

## RESEARCH ARTICLE

# SERVICE PROVISION AND STUDENTS' SATISFACTION: LESSONS FROM UNIVERSITIES IN KWARA STATE, NIGERIA

O. J. Ojo

Faculty of Education, University of Ilorin, P.M.B. 1515, Ilorin, Nigeria

**ABSTRACT** - This research focused on the provision of services and the satisfaction of university students in Kwara State, Nigeria. A descriptive survey design was utilized for this study, which included a total population of 93,266 university students at the time of data collection. A purposive sampling method was employed, leading to the participation of 300 students. Data were gathered through a self-designed questionnaire that was both validated and pilot-tested. The analysis involved descriptive statistics for the research questions and inferential statistics for the hypotheses. The results indicated that ICT services were the most frequently provided. Furthermore, the findings demonstrated a high level of satisfaction among students regarding the services offered. A significant relationship was also established between service provision and student satisfaction. Therefore, it is recommended that university management take immediate action to sustain the services provided to uphold student satisfaction, among other recommendations.

## ARTICLE HISTORY

Received : 24<sup>th</sup> Feb. 2025Revised : 16<sup>th</sup> Mar. 2025Accepted : 24<sup>th</sup> Apr. 2025Published : 10<sup>th</sup> June 2025

## KEYWORDS

*Service provision**Students' satisfaction**Hostel**Library**ICT*

## INTRODUCTION

Universities all over the world are regarded as frontiers of knowledge saddled with the responsibility of driving the economy for national development. Accordingly, in Nigeria, universities are necessary for all-around development. One of the core mandates in universities is teaching and learning aimed at producing a high labor force for development. Consequently, the number of universities has increased tremendously, bringing about increased competition (Hemsley-Brown & Oplatka, 2006). Nigeria, as a country, is not left out of the ever-increasing number of students because of the exponential increase in student enrollment. Hence, to compete effectively, majority of the institutions are using varied marketing approaches to get students' attention as customers in a bid to increase student enrolment. In the words of Conefrey (2018), students seeking admission into universities in recent times are searching for institutions which can provide exceptional, unforgettable, and individual educational experiences that will bring about desired level of satisfaction. As of the year 2017, there are 158 universities in Nigeria, but in the year 2024, the number of universities in Nigeria had risen to 264, comprising 149 private, 62 Federal, and 63 State universities (Statista, 2024). The increase in the number of universities was because it can foster a better life. This increase has brought many challenges, and chief among them is the overstretching of existing facilities amidst declining funding for university education in Nigeria.

The competition among universities is high and the satisfaction of students has to be prioritized by the universities. To source for new intakes and ensure the retention of old students is an essential goal for many, and rendering effective service is germane to achieving success as a result of competition (Tabash et al., 2019; Nguyen et al., 2020). Universities are established to pursue three mandates, which are teaching, research, and community development. Conversely, the rendering of services is necessary for the achievement of university goals. Service provision in universities can be viewed as the set of activities that the institution performs with the aim of creating value and giving their students satisfaction at all times (Edvarsson, 2015). There are many academic services provided in universities which aimed at ensuring the success of all students. Libraries in every institution are essential in rendering information services to their students for their studies and research engagements. Essentially, students are users of the library, and as such, the university must provide them with the best service that will give them maximum satisfaction (Bello, 2018). In the words of Verma and Lalitnamawii (2016), a library is a platform that supports and provides materials for effective teaching and research endeavors. Healthcare is another important service expected from the university management. Furthermore, students require good healthcare service because of its role in facilitating and providing sound health needed for their academic pursuits. As a result of popular demand for sound health, it, therefore, forms part of the services that the stakeholders in the universities, like students, parents, academic staff, nonacademic staff, and even society at large expect every higher institution of learning to provide in order to cater for the various minor health challenges of the students who are away from their parents (Ojukwu, 2014).

