



RESEARCH ARTICLE

Residents' Perception of Urban Services Provision in Agege Local Government Area of Lagos State, Nigeria

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ARTICLE INFO	ABSTRACT
Received: Apr 24, 2024	This article assessed residents' perception of urban services in Agege local government area of Lagos State, Nigeria. Streets of 5km stretch were identified and purposively selected in the 11 political wards of the study area and the corresponding numbers of buildings along both sides of the road were documented. 72 streets of 5km stretch were identified and selected, 10,381 buildings were identified along both sides of the streets out of which 207 buildings which represented 2% of the total numbers of buildings were randomly selected. Hence, questionnaire was administered on 207 household heads across the political wards of the study area with systematic sampling techniques where one (1) out of every 50 buildings along the streets was selected for study. Findings revealed that socioeconomic characteristics of the people greatly influenced their perception of urban services provision, this is substantiated with the ANOVA test result that revealed a significant relationship between income of respondents and access to urban services ($F=114.391$; $p=0.00$). Further result revealed that condition of the available facilities in the study area is fair and that most of the urban services in the area are provided by individuals thus revealing that individuals are more involved in the provision of basic urban services. It was also revealed that the residents were just satisfied with the available urban services and that the perceptions of the satisfaction level of urban services were reliable. Thus, the study showed that economic cost of accessing urban services in the study area was high.
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INTRODUCTION

The recent surge in the urban population has been accompanied with physical, social and economic issues in the spatial system (Aluko, 2010; UN-Nations, 2014; Oyeleye, 2020). The condition is associated with rural-urban drift that causes rural migrants seeking sustainable livelihood in the urban centre. Eventually, the process has initiated deplete and pressure on the available infrastructure facilities in the urban space. This has given rise to various problems manifested in housing deficit, poor sanitation facilities, inadequate urban services, traffic congestion, environmental degradation and increase in crime rate, among others (World Economic Forum (WEF), 2020).

The unabated rate of urbanisation around the world has evidenced the purpose of effective urban infrastructure service delivery which is fundamental to improving the living condition of the increasing urban dwellers (Aliyu & Amadu, 2017; USAID, 2013). However, the global, pattern of urban challenges caused by urbanisation are characterised of different outcomes (World Economic Forum, 2020). For

instance, in Europe, the outcomes of the challenges include migration, climate change demographic change and economic development. In Asia, it includes urban planning, mobility, environmental resource management and climate change, among others. While in the Sub-Sahara Africa, the outcomes include, security and safety issues; innovation and entrepreneurship; environmental issues and resource management, among others. The global urbanisation pattern showed that differences exist in the impact of population increase in different regions of the world. This situation is attributed to regions' level of economic, infrastructure and technological advancement that accounted some countries as developing, developed and underdeveloped (United Nations, 2023).

In Nigeria, the model of problems accrued to urbanisation is not far from what is obtainable in Sub-Sahara African countries. These problems according to Oduwaye and lawanso (2007) are compounded by population growth and influx of people from the rural hinterlands with little or no increase in basic urban services provision. The concept of urbanization-related difficulties in Nigeria is not dissimilar from what may be found in Sub-S Nigeria's population, according to Onibokun and Faniran (1995), was 18.72 million in 1921, 30.4 million in 1952, 55.67 million in 1963, and an estimated 80.5 million by 1991. Within 20 to 50 years, the population was predicted to double in 2000. As early as 1989, there were already seven cities with a population of one million or more, 18 with 500,000 or more, 36 with 200,000 or more, and 78 with 100,000 or more. In 1991, it is estimated that 42% of the population lived in urban regions (Omar, 2009), and according to the World bank (2023) estimate, about 56% of the world's population (4.4 billion people) live in cities. This trend is expected to continue, with the urban population more than doubling its current size by 2050, at which point nearly 7 of 10 people will live in cities (World Bank, 2023). The population of Nigeria has indeed surged over the past 30 years, especially in its major towns.

Lagos a very populated urban area in Nigeria is a metropolitan urban centre which has undergone several developmental stages. For instance, it was one-time Federal Capital of Nigeria and now the foremost industrial hub and centre for trade and commerce for Nigeria and the West Africa sub-region. These have set pace for drastic and unprecedented physical, social and economic development accompanied with population influx in the state (Aluko, 2010; Udoudo & Udoidem, 2017). According to the World Economic Forum (2020) qualitative urban services are required for inclusive and interactive urban development. They are essential for the realization of a well-established urban development which is conducive for living, working and recreation. The concept of urban services connotes infrastructure facilities delivery needed for urban residents' daily activities (Udoudo & Udoidem, 2017). Contextually, urban services refer to the basic supporting facilities needed by urban dwellers to cope amidst several issues inherent in urbanisation (UN-Habitat, 2010).

