

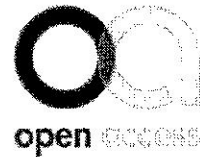
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IISTE UK

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An Assessment of Users Opinion as A Tool for Generation of Maintenance Process In Shiroro Hotel Minna, Niger State.

R.E. Olagunju, O.F. Adedayo, P. Ayuba & B. Abdulsalam
Department of Architecture
Federal University of Technology,
Minna, Niger State.

Corresponding email: arcadedayo@gmail.com

ABSTRACT

The demand for Building Maintenance is on the increase all over the world; Nigeria a developing nation with its drive towards upgrading from a third world country isn't left behind. Preservation of public buildings against possible future breakdowns so as to keep in good state and fit into the urban context is a goal that must be achieved in this paper. The maintenance of public buildings is of paramount importance as it's the next on the gliding scale of urbanization after the conversion of slums to cities. The research is aimed at assessing the Hotel in its functional state and highlighting factors limiting adequate maintenance process, in carrying out these study, primary data are to be collected from Hotel management staffs of each unit with the aid of a well structured close ended questionnaire, the (guest) current users of the Hotel are to be interviewed using an interview schedule. Secondary data in relation to building maintenance of the study area are to be gotten from Niger state ministry of works, department of public buildings. The data collected are to be analyzed using descriptive statistics. Findings and deductions are to be gotten. The conclusive part of this research highlights the need for an effective implementable maintenance process of Shiroro Hotel Minna that takes cognizance of the users during decision making and implementation of maintenance management programs, it would also possibly propose a maintenance policy towards guarding the adequate implementations of these maintenance processes, the research would also come up with a model for carrying out adequate maintenance process with minimum effects on the users.

Keywords. *Hotel, user opinion, Maintenance process, User satisfaction.*

INTRODUCTION

Hotel buildings are structures set aside for lodging, either on a short or long term basis. They also support other functions such as gardens, recreational facility, outdoor and cocktail bar, pool, gymnasium and aerobic arcades. Shiroro Hotel Minna, built in 1981, houses the activities mentioned above and is the biggest hotel located in Niger State, known to be government oriented, with 208 rooms contained in it. Other features it has within include 3 No Conference room, Outdoor garden, Cocktail bar, Administrative wing, and Shops. It was constructed in line with Shagari's government initiative, which entails the construction of hotels all over northern Nigeria to accommodate the people during short term visitation to the state for campaign rallies. The hotel was left in custody of Arewa Hotels to take charge of running the hotel and its maintenance as well.

Hotel business is a competitive venture that relies mainly on user satisfaction as form of marketing strategy to effectively create a hitch of uniqueness among other hotels. The maintenance practices of hotels are of high importance, the idea of how to keep the performance of so many rooms and public spaces requires a well organised approach and technical knowhow to cope with such volume of work.

In Nigeria, so many hotels have been able to conquer such issues whereas some have left the whole maintenance chores to housekeeping units of the building. The issue with the maintenance of Shiroro hotel however, is the inadequacy of their maintenance methods. Either ways the end- users of the building acknowledged their lack of satisfaction to the kind of maintenance carried out. This maintenance schedules were set aside by the present maintenance department of the hotel, this study will dwell on the need to incorporate the idea of the users in maintenance processes. Users opinion will make head ways towards achieving a User satisfactory maintenance process. The possible gaps that exist between user satisfaction and maintenance management process will be breached through practical application of methods that allow the evaluation of users view.

For so many years, hotels have remained on the low side of revenue generation in Niger state. It is alarming to find out that Shiroro Hotel has no effective maintenance scheme in place. Findings have revealed that a major maintenance process has never been put in place for the building, thus the motivation to embark on this study of maintenance process generation for Shiroro Hotel.

PROBLEM STATEMENT

Users of hotels are one of the primary factors behind the emphasis laid on its maintenance of such public buildings. However there is failure in considering user opinion during decision making and implementation of

maintenance of these buildings. This has posed as a serious challenge in Shiroro Hotel as the maintenance scheme generated by the maintenance department of the hotel has proven to be unsatisfactory.

AIM AND OBJECTIVES

This paper is aimed at determining user satisfaction as a key for generating maintenance management process. The aforementioned can be achieved through the following objectives

1. To identify the opinion of users in the generation of maintenance process.
2. To evaluate the present process employed by the maintenance team of Shiroro hotel.
3. To create a comprehensive maintenance process for Shiroro hotel using the user opinion diagram.