The provision of hostels to provide accommodation is essential to healthful living, which is necessary for quality of life and general well-being (Godshall, 2016). Adeniyi (2016) stressed that the availability of adequate hostels for students is a vital part of the physical structure of a university. Students' accommodations in some tertiary institutions in Nigeria are severely overcrowded while some institutions are still facing the challenges of students preferring to rent apartments outside the campus despite the efforts made by the university management to provide hostel accommodation for their

students, some of the students still make this decision of staying off campus for the reasons well known to them. The provision of information and communication technology is crucial to students because a more significant percentage of their learning process is now carried out through the Internet, for example, Google Classroom, Virtual Class, Google Scholar Room, and online evaluation. All these activities require the full provision of ICT services for the students. In a bid to aid students' learning, the students demand ICT as one of the services that every university must provide for students to aid their learning.

Students' satisfaction with regard to service provision is vital for meeting their expectations because it determines the effectiveness of the university. Agboola et al. (2017) considered the satisfaction of students as the process involved in making comparisons among expected desires, work ideals, or equitable performance. For tertiary institutions to secure students, they need to provide effective services that will meet their aspirations. Dissatisfaction can occur when the services provided to the students by their institutions fall below desires. Abdullahi (2019) asserted that a significant reason for the existence of a university is to render adequate student satisfaction, thereby reducing dissatisfaction and also improving the institution's effectiveness. Nudponnathan and Sharma (2015) inferred that one of the indices of ascertaining satisfaction is the service rendered in the school.

### **Problem Statement**

The increase in student enrolment in higher education has placed a lot of pressure on management regarding the nature of services provided to students. Hence, the issue of service provision and student satisfaction is critical. Despite efforts by university management to address service provision issues, student dissatisfaction remains undiscussed in most universities in Nigeria. Student dissatisfaction occasioned by ineffective service provision can lead to notable adverse reactions like disruptions to class schedules, protests, demonstrations, and riots. Agboola (2017) asserts that any underserved services to students will eventually affect their behavior. Students, as consumers of higher education, need to be provided with quality services to complete their studies successfully. However, Nigerian universities face many problems related to service provision. This study was conducted on the basis of these problems. The degree at which the services provided by universities contributes to students' satisfaction was investigated.

### **Purpose of the Study**

This paper examined service provision and student satisfaction. In specific terms, it aimed to:

- i. examine the nature of service provided in the universities and
- ii. find out the level of students' satisfaction based on the services provided by universities at Kwara State.

### **Research Questions**

Two primary questions were raised:

- i. What is the nature of services provided by universities?
- ii. How satisfied are the students with the level of the services provided?

### **Research Hypotheses**

The hypotheses are as follows:

#### **Main Hypotheses**

H0 : Service provision and student satisfaction are not significantly related in Universities in Kwara State.

#### **Operational Hypotheses**

H01 : Library service does not significantly influence students' satisfaction in Universities in Kwara State.

H02 : Information and communication technology service provision is not significantly related to students' satisfaction in Kwara State.

H03 : Health service provision is not significantly related to students' satisfaction in Universities in Kwara State.

H04 : Hostel service provision is not significantly related to students' satisfaction in Universities in Kwara State.

## **LITERATURE REVIEW**

Past researchers have conducted many studies on student satisfaction, but the results have been inconclusive. In 2014, Saini, Bhakar, and Singh found that a more significant percentage of the students who visit the library for academic matters have a high level of satisfaction. Similarly, a study on library resources satisfaction was undertaken by Saikia and Gohain (2013). It was indicated that users of the library were satisfied with all the services offered. Ahikporo and Okon (2015) found a high level of satisfaction with educational, security, and medical services. In contrast, they were dissatisfied with the school's library, hostel, transportation, and ICT services. Ajayi, Nwosu, and Ajani (2015) at the Federal University of Technology Akure conducted an inquiry on hostel services. It was discovered that some aspects of the hostel have a high level of satisfaction, but aspects, like the toilet and laundry, have a low level of satisfaction. The study on hostel service by Appiah (2016) showed that some aspects of the hostel are significantly related to student satisfaction. Iqbal, Ali, and Khan (2016) surveyed the level of ICT satisfaction of students at Aligarh Muslim University.

On the basis of the analysis conducted, the study showed that a very high percentage of the students were reasonably okay with the ICT services provided by the Maulana Azad library. In southern Nigeria, in 2019, Abolarin, Akinbodewa, Enikuomehin, and Lawal researched healthcare services in a medical university. The study found that 78% of the participants were pleased with the services provided by the university, while the rest, 22%, were dissatisfied. It was revealed that 51.7% were satisfied with the care they received.