The provision of basic urban services is very important to sustainable development of cities and communities. It helps in the integration of the urban poor in the city system. Urban service provision is a proven avenue for the urban poor to enjoy the dividends of the central government. Specifically, urban services enhance the free and smooth flow of economic, physical and social activities of the people in the urban space (UN-Habitat, 2013). According to duo of the UN-Habitat (2010) and the World Economic Forum (2020) the basic urban services required for a decent living in the urban area include power supply, water supply and sanitation, solid waste collection, transportation, education, health and communication services. The provision of these urban services is very essential for the wellbeing and healthy living of urban residents and they should derive a level of satisfaction in the provision. This level of satisfaction derived from the provision of the urban services is subjectively expressed based on the perception of the residents, who are the users of the provided basic urban services.

Literally, perception is the dimension of our thought about a phenomenon. According to Qiong, (2017), perception is characterised of psychology and cognitive science of attaining awareness and understanding the process of sensory information. It is a situation of apprehending the totality of the situation around us through effective use of mind or senses. In essence, there are two major views of perception, physical (sense organs take the stimuli of the environment) and psychological (cognitive

judgement of what is stimulated by senses) (Qiong, 2017), the former is regarded as the objective perception; while the latter is the subjective perception.

In this study, residents' perception is refers to the cognitive measure of the users' experience and knowledge of the urban services available in the urban area in order to give account of the residents' satisfaction derived on the availability and adequacy of the services provided. According to Oyeleye (2020) a link was established between urban services provision and urbanisation process; adequate urban services enhance the progressive growth of highly populated area gasping for physical developments. In Nigeria however, urbanisation is on the high side, especially in the major cities. For instance, with the high rate of urbanization in Lagos State, it has been reported that urban growth is accompanied with economic, environmental, security challenges and in particular, pressures on available infrastructure services, among others.

According to Aluko (2010) Lagos was the largest metropolis experiencing population increase in Africa after Cairo; with estimated urbanisation rate at 5.8% annually (Aliyu & Amadu, 2017). There are areas experiencing population explosion from the inception in Lagos State, the evolution of these areas were conceived through trade and commerce like, Cocoa and Kolanut in Agege and other parts of Aworis which are predominantly agricultural areas (Aluko, 2010; Aliyu & Amadu, 2017). These areas continued to enjoy trade from other parts of the country and thus attract migrants from the rural areas. This urbanisation process was peculiar to many Local Government Areas in both Island and Mainland of Lagos State. This study therefore examined residents' perception of urban services provision in Agege Local Government Area of Lagos State.

LITERATURE REVIEW

Infrastructure is an underlying structure needed for a system to function effectively. In other words, infrastructure is the bedrock of a country's development. It represents the wheel in which the conditions for effective growth and development hinges. In the words of Osman and Afrah (2017) infrastructure is the essential equipment and infrastructure required for a nation, region or organization to function properly, such as roads and bridges, among others. In the urban environment, the concept of quality of life cannot be abstracted from requisite infrastructure provision in the key aspects of urban activities. It fabricates developments in terms of economic, production increase and other vital social services needed for human daily activities. Importantly, the essence of well-functioning urban services represents urban stimulant that tends to improve every facets of urban life and activities toward the integration of different contrasting elements of the urban space (Akinyosoye, 2010).

Infrastructure facilities were divided into two categories by Obateru (2005): social infrastructure facilities and physical infrastructure facilities. Transportation facilities and public utilities (such as electricity, water, gas, sewerage, storm water drainage, and telephone service) are examples of physical infrastructure facilities. The two types of social infrastructure facilities are social community services (such as street lighting, police protection, fire protection, street maintenance, and garbage/refuse collection/disposal) and social community facilities (such as educational, health, post-office, shopping, recreation, and cultural buildings).

Studies (Adeyinka & Olugbamila, 2015; Negewo, 2019) have identified the basic and fundamental urban services needed for supporting decent living, these include: water, sanitation, drainage, power and education services, among others. The importance of these mentioned services in the urban scene often manifests in improved, healthcare, livelihood development and other vital areas of economic development. Urban services developments are the key indices to government performance; it energises the citizens in believing the competence of the elected leaders and officials in the urban communities. In line with the study of UN-Habitat (2013), teeming (180,000) population of the urban residents requires daily usage of key and important urban services (healthcare, education. transport and power), in order to cope with the activities of the day. It was furthered that the increasing demand

of the urban dwellers on fundamental services have not commensurate the level of supply of services in the urban and rural communities. The quest of improving and upgrading the development of the basic urban services is ever more pressing and evident to transformational agenda of the country; this is a bid to cushion the negative effects of rural-urban drift (Negewo, 2019).