LITERATURE REVIEW

Maintenance of Hotel Buildings

Hotels are building whose operations go round the clock, the appropriate management and maintenance of these buildings are highly required. Keeping up to standard the structure, its fabric, components, finishes and services is highly crucial to satisfy the customer's want and expectations. The maintenance manager of hotel of large magnitude have to ensure the smooth running of different components such as plumbing, drainage, lighting HVAC, and escalators/ elevators if on ground. The possibility of breakdown of this components should be checked to it bearest minimum. Chan, 2008).

Kelly, (1984) Performing periodic maintenance is a routine that is needed to sustain the life span of a system, facility or equipment. It is also important so as to keep the system in shape and intact in accordance to standards as its performs its function. Over years proper maintenance of hotel has become critical, in terms of strategies and programmes especially when faced with global competition and high cost reduction of expenses while trying to sustain optimum quality of service. Most hotel organization centre the focus on cost leadership and other delineation that draws a yard stick for basis of comparism (Chan, 2008)

User Satisfaction in relation to maintenance of Hotel Buildings

Customer satisfaction is a driver of customization in relation to buildings. The act of making good of all errors and defects in a building or facility isn't the ultimate when the customer or user isn't satisfied. Quality of service delivery is a critical factor for the smooth running of every business (Dominici and Guzzo, 2010). The greatest challenged in the hotel sector is to sustain customer reliability and satisfaction through quality service delivery of products especially in areas where tourism and visitation is on the increase (Lam & Zhang, 1999; Yen & Su, 2004)

Hotel providers must derive strategies to outweigh the competitors so as to gain loyalty, and dis only can be gotten from effective customer satisfaction. The needs and wants of tourist have been tracts over time with carefull survey feedbacks. Wuest, a researcher(1996)According to Adedayo, (2010) user satisfaction can be achieved using customization principles, this principles is achieved by seeking user opinion to design the houses for the prospective owners by so doing their needs and aspirations are expected to have been captured and taken care of during the design and construction of the houses. The hotel is a temporary home so long as the user pays for its satisfaction hence the hotel can be regarded as users' home for that time being. This however brings into play the relevance of maintenance in to play. For every satisfaction of user assessed in a hotel building, two-third of it is achieved through maintenance,

STUDY AREA

The growth in the development of Minna by land mark is noticeable along the outskirts of the town in 3 forms,

- Construction of shops along linear settlements
- Increase in residential houses such as fresh housing construction around Nyankangbe, Gurara, Mosafaye, Gidan kwano, Gidan mangoro accessible from western by pass, and three arm zone areas assessable from eastern by pass.
- The 3rd form which is related to the purpose of this paper is growth of hotels which are all closely packed around Tunga being the first plan settlement colony on entering Minna town from Abuja the capital Nigeria.

In order to generate an effective maintenance process, an old hotel building that has being existing for a longtime has been selected as study area. Thus the selection of Shiroro hotel Minna, located alone

western bye pass, opposite Sauka ka huta area of Minna, a stone throw to Tunga area where the rise of hotels is on the increase.

The Shiroro hotel is in need of general overhaul maintenance as it has not undergone any serious form of maintenance since it was commissioned by President Shehu Shagari in 1981. Furthermore maintenance of Shiroro hotel is paramount so as to compete with favorable with other new diminutive hotels that are springing up in Minna.

Plate 1 below shows the site layout of Shiroro hotel, its respective units and its environs Tunga and Sauka ka huta, its relevance is however the main theme of this research, the study area whose maintenance programme is been appraised.

