

Determinants of Users' Satisfaction with Public Toilet Facilities in Lafia Local Government Area, Nigeria

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Received: 30.09.2025 | Accepted: 24.10.2025 | Published: 06.11.2025

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DOI: [10.5281/zenodo.257452399](https://doi.org/10.5281/zenodo.257452399)

Abstract

Original Research Article

The study examined determinants of users' satisfaction with public toilets in Lafia L.G.A. A total of 57 users were randomly selected and administered questionnaire to elicit information on users socio-economic characteristics, public toilets characteristics such as security, building age structural quality of building, water quality odour and their level of satisfaction with public toilet facilities. Interview guide were also used to elicit information from two health officials in the environmental health offices in the study area. Finding showed that users' satisfaction with public toilets was influenced by environmental, physical, socio-economic and spatial factors. Major challenges faced by environmental health workers in ensuring proper service delivery were lack of adequate water supply, insufficient funds for effective service delivery and in appropriate attitude towards facility utilization. Recommendations were made based finding.

Keywords: Satisfaction; public toilet facilities; amenities; health;.

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INTRODUCTION

The level of satisfaction derived by users of existing public toilet facilities in a given setting is very crucial issue in any public health policy. This is because such facilities have direct effects in the user's health, level of patronage and well-being (Gwozi et al., 2023). As pointed out by Ayee and crook (2020) adequate maintenance of toilet facilities in public areas can enhance hygiene and sanitation concerns in urban areas. Despite a number of studies on public toilet facilities and sanitation issue only few within Nigeria has examined the correlates of residents' satisfaction with public toilet facilities (Morera, 2021; Eke et al., 2023) works by Morera (2021) identified environmental and spatial determinates of residents satisfaction with public toilets The current study attempts to examine the determinants of users' satisfaction with public toilet facilities in selected core areas in Lafia LGA.

STUDY AREA

Selected public areas in Lafia were the focus in this study. Lafia LGA is located between latitude North of The Equator and longitude East of the Greenwich Meridian. Lafia is estimated to have a population of about 509,300 as specified in the 2021 Population Projection figures. The L.G.A serves as both administrative and commercial functions in the state. Government authorities have not been very actively involved in providing basic amenities in the area. One of such basic amenity is toilet facilities. This has increased residents exposure to externalities in the environment, hence, the study area.

METHODOLOGY

A survey research which involved the collection of data using questionnaire and interview guide was adopted. Reconnaissance survey conducted for the purpose of the study showed that there are a total of 84 public toilets across the three

selected location which are the Market Centre, Motor Parks and Road Junctions in the study area. A total of 8,9 and10 public toilets were chosen at random across the respective selected areas.

Users of facility were observed between the house of 8am and 4pm from Monday to Friday. One out of every five users were administered questionnaire , to elicit information on their socio – demographic characteristics frequency of utilizing ,the facility ,their satisfaction with the facility and their

suggestions on the facility can be improved.

Users satisfaction was placed on a 5-point liker scale ranging from 5 –very satisfied to 1-very dissatisfied .the users satisfaction index was determined . the mere of the users satisfaction index was determined using the formula. Ordinal logistic regression was used to predict the influence of socio –economic , environmental , physical and spatral characteristics on user’s level of satisfaction with public toilet facilities in the study area.

Toilet facilities across Lafia LGA

Selected area	Average number of respondent	No of toilets	Selected respondent
Market area	95	8	20
Motor area	85	9	17
Road junction	100	10	20
Total	280	27	57

Source: Author’s Field work, 2024

Data Collected was analyzed using descriptive and inferential statistics.

RESULTS AND DISCUSSIONS

As indicated in findings, as much as 65.5% of the respondent were male while only 345% were female this implies that there is high importance attached to male headed household, giving reason for their dominance over female headed ones.About one – third (3519%) the respondent were within age bracket of 18 to 35year while 405% were between 36 to 50year.244% were over 60year of age by implication, it could be said that most respondent were within the work force age.

Finding showed that a higher proportion of the respondents has attained post. Primary certificates and more in the study area. For instance, it was reported that 48.8%had secondary school education as their highest qualifications while 29. 5.5% and 5.3 %had attained as high as hnd bachelor’s degrees post – graduate degrees respectively On the other hand as

few as 2.99 had only primary educational background .In terms of marital status 25.4%were single , 58 . 5% were married while only 3.3% were discovered .about 12.8 % were widowed

Users satisfaction wile public toilet facilities

A 5-point likert scale was used to rate resident (users) satisfaction with public toilet facilities in the study area furthermore, the mean in dex of satisfaction was determined. It was revealed that the overall mean satisfaction in dex of toilet facilities in the study area was low (MSI=213) A value below the expected average of 30 standard deviation was 0134. The mean value of user satisfaction in the residential area was 24 while those of the market motor parks were 26 and 18respectively their respective standard deriation were 021,013 and 015.

Determinants of users' satisfaction with public toilet facilities.

Based on existing literature the current study classified the determinants into three physical and

environmental, socio-demographic, and spatial dimensions.

Table 2 show the various dimensions of user's satisfaction with public toilets in the study area.

Table 2. Dimensions of user's satisfaction with public toilets

Dimension	Indicators
Environmental and physical factors	Security, building age structural quality of building, water quality odour .
Socio –demographic factory	Age, income, gender, mental, status, educational background.
Spatial factors	Distance of facility from home, position of facility relative to other uses if boar area .

Ordinal Logistic Regression was used to predict which factors influence users satisfaction with public toilets in the study area the dependant variables was users satisfaction while the independent variables were socio demographic , physical and environmental and spatial factors .

Socio demographic factors that significantly influence users satisfaction with public toilet in the study in the area are age ($p < 0.05$) income ($p < 0.05$) educational background ($p < 0.05$) and gender ($p < 0.05$) .however household size ($p < 0.05$) and ethnic background ($p < 0.05$) was not significant .It was revealed by the Nagelkerk R^2 that socio decomographic factor accounted for 66.5% of the variance is user's level of satisfaction with public

toilet facilities. Physical factor such as structural quality of toilet of building and building size were all statistically significant

Conclusion and Recommendation

The study examined determinants of users' satisfaction with public toilets in Lafia L.G.A. Finding showed that users' satisfaction with public toilets was influenced by environmental, physical, socio–economic and spatial factors. Major challenges faced by environmental health workers in ensuring proper service delivery were lack of adequate water supply, insufficient funds for effective service delivery and inappropriate attitude towards facility utilization.