Studies have documented the various factors that could influence infrastructure facility development in Nigeria cities and economy (Nubi, 2002; Udoka, 2014; Gbadebo & Olalusi, 2014; Kreinin, 2015; Kanval et al., 2024; Familugba, 2016). The factors captured social, economic and political factors which are germane to the development of infrastructure in the country. Studies such as Stevenson (2004) and Negewo (2019) have also established the influence of socioeconomic characteristics of the people on perception of urban services provision in the spatial system. In essence, different people in the urban system possess diverse level of opinion on urban services provisions. For instance, income and unemployment have prominent roles in the perception of urban services provision (Stevenson, 2004). According to Negewo (2019), income, education, employment and ethnicity of the people play significant roles in the allocation of key infrastructure in the urban system. In addition, the willingness to pay and access urban services has a much function on the level of people's income and employment. This explained the concept of affordability and accessibility of urban services in the spatial system. It has also been revealed that socioeconomic background of the people has implications on the level of facilities utilisation in the urban area (Olugbamila and Adeyinka, 2017).

MATERIALS AND METHODS

Study area

Lagos State was established on May 27, 1967, following Nigeria's (Fig. 1) division into 12 states. Prior to this time, the Federal Ministry of Lagos Affairs served as the regional authority and oversees the management of the Lagos municipality. The Lagos City Council was in charge of the city of Lagos. It is located between longitudes 2° 42'E and 3° 42'E and latitudes 6° 23'N and 6° 41'N. Lagos's quick and explosive population expansion contributes to its rising economic and political roles, which are linked to the city's physical growth and development; this situation has initiated depletion of the present facilities and services in the study area (Aderogba et al., 2012).

Specifically, the study area is Agege Local Government Area (ALGA) of Lagos State, it is one of the 20 LGAs that make up Lagos State and is located between Latitude 6°37'11.39"N of the Equator and Longitude 3°19'19.80"E of the Greenwich Meridian (Figure 2). Presently, ALGA encompasses an area of roughly eighteen square kilometers (18 sq.km) and is bordered by Ifako/Ijaiye to the north, Alimosho to the west, and Ikeja

to the east. Agege Local Government is one of Lagos's most populous and ethnically diverse local government area (Olukoju, 2006). The Yoruba ethnic group of Awori descent has lived in the Agege village since the seventeenth century, making it the oldest community among the several that make up ALGA. From there, some of the elements relocated to Orile-Agege, the Agege community's original farmhouse. Awori-Yoruba founded the settlement in 1770, and the Lagos Abeokuta Railway line, built between 1895 and 1911, led to the emergence of a new settlement. This town changed over time to become known as Agege.

Agege's population density as of 2006 was calculated to be 60,768 people per square kilometer (18 km sq.); this means that there are 1,093,824 people living in Agege (Ijasan & Ogunro, 2014). Agege's urban service delivery is shown in a number of ways, including lack of housing, inadequate power and water supplies, and other issues. Remarkably, Agege has a wide range of family sizes, with 63% of families average between 6 and 9 (Ijasan & Ogunro, 2014). This indicates that Agege has a high household population, which is indicative of the area's growing population. In essence, inhabitants have much easier access to food, clean water, indoor plumbing, and contemporary technology. The area's demographic situation has given rise to a number of environmental issues, including slums and a severe

lack of new housing developments. The majority of the population works for themselves, earning a precarious living from menial crafts or other low-skilled jobs.