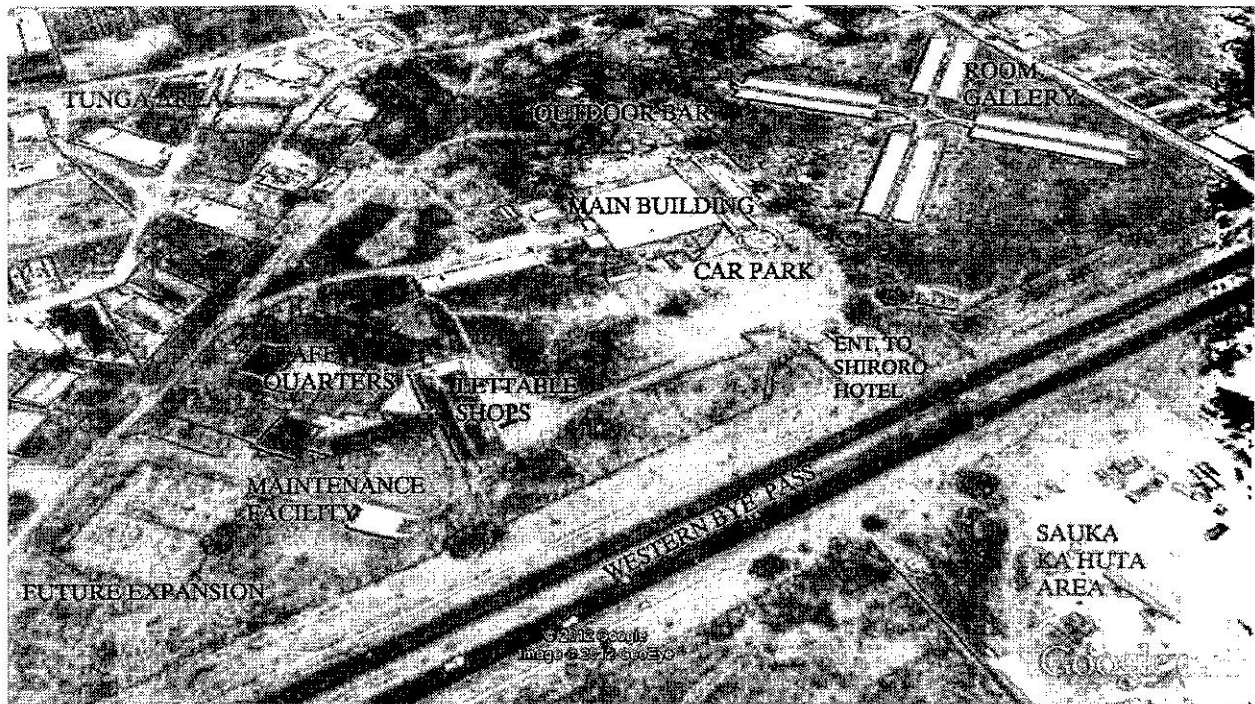


Plate 1: Shiroro Hotel site layout

Source: Google Maps, 2012.

METHODOLOGY

This paper covers Shiroro hotel as a public building in Minna Niger state, which comprises of 6 departments. The maintenance department and the house keeping department are both the branches where question 15 questionnaire each was issued, making a total of 30, while the (guest), 30 users of the building where also interview with the aid of an interview schedule. The data collected was analyzed using Excel package so as to obtain a comprehensive analysis and result in descriptive statistics. Google sketch up layout 3 is used for diagrammatic representation of flowcharts.

FINDINGS

Hotel Subdivision

Shiroro hotel is subdivided into 6 departments from when the building was commissioned till date; this department are to work hand in hand for smooth running of the hotel due to its magnitude. These departments include Administrative department, Front office, Food and beverage department, Housekeeping department, Maintenance department, Security section. As shown in figure 1 below

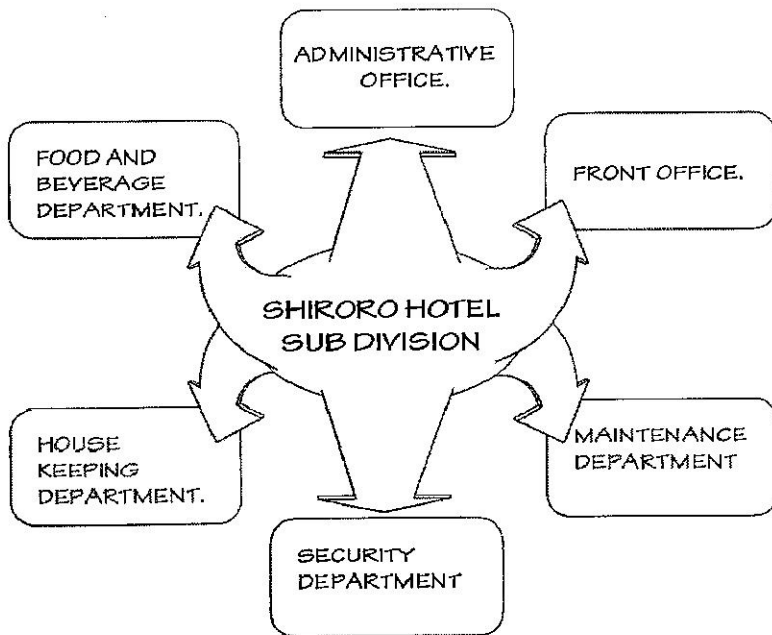


Figure 1 Hotel subdivision

Source: Field Survey 2012

From the subdivisions of functions of the hotel listed above there are 2 main departments associated with maintenance which are

- Maintenance department
- Housekeeping department

DATA ANALYSIS

Below are the analysis and the results of data collected from the field survey as extracted from the data collection instruments (Questionnaires A, Interview schedule B respectively).