Additionally, in the year 2020, Mulyono, Hadian, Purba and Pramono carried out a study that focused on the service quality and satisfaction. The result of their study revealed correlational student satisfaction and indices of service quality. In Ghana, Amoako and Asamoah-Gyimah (2020) researched quality education services and satisfaction. Findings showed that instructional, technological, and psychological environments were related to the satisfaction of students based on the belief that institutions are to be quality-centered. A descriptive survey study on service provision at a University in Ghana was conducted by Osei-Owusu in 2021. The results of the study indicated high expectations of students on the dimensions of service provisions. An empirical study of students in technical degree colleges of Udaipur on ICT services and students' satisfaction with library services was carried out by Adholiya, Adholiya, and Kanja (2021). The study revealed that excellent student satisfaction could be ensured through better quality and cross-platform integration of all the available resources and services. A study that adopted a survey research method in South-west Nigeria was carried out by Onanuga et al. (2022). The study found that library services were made available but with some needs to be improved. Furthermore, library services correlate significantly with postgraduate students' satisfaction.

Findings of a study conducted by Odefadehan, Ugwumba, and Olufemi in 2022 showed that the participants were reasonably okay with hostel facilities. It was revealed that only some of the hostel equipment was available for use by the students. Abdullah, Othman, Hamzah, Anuar, Mohd Tobi, and Solat (2022) conducted a study on the influence of healthcare and satisfaction. Results from the analysis revealed a positive correlation between healthcare services and satisfaction.

### Conceptual Framework

Service provision plays a vital role in achieving institutional effectiveness and a high level of student satisfaction. According to Abbasi, Malik, Chandry, and Imdadallah (2011), satisfaction involves meeting expectations. Consequently, students' satisfaction with regard to service provision focused on meeting the demands of the students. When services provided fall below the expectations of the students, they feel less satisfied. A significant variable in the measurement of institutional effectiveness is the satisfaction of students' needs. Figure 1 presents the framework between service provision and student satisfaction in Kwara State, Nigeria. The first box is on the sub-variables of service provisions, while the second box is the dependent variable of students' satisfaction. The indicators of the topic are sequentially arranged, and they include library service provision, ICT service provision, medical service provision, and hostel service provision.

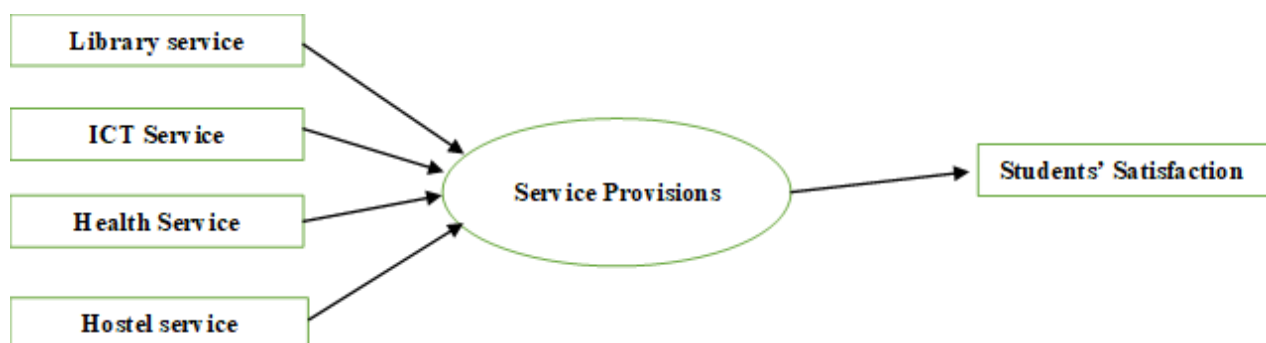


Figure 1: Conceptual framework on service provision and students' satisfaction

Source: Researcher Design, 2024

### RESEARCH METHOD

The design found suitable for this work is the descriptive survey of the correlational method. Consequently, a descriptive survey allowed an accurate record of what the researcher observed so that the analysis could yield meaningful information and provide an adequate description of the situation as it exists. The relevance of the descriptive survey of correlation type to this study was because it is a quantitative study on service provision and satisfaction of students in Kwara State, Nigeria. There are nine accredited universities (three public and six private), which were stratified into three on the basis of ownership, i.e., Federal, State, and Private. After that, the purposive sampling technique was used to pick the only Federal university, i.e., the University of Ilorin, located in Kwara Central, the State University, located at Kwara North, and one of the private Universities, i.e., Landmark University, located in Kwara South. Therefore, three universities were sampled. Consequently, the number of students in the three universities at the time of this research was 93,266. All the undergraduates of the three universities selected constitute the target population. Based on Krejcie and Morgan's sample size table, 300 participants were selected.