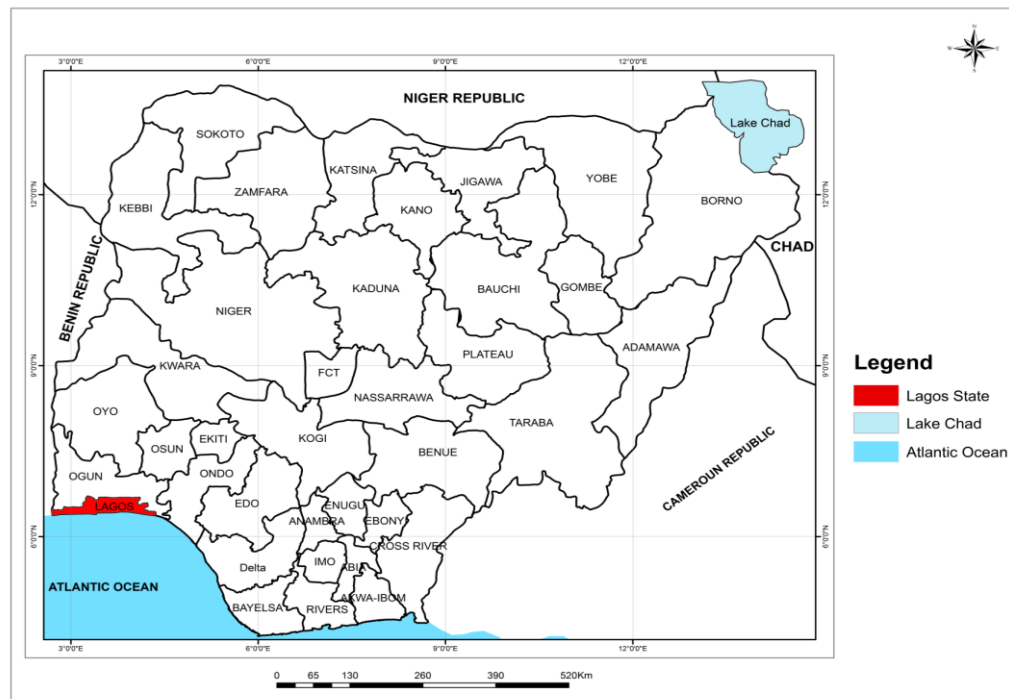


Figure 1: Lagos State in the Context of Nigeria

Source: National Space Research and Development Agency (NASRDA), 2021

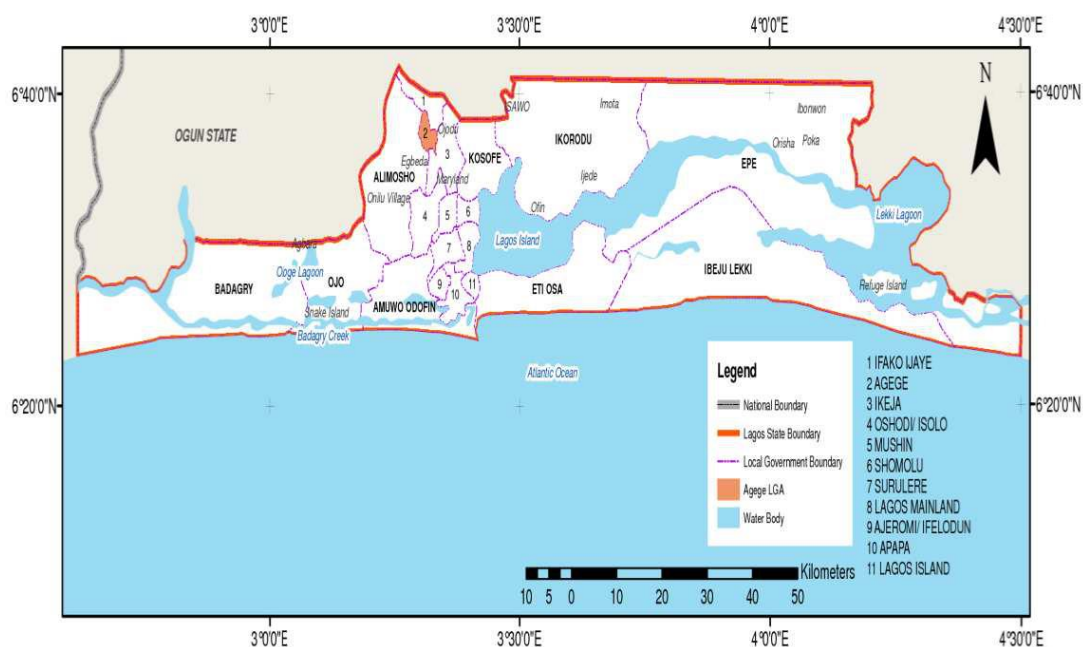


Figure 2: Agege Local Government Area in the context of Lagos State

Source: Lagos State Ministry of Physical Planning and Urban Development (2006)

Methodology

Primary data were collected through the administration of structured questionnaire and physical observation of the available urban services in Agege LGA of Lagos State. Streets of 5km stretch were identified and purposively selected in each of the 11 political wards of the study area and the corresponding numbers of buildings along both sides of the road were documented as contained in

Table 1, there are 72 selected streets of 5km stretch and 10,381 buildings along the streets, two percent (2%) of these buildings were randomly selected and this amount to 207 buildings, hence, questionnaire was administered on 207 household heads across the political wards in the study area with systematic sampling techniques where one (1) out of every 50 buildings along the streets were selected for study.