Assessment Present Maintenance Process

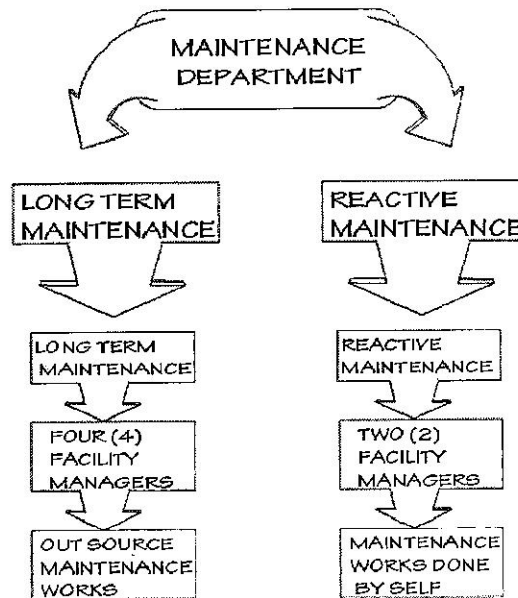


Figure 2 Maintenance managements Chart

Source: Field Survey 2012

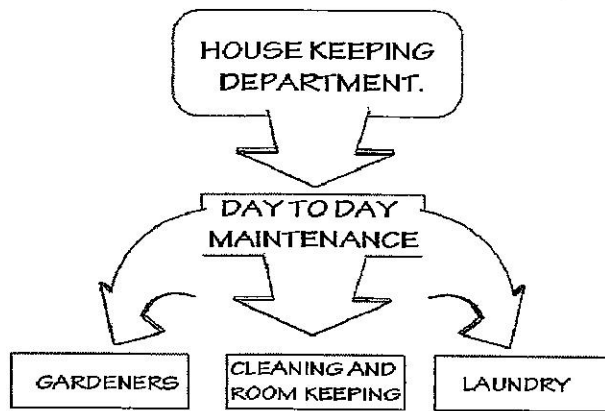


Figure 3 Housekeeping managements Chart

Source: Field Survey 2012

From figure 2 above, we can deduce the maintenance structure of Shiroro hotel, relating these maintenance model to the feedback gotten from the maintenance department and the degree of dilapidation of the hotel building as observed, we can conjecture that the reason for lack of maintenance of Shiroro can be traced to lack of funds to effectively put the maintenance structure in place and due to negligence of making good of components when they are damaged. Accumulation of these small defects with time leads to enormous maintenance problems in the future. Which is the state of Shiroro hotel at present?

Figure 3 shows the subdivision of the house keeping section which comprises of gardeners, cleaners, janitors, laundry. From the observation during hotel visitations, it can be seen that the house keeping section are not doing their duties to full capacity due to negligence of duty as of the time when their duties are needed.

Classification of Users In Relation To Building Purpose

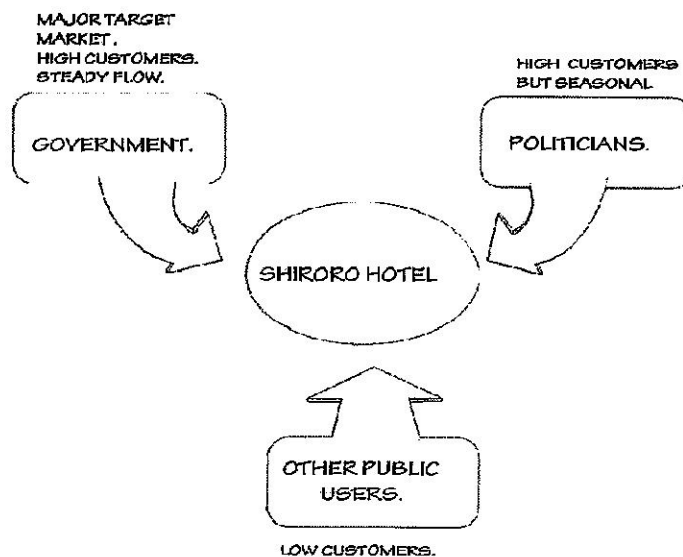


Figure 4: Showing classification of users

Source: Field Survey 2012

From the table above we can deduce that the users of Shiroro hotel can be classified into 3 major groups, which includes

1. **The government:** constitutes the major user of the hotel and the dominating class. These can be traced to the simple fact that its been owned by the government, these allows governmental functions that will require hotel lodging or conferencing with ease since it's the primary purpose to which the hotel was constructed in line with the Shagari initiative. The result effect includes the use of the hotel without payment as northern affiliated state will be allowed to enjoy the service of the hotel when they come for governmental functions in the state, and the same Happened when Niger state government pay a return visit to their state. These leads to high population and fewer funds generated.