A self-designed research instrument was used to gather data for the study. Essentially, two instruments were used for this work. The first questionnaire was tagged “Service Provision Questionnaire” (SPQ), while the second questionnaire was tagged “Students’ Satisfaction Questionnaire” (SSQ). Students from the selected universities answered both SSQ and SPQ questionnaires. In the questionnaire, there were ten questions for each of the parameters through which services provided by the universities are measured, including library service, ICT service, health care service, hostel service, and transport service. However, 20 questions were raised to measure students’ satisfaction. It consists of two parts, A and B. Part A focused on statements that deal with service provision with responses based on a scale ranging from Always Provided (AP), Fairly Provided (FP) Provided (P), and Not Provided (NP) while part B consists of items on the sub-variables of students’ satisfaction, with responses ranging from Very Satisfied (VS), Fairly Satisfied (FS), Satisfied (S), and Not Satisfied (NS).

Validity is the accuracy of an instrument that measures what it is meant to estimate since the suitability of the items will depend primarily upon the judgment of experts. To determine the validity of the questionnaire used in this study, the drafts of the instruments (SPQ) and (SSQ) were given to three specialists for both face and content validity. Their opinions and suggestions assist the researcher in improving the questionnaire before the final administration to the respondents. Reliability is the consistency of a meaningful instrument when administered a number of times. In a bid to determine the consistency of the instruments, standard deviation PPMC statistic was employed to calculate the coefficient. The questionnaire was administered to 30 respondents at a university that was not part of the sampled universities within two weeks; the scores from the two administrations were correlated with a coefficient of 0.82 and 0.84 for the two questionnaires.

However, the researcher, with the help of a trained research assistant, personally took a trip to all the sampled universities under study. Three hundred questionnaires were taken to the sampled universities and presented to the participants for their responses. Importantly, the researcher and the assistant waited and collected the instruments immediately from the respondents after filling them. After the administration of the 300 copies, it was retrieved for analysis. From the 300 copies of the instruments administered in this study, only 278 copies were returned for data analysis, which represented 92.7% respectively. Therefore, 278 responses were used for the analysis. Specifically, both descriptive and inferential statistics were used to answer the research questions and test the postulated hypotheses. All the hypotheses were tested at 0.05 level of significance.

## RESEARCH FINDING

Research Question 1: What is the nature of services provided in universities, Kwara State?

Table 1. Nature of services provided in universities, Kwara State

S/N	Items	Mean	SD	Ranking
1	Library Service Provision	2.67	2.87	3 <sup>rd</sup>
2	ICT Service Provision	3.72	2.55	1 <sup>st</sup>
3	Health care Service Provision	3.11	2.51	2 <sup>nd</sup>
4	Hostel Service Provision	2.41	2.83	4 <sup>th</sup>

Source: Researcher’s field work

Table 1 shows the nature of services provided. ICT service provision was 1st with a score of 3.72, health care service provision, with a score of 3.11, was ranked 2nd, library service provision ranked 3rd with a mean of 2.67, and hostel service provision was 4th with 2.41. The standard deviations were 2.55, 2.51, 2.87, and 2.83, respectively. It was found that ICT service provision constituted the highest service provided in all the universities. The finding is in accordance with Iqbal, Ali, and Khan (2016), who states that universities are called upon not only to generate new knowledge transferred and adapted but also to provide effective library services necessary for the usability of the end-users. The findings further agreed with the findings of Sivathaasan (2013) and Stephen (2021) that students are satisfied with library e-resources.

According to Table 2, the average mean score reflecting student satisfaction with university services stands at 2.77, with a standard deviation (SD) of 0.64. The mean score for the statements exceeds the established cut-off of 2.50 suggests that students are generally very satisfied. On the other hand, the mean score for the statements that fall below the established cut-off of 2.50 suggests that students are not satisfied with the service. Overall, these findings imply that students in Kwara State universities are largely content with the services provided to them.