Table (1) Selection of Buildings in the Study Area

Political wards	No. of Streets purposively selected @ 5km	No. of Building along both sides of the roads (Sampling frame)	Selected no. of buildings (2%) (Sample size)
Isale Oja	7	998	19
Dopemu	9	2004	40
Papu-uku	7	917	18
Asafa	6	661	13
Alagba/Oyewole	8	917	18
Okekoto	6	821	16
Keke	5	569	11
Dawodu	6	675	13
Isale-odo	7	1003	20
Orile-Agege	11	914	18
Oko-Oba	8	902	18
Total	72	10,381	207

RESULTS AND DISCUSSION

Residents Socioeconomic Characteristics

Gender plays a significant role in the assessment of people's perception on environmental studies (Olugbamila and Akerele, 2022). Presented in Table 2 is the gender distribution of residents of the study area, the table showed that the proportion of male gender accounted for the majority (55.6%) of the total respondents. The female counterpart in the sampled population accounted for less than half (44.4%) of the respondents' population. This implies that the males in the study were more than the female. The age distribution of the respondents was categorised into 18-34 (youth) years, 35-49 (young adult) years, 50-64 (adult) years and 65 (aged) years and above. This was achieved based on the earlier age classification of Olugbamila and Adeyinka (2017) in the study of healthcare facilities utilisation. However, it was observed that young adults dominated the study area with 36.6% of the total responses. This was followed by the youths respondents whose proportion in the population accounted for 29.0%. In the sampled population, 17.4% and 14.0% of the respondents showed the percentage value of adults and aged respectively. Further analysis of variance ($F=15.124$, $p = 0.00$) showed the significant variations in the level of age influence in urban services perception. The dataset showed the distribution of the active individuals in the population that contributes significantly to the growth of the urban system.

According to Daramola and Olowoporoku (2016) and Qiong (2017), the concept of educational level of the people in the perception of the various events within their confine was identified as very important. It was documented that the level of adoption and recognition of innovations in the spatial system hinges on the educational level of the people which has to do with analytical ability of the population. To this end, educational level of the people was assessed and presented in Table 2. It was revealed that the least percentage of the respondents' educational level were those with no formal education which accounted for 6.8%, while 24.2%, 29.0% and 40.0% had primary education, tertiary education and secondary education attainment respectively. Impliedly, 93.2% of the respondents in the study area have at least a particular level of education. This portends high level of urban services perception in the study area.

Urban system is a congeries of various activities (economic, physical and social) that results into sustainable means of livelihood. This dictates the multifaceted occupational background of the people in the urban system. Thus, 31.4% and 30.4% of the respondents were of the view that professionals/private and traders dominated the study area. While the respondents who were civil servants and artisans respectively accounted for 18.4% and 12.1% in the population. It was noted that less than one-tenths (7.7%) of the respondents were farmer. The data set showed the spread of the occupational status of the people in the area. Chi-square test result showed significant variations ($X^2 = 81.207^a$, $p = 0.00$) in the occupational dynamics in the study area.

The income level of the people in the urban area has been a major determinant of residents' economic power to access urban services. It is regarded as one of the underlying factors that defines the willingness of the people to afford a given services in the urban system (Negewo, 2019). In Table 2, the income variations of the respondents were categorised into, low (<₦50,000), medium (₦50,000-₦99,999), high (₦100,000-₦199,999) and very high (>₦200,000) income earners in the study area. It was observed from the table that every category of the respondents' income level was present in the study; with gentle increment. However, 33.8% and 30.4% of the total respondents were of the view that high (₦100,000-₦199,999) and very high (>₦200,000) income earners dominated the study area. Furthermore,

the category of the respondents earning ₦50,000–₦99,999 (medium) accounted for 20.3% of the sampled respondents, while more than one-tenths (15.5%) of the respondents indicated low (<₦50,000) income earners in the study area. The result of the dataset showed that the monthly income generation level of respondents was moderate. This condition shows the ability of the residents and their willingness to access the private urban service providers in the study area. The ANOVA test carried out on the dataset indicated significant relationship ($F=114.391$; $p = 0.00$) in the income level of the respondents in the study area.