2. **The politicians:** they constitute a high population and high revenue generation as the hotel room gallery, conference space; cocktail bars and gardens are in full capacity. But the limitation here is the fact that it is seasonal because it only happened at an interval of 4 years during campaign rallies when elections are forth coming.
3. **Other public users:** they constitute the low class in terms of customers as 80% of data gotten from interviews with users have reviled a high level of dissatisfaction in the services of the hotel and 90% of this level of dissatisfaction is tailed towards poor maintenance culture of the hotel. And poor maintenance culture is directly associated with poor maintenance process.

Furthermore, the users also complain of the fact that even if some little form of maintenance is ongoing on the site, the end results is still low compared to other hotels springing up in Minna.

User Satisfaction Survey

The survey below was conducted on the users of the hotel facility to find out their level of satisfaction of different parts of the building, ranging from the office areas, toilets, hallways, and also the response time it takes the hotel management to make good defects. The analysis is as shown below.

- Cleanliness of office area

The neatness of the office environs is the first thing every user will notice on getting to hotel, thus the reason for surveying the office areas. The results thus revealed that 61% of the users expressed dissatisfaction with the level of cleanliness of office spaces. This can be traced to worn-out materials and negligence in making good of minor defects, 34% are somewhat dissatisfied while 5% constitute a low number of satisfied users as shown on Figure 5 below.

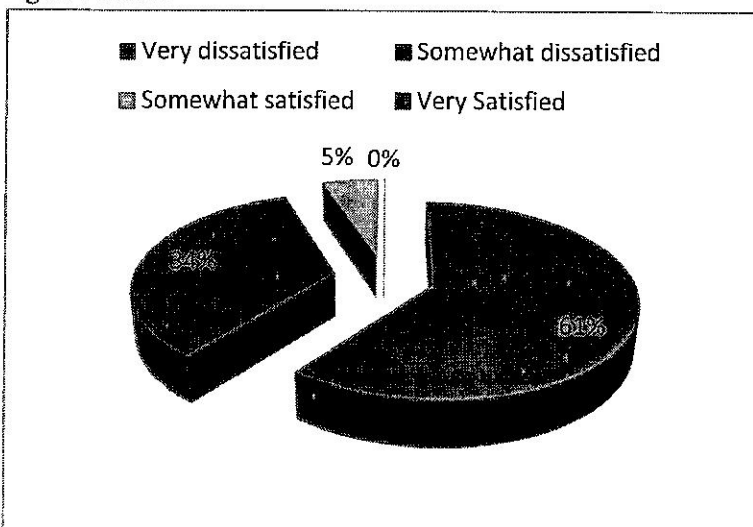


Figure 5: *Cleanliness of office area*

Source: Field Survey, 2012.

- Cleanliness of restroom areas

The restroom spaces comprise of old accessories that are due for replacement and some pipes are due for repairs. Hence a high percentage of users are dissatisfied with restroom spaces and recommends general overhaul of these spaces. The low percentage of satisfied users falls in the category of executive suites, which has been recently renovated. The ratio of the dissatisfied users to the satisfied ones can be seen on Figure 6 below to be 92% dissatisfaction to 8% satisfaction rate.

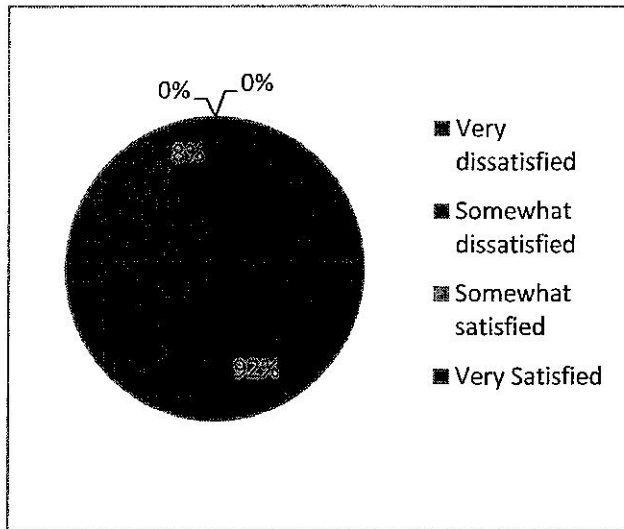


Figure 6: Cleanliness of restroom areas

Source: Field Survey, 2012.

