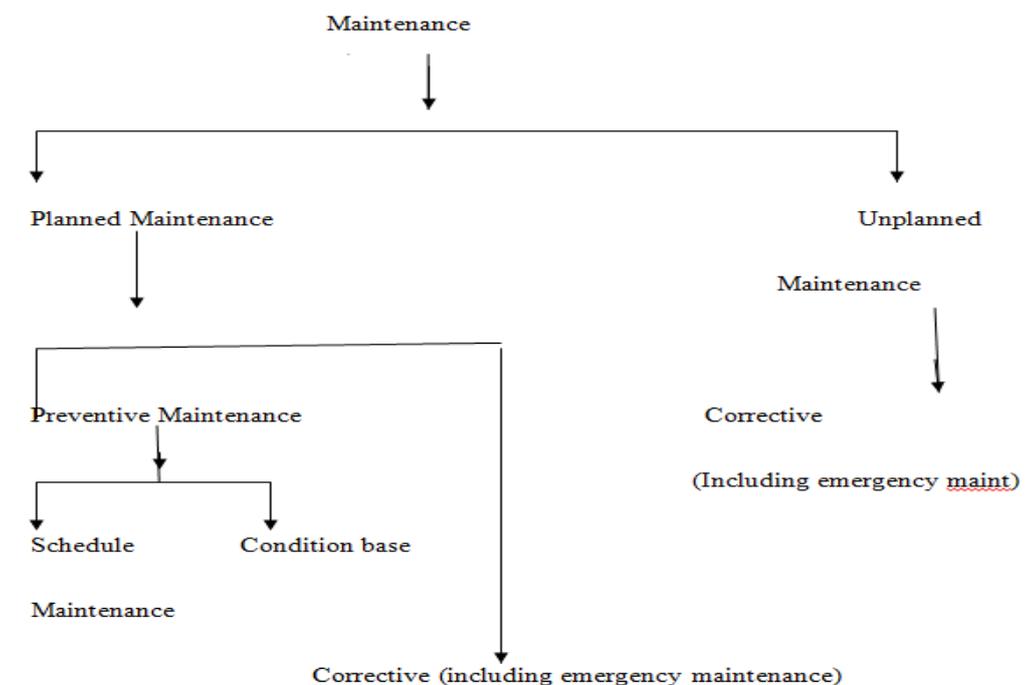


Figure 2: Framework of Maintenance Standard adopted from British Standard 3811 Classified Building Maintenance.

2.6 Maintenance Management

Buildings are becoming more sophisticated in design and complex in operation, maintenance must ensure that the owner's requirements are satisfied and that utilization of available resources is optimised. Any system adopted will usually need to employ some form of planned maintenance. Planning maintenance is a system that can only be implemented when sufficient consideration is given to the following aspects; that there is adequate information, the facilities to be maintained, resources required to carry out the maintenance, frequency of the maintenance, the administration required by the system and the analysis of the results within the system and the measurement of achievements against requirements.

In a system where it is fully developed, it is expected that the majority of work required would be initiated by planned preventive maintenance scheme based on estate records, inspection which have a large input of work into process to determine condition and detect by early recognition; request for maintenance by tenants which is used by many managers as the main work generator also attitudes of tenants eg request related to decoration and aesthetic while defects that are structural go unnoticed so, it is essential that some inspection is included in scheme to look at all aspects of the building.

3. RESEARCH METHODOLOGY

3.1 Instruments Used for Data collection

The instruments used were questionnaires, field survey and interview to collect data from the management authority, maintenance department and occupants of the Games Village Complex Bauchi.

3.2 Questionnaire Design

The scaled question type was used, that is likert scale questions. Quantifier questions such as strongly agree, agree, disagree, undecided and strongly disagree were used extract data from management, maintenance department, and occupants of the complex. Two sets of questionnaires were designed and served to the respondents in the study area.

3.3 Questionnaire Distribution

A total number of 5 questionnaires were administered to the management and maintenance departments and 22 were administered to the occupants of the Games Village Complex Bauchi and all were returned.

3.4 Sampling Techniques

The sample used for this study was through simple random sampling of the occupants using number of rooms to pick randomly.

3.5 Method of Data Analysis

The data gotten from the field were presented and analysed using frequency tabulation, percentages and Quantifiers.

4. DATA PRESENTATION, ANALYSIS, AND INTERPRETATION

Data were collected through the administration of 27 questionnaires to management authority, maintenance department, and occupants of the complex and returned the same. Field survey and oral interview with the management authority and maintenance department of the study area was also conducted and this formed the basis for the research.

Table 1 below shows the pattern of questionnaire distribution

S/N	Type	Respondents	NO. Of Respondents	No. Returned	Respondents in %
1.	Questionnaire I	Maint. & Mgt Dept.	5	5	18.52
2.	Questionnaire II	Occupants	22	22	81.48
	Total		27	27	100

Source: Field Survey, 2016

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A total of 27 questionnaires were filled and returned. To achieve gender sensitive work and to show that opinions of all sexes are equally important, the questionnaires were systematically distributed, table 2 below demonstrated that.

Table 2: Sex of the Respondent

Sex	Management/ Maintenance Depts.	Occupants	Combined Total
Male	3 (60%)	14 (63.64%)	17 (123.64)
Female	2 (40%)	8 (36.36%)	10 (76.36)

Source: Field Survey, 2016

Table 2 above shows the combined respondent of management, maintenance departments, and occupants returned a total number of 27 out of which about 36.36% were female and 63.64% were male, all the questionnaires were returned.