Length of stay is a major metrics of the social attributes of the people in the urban system. It affords the social scientists the opportunity to measure the extent at which an urban resident has spent in an area. Thus, it is important in the perception of urban services provisions in the study area. However, the outcomes of the respondents views concerning urban service provision were presented in Table 2. It was revealed that 33.8% of the respondents have spent 5-15 years in the study area, while 22.2%, 17.4%, 14.5% and 12.1% of the respondents have spent less than five years, 16-25 years, 26-35 years and 35 years and above respectively in the study area. It was observed that the population of the aged in the area who have stayed for 35 years and above entertained lowest respondents. This implies that the population of the aged residents were smaller than the younger generations that was earlier validated by Olugbamila and Adeyinka (2017).

The household size of the respondents in the study area simply measures the total number of the people under the same roof eating from a pot and it was grouped in the order of 1-3, 4-6 and 7 and above persons per house. Less than half (46.4%) of the respondents accounted for 4-6 persons per house. While, 32.4% and 21.3% of the total respondents indicated 1-3 and 7 and above persons per house in the study area. This implies that the common household size in the area was 4-6 persons per house.

Table (2) Residents Socioeconomic Characteristics

Socioeconomic Characteristics		Frequency	Percentage
Gender	Male	115	55.6
	Female	92	44.4
	Total	207	100.0
Age Distribution	18 – 34 (Youth)	60	29.0
	34 – 49 (Young Adults)	82	39.6
	50 – 64 (Adults)	36	17.4
	Above 65 (Aged)	29	14.0
	Total	207	100.0
Level of Education	No Formal Education	14	6.0
	Primary	50	24.2
	Secondary	83	40.0
	Tertiary	60	29.0
	Total	207	100.0
Residents Occupation	Civil Servants	38	18.4
	Traders	63	30.4
	Professionals/Private	65	31.4
	Farmers	16	7.7
	Artisans	25	12.1
	Total	207	100
Income of Residents	<₦ 50,000 (Low)	32	155.5

	₦ 50,000-₦99,999 (Medium)	42	20.3
	₦100,000- ₦199,000 (High)	70	33.8
	₦200,000> (Very High)	63	30.4
	Total	207	100.0
Length of Stay	<5	46	22.2
	5 – 15	70	33.8
	16 – 25	36	17.4
	26 – 35	30	14.5
	35>	25	12.1
	Total	207	100
Household Size	1 – 3	67	32.4
	4 – 6	96	46.4
	>7	44	21.3
	Total	207	100.0

Types and Availability of the Urban Services in the Study Area

This sub-section detailed the availability of the basic urban services present in the study area. However, four critical urban services (water, electricity, education and healthcare facilities) were identified in the study area. These sets of urban services are very vital to the liveability of the living environment. They support and enhance the mental, wellbeing and overall comfort required for a quality life of urbanites. To this effect, the respondents were requested to document their views on the availability of the identified facilities in the study area.

Presented in Figure 3 is the view of the respondents on the availability of the urban services in the study area. Majority (90.3%) of the respondents accounted that water supply was available in the area; while less than one-tenths (9.7%) of the population decline the availability of water supply in the study area. Likewise, the presence of electricity facilities like electric poles and transformers were evident in the area with 81.6% consent of the respondents; however, 5.3% of the respondent indicated that electricity facilities were not present. In the same vein, educational facilities were indicated to be available with 90.8% of the respondents' total population, in contrast, 9.2% of the respondents showed that education facilities were not present in the study area. Furthermore, majority (83.1%) of the respondents in the area revealed that healthcare facilities were available and 16.9% were of the view that healthcare facilities were absent in the study area. In essence, the views of the respondents accounted the availability of the identified urban services in the study area. The availability of these vital facilities indicated the liveability of the study area.

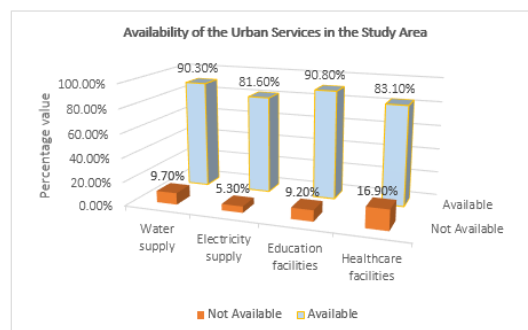


Figure 3: Availability of Urban Services in the Study Area



Plate 1: Newly Constructed Block of Classrooms in Dopemu, Agege LGA



Plate 2: Primary Healthcare Center in Asafa, Agege LGA
Condition of the Available Urban Services in the Study Area