- Cleanliness of hallways and stairwells

The hallways and stairwells are seen to be constantly maintained as cleaners are seen on hourly basis sweeping and mopping these areas. But 53% of users are dissatisfied as the tiles are worn-out due to frequency of use. And needs to be removed and replaced with modern durable wall tiles. Figure 7, is a chart showing the level of dissatisfaction of the users, the survey of the hallways and stairwells is necessary as it's a functional space that involves so much usage and gives the user an idea of what the room he/she is most likely to lodge looks like.

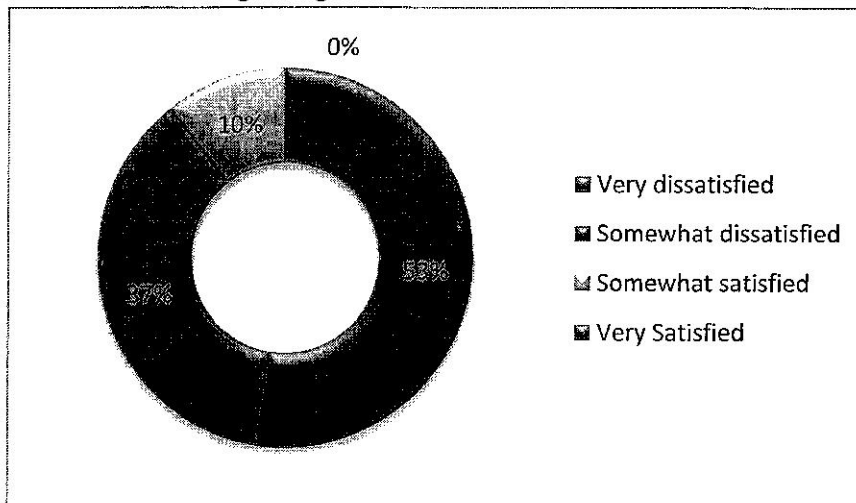


Figure 7: Cleanliness of hallways and stairwells

Source: Field Survey, 2012.

- Appearance of ground shrubs, lawns and walkways

The highest percentage of users fall into dissatisfaction class as lawns and shrubs are seen to be ill maintained and over shadowed with overgrowth vegetation as shown in Figure 8 below. The poor landscape of the hotel surrounding has a lot to tell on the users' satisfaction, as it could discourage customers immediately they get into the gate of the hotel.

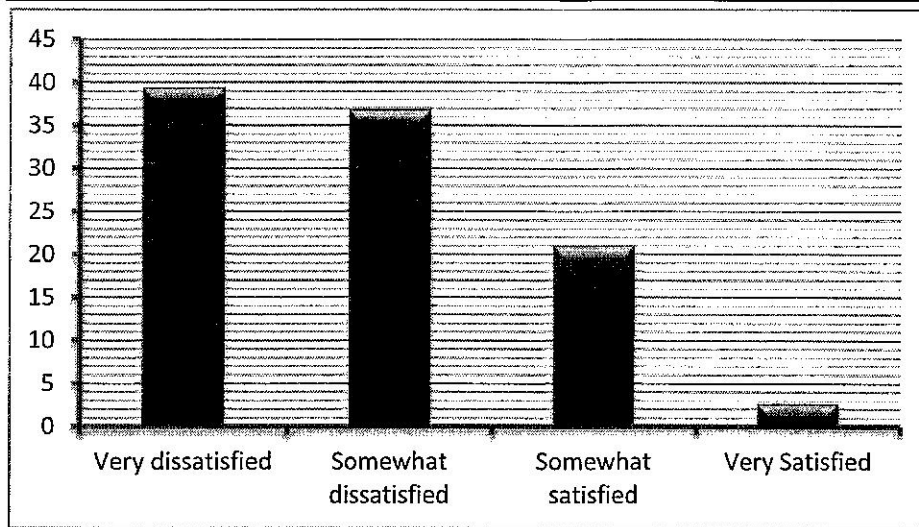


Figure 8: *Appearance of ground shrubs, lawns and walkways* Source: Field Survey, 2012.

- Condition of interior doors and windows.

Very high percentage of Shiroro hotel users are seen to be dissatisfied with the conditions of doors and windows as attention has not been focused on the maintenance of these components since the commissioning of the hotel. Replacement of door and window unit to state of the art component is recommended.