Research Question 2: How satisfied are the students with the level of the services provided?

Table 2: Students Satisfaction with the level of services provided

S/N	Statement	Mean	SD	Decision
1	With the Books in our library	2.80	.940	Accepted
2	With the Supporting books in the library	2.55	.452	Accepted
3	With the research journals in our library	2.90	.903	Accepted
4	With the research periodicals in the library	2.40	.555	Rejected
5	With the reading chairs and tables	3.06	.892	Accepted
6	With the Internet facility in our school premises	2.89	.722	Accepted
7	With the wireless network facility in our school	2.60	.891	Accepted
8	With the WIFI facility in the university lecture rooms	2.48	.679	Rejected
9	With the local Area Network (LAN) in our ICT room	2.72	.652	Accepted
10	With the number of computers in our ICT room	2.63	.521	Accepted
11	With the school clinic service	3.05	.890	Accepted
12	With the doctors in our clinic	2.37	.231	Rejected
13	With the service of all the nurses in our clinic	2.88	.623	Accepted
14	With the 24 hours ambulance service in our clinic	2.60	.456	Accepted
15	With the service of the pharmacists that dispense drugs	2.58	.856	Accepted
16	With the level of power supply in our hostel	3.02	.822	Accepted
17	With the running water in the hostel	2.49	.089	Rejected
18	With the toilet facilities in the hostel	3.11	.672	Accepted
19	With the security provision via CCTV	3.82	.562	Accepted
20	With the number of students that live in each room	2.02	.661	Rejected
Average Mean Score		2.77	0.643	Accepted

Source: Researcher's field work

## Hypotheses Testing and Discussion of Findings

### Main Hypothesis

Ho : There is no significant relationship between services provision and students' satisfaction in universities, Kwara State, Nigeria.

Table 3: Services provision and students' satisfaction in universities in Kwara State

Variables	N	Mean	SD	Df	Cal. r-value	p-value	Decision
Services Provision	278	55.11	12.96	276	.406	0.00	Ho Rejected
Students' Satisfaction	278	69.23	16.1				

\* P<0.05

Source: Researcher's field work

From Table 3, the hypothesis was rejected, and this signifies that there was a positive relationship between service provision and student satisfaction in universities in Kwara State, Nigeria. By implication, the services provided improve the level of student satisfaction.

### Operational Hypotheses

Ho<sub>1</sub> : There is no significant relationship between library service provision and students' satisfaction in Universities in Kwara State.

Table 4. Library service provision and students' satisfaction in universities in Kwara State

Variables	N	Mean	SD	Df	Cal. r-value	p-value	Decision
Library Service Provision	278	10.67	2.87	276	.351	0.00	Ho <sub>1</sub> Rejected
Students' Satisfaction	278	69.23	16.1				

\* P<0.05

Source: Researcher's field work

The p-value of (0.00) as shown on table 4 is less than the (0.05) significant level therefore the hypotheses is rejected. This finding suggests a positive correlation between library service provision and students' satisfaction. This means that library service provision improves the level of students' satisfaction.

Ho<sub>2</sub> : There is no significant relationship between ICT service provision and students' satisfaction in Universities in Kwara State.

Table 5. ICT service provision and students' satisfaction in universities in Kwara State

Variables	N	Mean	SD	Df	Cal. r-value	p-value	Decision
ICT Service Provision	278	14.87	2.55	276	.256	0.00	Ho <sub>2</sub> Rejected
Students' Satisfaction	278	69.23	16.1				

\* P<0.05

Source: Researcher's field work

From Table 5, a significant relationship exists between ICT service provision and students' satisfaction. This result clearly shows that ICT service provision improves the level of student satisfaction.

Ho<sub>3</sub> : There is no significant relationship between health care service provision and students' satisfaction in Universities in Kwara State.