Four urban services identified in Agege Local Government Area namely: water, electricity, education and healthcare. The respondents were requested to rate their respective perceptions on the condition of the facilities in their area. Consequently, the respondents rated their views in the order of very good (5), good (4), fair (3), poor (2) and very poor (1). The aggregated opinion of the respondents was measured through the use of five-point Likert scale which result into an index tagged Facility Condition Index (FCI). Subsequently, the Summated Weighted Value (SWV) of the dataset was computed and Mean Index was generated to measure the perception value of each facility identified in the study area.

The summation of the $\overline{FCI}$ in each political ward was divided by the total number of the identified facilities ($n = 4$); this was used to compute the aggregate FCI for all the facilities in the study area. Consequently, the Mean Deviation (MD), Variance (V), Standard Deviation (SD) and Co-efficient of Variance (CV) of the facility conditions were computed. As presented in Table 3, the average value of the $\overline{FCI}$ in the study area was 3.03. This computed figure accounted that the average condition of the urban

services in the area was rated fair (Plate 3). In addition, the positive MDs around the $\overline{FCI}$ are 0.61 and 0.33 of water and education facilities. These facilities were rated good by the respondents. While the negative MDs (-0.18 and -0.51) around $\overline{FCI}$ of healthcare and electricity facilities were ranked fair by the respondents (Plate 4). Following the further analysis of the computed data; the variance (0.01), standard deviation (0.1) and co-efficient of variance (3%) revealed that the different views of the respondents converged with very little dissimilarities. However, the accuracy and reliability of their respondents opinions was 97%.

Table (3) Condition of the Urban Services in the Study Area

Urban Services	VG	G	F	B	VB	SWV	$\overline{FCI}$	MDs	Ratings
Water supply	77	67	103	33	2	300	3.36	0.33	2
Electricity supply	32	62	61	89	46	290	2.52	-0.51	4
Education facilities	76	121	38	70	52	357	3.64	0.61	1
Healthcare facilities	53	20	89	71	69	302	2.85	-0.18	3
Total						620	12.1		

Key: VG = Very Good, G = Good, F = Fair, P = Poor, VP = Very Poor, FCI = Facility Condition Index, $\overline{FCI}$ = Mean Facility Condition Index, MDs = Mean Deviations,



Plate 3: Condition of One of the Secondary Classrooms in Agege LGA.



Plate 4: Electricity Facility in Okekoto Community, Agege LGA (Transformer).

The Providers of the Available Urban Services in Agege

The holistic development of urban services in the spatial system hinges on the strength and proactive nature of the providers. As identified in this study, the major providers include: Federal Government, State Government, Local Government, Non-Governmental Organisations and Private Providers. The

providers mentioned, comprised all the tiers of government and other stakeholders in the parlance of urban services provisions. This was necessitated to capture various categories of providers that may be available in the urban system. Figure 4 consist of basic urban services identified in the study area: water, electricity, education and healthcare facilities; with their corresponding providers.

In the views of the respondents, 33.8% of the respondents accounted for provision of water supply by private individuals (Plate 5). Also, 29.5%, 14.5% and 12.6% of the respondents respectively indicated State Government, Federal Government and Local Government in the provision of water supply in the area while the remaining proportion (9.7%) of the respondents accounted for NGOs as the provider of water supply in the area. Moreover, in the area of electricity supply, private individuals and Federal Government respectively represented 46.4% and 32.9% of the total respondents. Likewise, 14.5%, 3.9% and 2.4% of the total population respectively accounted for State Government, NGOs and Local Government in the distribution of electricity in the area.

Similarly, the provision of education facilities in the study has been a collective approach that involves the participation of the Private Providers (43%), State Government (30.9%), Federal Government (11.1%), Local Government (9.7%) and Non-Governmental Organisations (5.3%) in the study area. The issues concerning healthcare services provision in the study area was also probed. In the respondents' opinion, more than one-thirds (37.7%) and 27.1% of the respondents indicated the involvement of private individuals and State Government in the provision of healthcare services in the area (Plates 6 and 7). Federal Government (19.3%), NGOs (9.7%) and Local Government (6.3%) were also indicated in the provision of healthcare services in the study area. It was observed that private participation in the provision of urban services identified was evident. Followed by the State Government; however, the involvement of NGOs and Local Government were reduced in the provision of basic urban services.