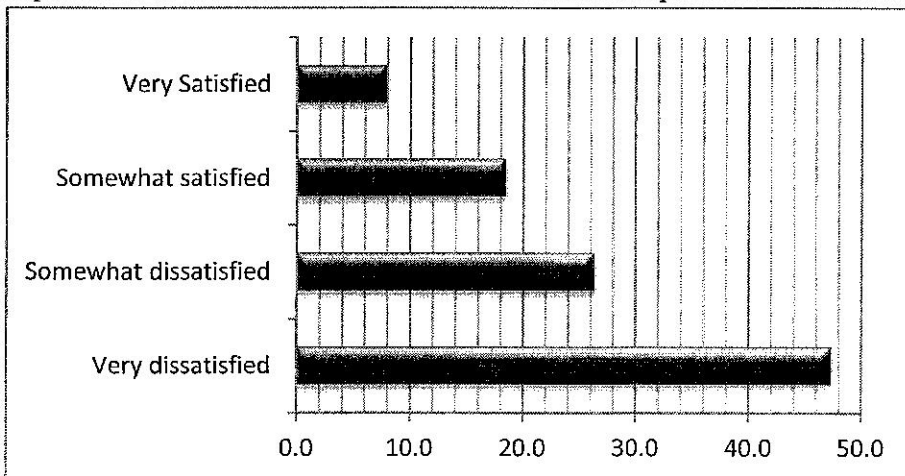


Figure 9: *Condition of interior doors and windows* Source: Field Survey, 2012.

- Condition of interior painted surfaces

Wall pilling and mould formation of walls due to dampness is a common defect on the structure this constitute discoloration on walls and dilapidation in some areas. Hence, 42% of users sampled are dissatisfied, with walling condition of Shiroro hotel.

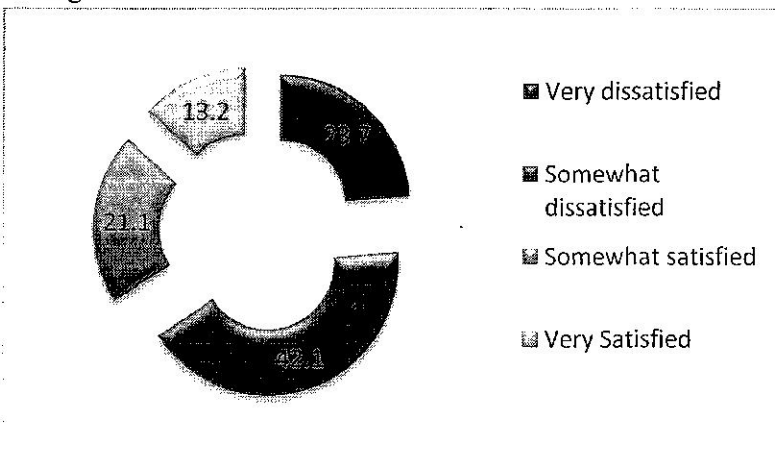


Figure 10: *Condition of interior painted surfaces* Source: Field Survey, 2012.

- **Condition of floors.**

53 percent of users are seen to be dissatisfied with flooring condition as some flooring materials are long due for replacement and some floor tiles are seen to be broken in some areas. The rooms are treated with rug and carpets which most of the users see as outdated material for room space. The users recommend the use of tiles and marble flooring materials.

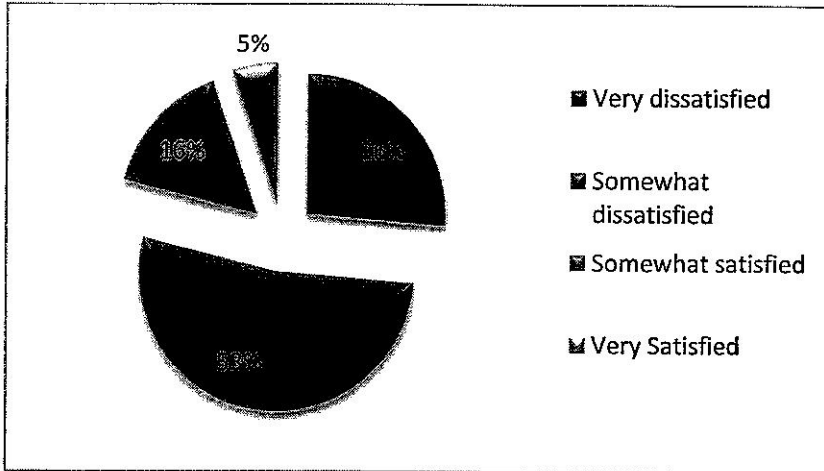


Figure 11: *Condition of floors*

Source: Field Survey, 2012.

- **Condition of Ceiling.**

The ceiling is one of the major interior components as it seals the indoor space from the heat and unpleasing timber structure that holds the roof components. Therefore it should be treated with high degree of attention. Most of the ceiling in Shiroro hotel are broken and constitute gypsum board materials. The ceiling component should be replaced with either pvc ceilings or pop ceiling.