Table 3: Rating the performance of the available facilities in complex

S/N	Facility	Very good,	Good,	Fairly good,	Undecided	Poor,	Mean
		(5)	(4)	(3)	(2)	(1)	
1.	Roof	3	4	4	4	7	2.67
2.	Ceiling	0	2	4	10	6	2.09
3.	Windows	1	9	6	2	4	3.05
4.	Doors	1	6	4	2	9	2.89
5.	Floors	2	3	4	3	10	2.27
6.	Power Supply	2	5	4	10	1	2.86
7.	Conveniences	1	3	2	6	10	2.05
8.	Drainage	14	1	2	3	2	4.00
9.	Environment	2	6	8	4	2	3.09
10.	Security	0	0	0	3	19	1.14
11	Safety	0	1	1	0	2	1.23
	Mark off point	4.50	3.50	2.50	1.50	1.00	
		-5.00	-4.49	-3.49	-1.49	-1.49	

Source: Field Survey, 2016

The table above shows that drainage system ranked highest among the facilities, which indicated there is good drainage system in the complex followed by the environment; that is the surroundings closely followed by windows ranked third, doors ranked fourth, power supply ranked fifth, roof ranked sixth, floor ranked seventh, ceiling ranked eighth, conveniences ranked ninth, security and safety ranked tenth and eleventh respectively, because there is no provision for security and safety facilities in the complex presently.

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Table 4: Channel of complain to the management authority by the occupants

S/N	Options	Frequency	Percentages (%)
1.	By personal Contact	19	86.4
2.	By official Letter	3	13.6
	Total	22	100

Source: Field Survey, 2016

From the table above is clearly revealed that 86.4 % of respondents agreed that they use to channel complaint through personal contact while 13.6% through official letter.

Table 5: Do you get prompt and adequate response from management authority

S/N	Options	Frequency	Percentages (%)
1.	Yes	13	59.09
2.	NO	9	40.91
	Total	22	100

Source: Field Survey, 2016

It could be seen that 50.09% of the occupants agreed that they get prompt and adequate response from the management whenever they make complaints while 40.91% said they do not prompt response.

Table 6: Condition of the building

S/N	Options	Frequency	Percentages (%)
1.	Excellent	1	4.55
2.	Very good	4	18.18
3.	Goods	10	45.45
4.	Fairly good	6	27.27
5.	Poor	1	4.55
	Total	22	100

Source: Field Survey, 2016

From the table above, 4.55% respondents agreed that the condition of the building is excellent, 18.18% said is very good, 45.45% showed that is good, 27.27% indicated that it is fairly good and 4.55% see the condition of the to be poor. From that data above it can be observed that the building is in good condition.

Table 7: Who is responsible for the maintenance of the building?

S/N	Options	Frequency	Percentages (%)
1.	Management	5	100
2.	Occupants	0	0
	Total	5	100

Source: Field Survey, 2016

The management authority is responsible for maintenance of the complex as shown in table above.

Table 8: Mode of carrying out maintenance work

S/N	Options	Frequency	Percentages (%)
1.	By contract	2	40
2.	Permanent staff	3	60
3.	Others (specify)	0	0
	Total	5	100

Source: Field survey, 2016

It has been revealed that maintenance work carried out through contract (40%) and by in house staff is (60%).

Table 9: Response to financial request for maintenance work

S/N	Options	Frequency	Percentages (%)
1.	Yes	1	20
2.	No	4	80
	Total	5	100

Source: Field Survey, 2016

From the above table, it could be seen that (20%) respondents agreed that they get adequate financial response from the management while (80%) said they do not get adequate financial support.

5. CONCLUSION AND RECOMMENDATIONS

5.1 Summary of Findings

The Bauchi Games Village Complex is being managed by the Ministry of Youths and Sports, who makes decision concerning the management aspect and the decision is being implemented by the Commissioner of Youths and Sports through the Permanent Secretary through Director Administration and Supply through the Financial Accountant through the General Control Officer of the Complex through the two heads of departments, that is management and maintenance.

It was found out that maintenance department enters into contractual agreement with registered contractors, but, where the work is worth more than ten thousand naira (N10, 000), this is carry out through open or selective tendering, because contract labour produce efficient work as contractors are specialised and skilled in their respective field, although, they often unavailable when needed for a particular work. It

Was observed that response to financial request is very slow, hence, maintenance work takes long time to be attended to. The complaint channel is not formal, and this makes records keeping difficult, because it has been revealed that they personally report complaint not in writing.

5.2 Conclusion

The most obvious finding that emerged from this study is that, most of the facilities in the building have become outdated, deteriorated due to over use and lack of proper maintenance, if proper maintenance is not adopted, the building will be totally dilapidated. So there is need for effective maintenance and by doing that, it will enhance the lifespan of the property. Also, the security and the safety of the occupants and the building itself are very important, but no provision that.

5.3 Recommendations

- 1 The management of the complex should as a matter of urgency carry out inspection of the property and make it regularly to avoid accumulation of defaults and misuse.
- 2 They should respond to complaints by occupants promptly and request should be in writing through job requisite form for the purpose of record keeping and making maintenance plan and schedules.

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