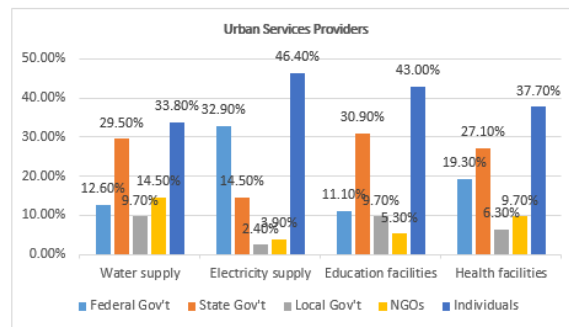


Figure 4: Providers of the Available Infrastructure in the Study Area



Plate 5: Private Source of Water Supply in Oko-Oba Street, Agege LGA

Satisfaction Level of the Urban Services in the Study Area

This sub-section is premised on the satisfaction derived by residents from the identified urban services in the study area. The respondents were requested to rank their views exhaustively (very satisfied, satisfied, just satisfied, not satisfied and not satisfied at all) in the order of 5, 4, 3, 2 and 1. Five point Likert scale was used to develop the Average Weighted Mean Index tagged Facility Satisfaction Index (FSI). Consequently, the Mean Deviation (MD), Variance (V), Standard Deviation (SD) and Co-efficient of Variance (CV) of the facility accessibility were computed. In addition, Table 4 showed the average $\overline{FSI}$ value of the respondents which was 3.12. This implies that the average satisfaction level of the urban services identified was just satisfied. The positive MDs around $\overline{FSI}$ are 0.03, 0.25 and 0.42 of healthcare, water and education services. These services were rated just satisfied except education services that were rated satisfied. While the negative MDs $\overline{FSI}$ was rated not satisfied by the respondents. This implies that the services being rendered in education was satisfactory by the respondent. The further computation of variance (0.18), standard deviation (0.42%) and co-efficient of variance (13.5%) suggested that the perceptions of the satisfaction level of the urban services in the area were reliable (86.5%).

Table (4) Satisfaction Level of the Urban Services

Urban Services	VS	S	JS	NS	NSA	SWV	$\overline{FSI}$	MDs	Ratings
Water supply	63	12	17	109	75	276	3.37	0.25	2
Electricity supply	22	13	31	40	15	120	2.42	-0.70	4
Education facilities	72	26	144	36	41	319	3.54	0.42	1
Total						958	12.48		

Key: VS = Very Satisfied, S = Satisfied, JS = Just Satisfied, NS = Not Satisfied, NSA = Not Satisfied At All, SWV = Summation of Weighted Value, FSI = Facility Satisfaction Index, $\overline{FSI}$ = Mean Facility Satisfaction Index, MDs = Mean Deviations, V = Variance, SD = Standard Deviation, CV = Co-efficient of Variance

$\overline{FSI} = 12.48/4 = 3.12$; $V = 0.73/4 = 0.18$; $SD = \sqrt{(0.18)} = 0.42$; $CV = 0.42/3.12 = 13.5$.



Plate 6: R-Jolad Hospital (Private healthcare facility) located in Agege



Plate 7: Orile Agege Hospital (Public Healthcare Facility) Wardroom

CONCLUSION

The study examined residents' perception of urban services provision in Agege, Local Governments Area of Lagos State. Study established the significant association between income, occupation and age of the respondents in the perception of urban services provision in the study area. It was revealed that State Government, private individuals and Federal Government were the major key drivers in the provision of urban services in the study area. However, the condition of these urban services like healthcare and education and water were rated good while electricity and healthcare services were rated fair in the study area. Furthermore, the satisfaction derived from the urban services identified was generally rated just satisfied. Specifically, water and healthcare were ranked just satisfied, while education was rated satisfied and electricity supply was rated not satisfied in the study area. Similarly, it was established that the economic cost of accessing urban services in the study area was high. In the light of the above, the study therefore recommends that the three tiers of government should intensify efforts in the area of urban services development through the implementation of various policies that will encourage private individuals in venturing into urban services provision like access to loan and other technical assistance for operation. In addition, government should not relent in the provision of the urban services like electricity, education, healthcare and water supply schemes in the study area.

AUTHORS' CONTRIBUTION

OBO Conceived the idea, design the methodology and wrote the initial draft of the manuscript. **OFO** participated in designing the methodology, perform the formal analysis and participated in writing the manuscript. **AIA** participated in writing, reviewing and editing the manuscript. All authors read and approved the final manuscript.

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