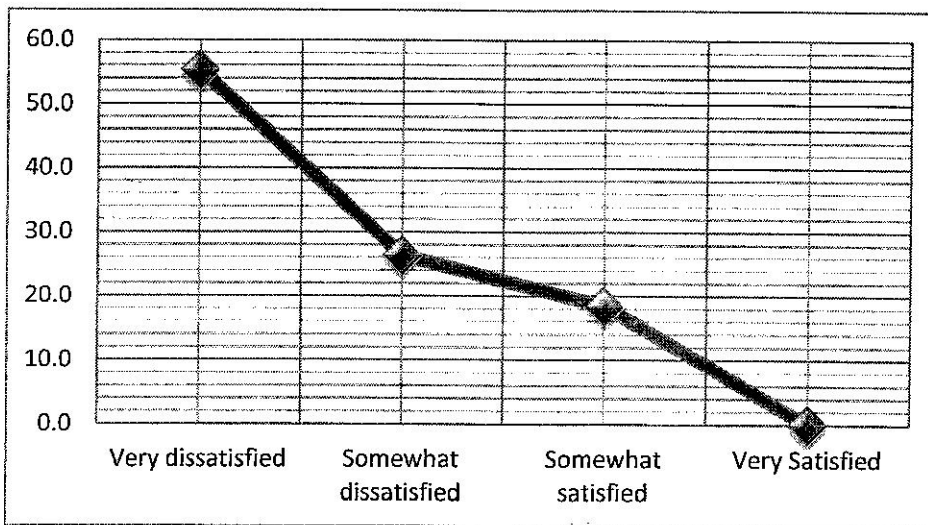
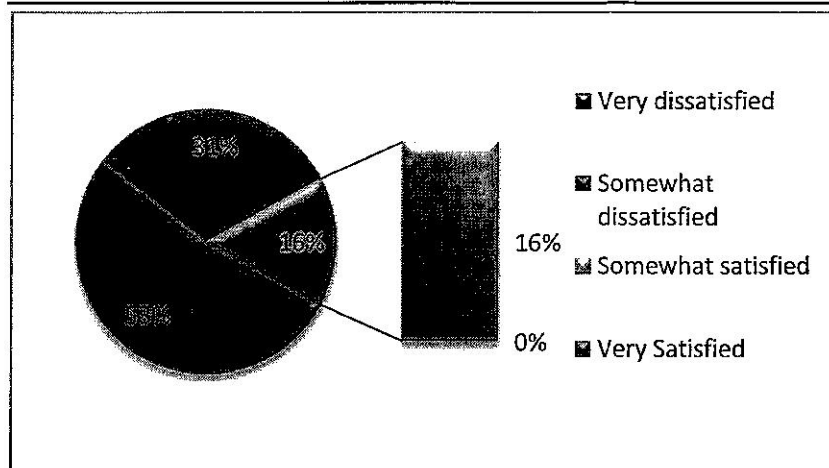


Figure 12: *Condition of Ceiling*

Source: Field Survey, 2012.

- **Timeliness of Repairs**

This is associated with negligence of making good of all noticeable defects. The maintenance management team of Shiroro hotel does not deem it important to fix repairs in good time. They however associate this delay to unavailability of funds. Which in turn piles up all work and becomes a major maintenance problem



Source: Field Survey, 2012.

The results gotten from the questionnaire administered as can be seen below, which shows the high rate of dissatisfaction among the users, thus implying the poor maintenance level of Shiroro Hotel. Figure 14 shows a summary of the satisfaction level of the respondents with the maintenance of the hotel. It can be observed that 83% of the users are dissatisfied, showing every need for maintenance reschedule programme of the hotel.



Figure 14 User Satisfaction Summary

Source: Field Survey, 2012.

RECOMMENDATION AND CONCLUSION

This paper has successfully proved the importance of user opinion in generation of maintenance process and has outlined how to go about the collection of user opinion. In conclusion user opinion, finance and auditing should be put in place as the forerunner for the smooth running of the maintenance process so as to achieve the primary aim of this paper which is user satisfaction.

- The government that constitute the major customer of the hotel should raise adequate funds for the maintenance management staff to be able to carry out their maintenance duties so as to make good of all defects and put the hotel back in business.
- The government should always pay up for their reservations so the hotel finance doesn't deplete while they are using the hotel, as these funds are used to effectively maintain the hotel at long run.
- User opinion should be sought in form of feedback from the users when they are about checking out of the hotel. This is important as the end user is allowed to play an important role during maintenance process generation. When this is done the user satisfaction can be guaranteed.

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