Table 6. Health care service provision and students' satisfaction in universities in Kwara State

Variables	N	Mean	SD	Df	Cal. r-value	p-value	Decision
Healthcare Service Provision	278	12.45	2.51	276	.202	0.01	Ho <sub>3</sub> Rejected
Students' Satisfaction	278	69.23	16.1				

\* P<0.05

Source: Researcher's field work

The Table 6 present the p-value of (0.01) to be less than the significant value of (0.05) thereby leading to the rejection of the hypothesis. This indicates a positive significant correlation between healthcare service provision and students' satisfaction. Hence, prompt healthcare service provision improves students' satisfaction.

Ho<sub>4</sub> : There is no significant relationship between hostel services provision and students' satisfaction in Universities in Kwara State.

Table 7. Hostel services provision and students' satisfaction in universities in Kwara State

Variables	N	Mean	SD	Df	Cal. r-value	p-value	Decision
Hostel Services Provision	278	9.65	2.83	276	.282	0.00	Ho <sub>4</sub> Rejected
Students' Satisfaction	278	69.23	16.1				

\* P<0.05

Source: Researcher's field work

Table 7 revealed that the p-value of (0.00) was less than (0.05) significant level for 276 degrees of freedom with the calculated r- value of .282. Therefore, the null hypothesis was rejected. This indicates that hostel service provision and students' satisfaction is significantly related in Universities in Kwara State. This implies that hostel service provision improves students' satisfaction.

## DISCUSSION

Findings on question one indicated that ICT service provision was the highest service provided in the universities. The outcome of this study agreed with Ahikporo and Okon (2015), who found high satisfaction of students with medical services but disagreed that students' satisfaction with library, hostel, and ICT services was low. On question two, it was found that the services provided and the magnitude of satisfaction derived by the students were high. Essentially, the central hypothesis revealed that a relationship exists between service provision and students' satisfaction. The finding agrees with previous researchers such as Onanuga et al. (2022), Osei-Owusu (2021), Adholiya, Adholiya, and Kanja (2021), Odefadehan, Ugwumba, and Olufemi (2022), Abdullah, Othman, Hamzah, Anuar, Mohd Tobi and Solat (2022) that students learn better and enjoy learning in an academic environment where students' satisfaction is considered a priority.

Hypothesis one revealed a positive correlation between library service provision and students' satisfaction in Universities. The findings agreed with Onanuga et al. (2022) findings that the library improves the level of student satisfaction. Adholiya, Adholiya, and Kanja (2021) also agreed with the findings that academic libraries have essential roles to play in facilitating research in all departments in their institution for centuries.

Hypothesis two showed a positive interaction between ICT service provision and students' satisfaction in Universities. However, the findings are in accordance with Iqbal, Ali, and Khan (2016) that universities are called upon not only to generate new knowledge transferred and adapted but also to provide effective library services necessary for the usability of the end-users. Iqbal, Ali, and Khan (2016) discovered a positive correlation between students' satisfaction with e-resources and infrastructure. However, the result further agreed with previous findings of Sivathaasan (2013) and Stephen (2021) that a relationship exists between the satisfaction of students and library e-resources.

Hypothesis three indicates a positive relationship between healthcare service provision and students' satisfaction in Universities in Kwara State. The findings are in consonance with those of Abdullah, Othman, Hamzah, Anuar, Mohd Tobi, and Solat (2022), who reported substantial level of performance and their health status. The findings of this research work, therefore, agree with the conclusions from Abolarin, Akinbodewa, Enikuomihin, and Lawal (2019) because universities admit different students. There is a need for the university to provide healthcare services for the admitted students, and this also forms part of the services that students require from the university where they are learning.

Hypothesis four showed a significant relationship between hostel services provision and students' satisfaction in universities in Kwara State. These findings agreed with Odefadehan, Ugwumba, and Olufemi's (2022) findings that students' housing is a significant factor of consideration. The finding is in accordance with the findings of Ahikporo and Okon (2015), appiah (2016). A visit to the sampled universities and the accommodation provided by the universities proved that the university's management does not take the accommodation of the students with a careless hand.

## CONCLUSION

This study has shown that service provision is significantly related to students' satisfaction. Hence, it implies that service provisions like libraries, ICT, healthcare, and hostels would go a long way in improving students' satisfaction in universities in Kwara State. In addition to that, effective and efficient services provided would enable the school management to attain the set goals at the end of the day by enhancing students' satisfaction in universities. In line with the results, the following were the recommendations:

University administrators should improve the service provided on ICT for effective student satisfaction in the university. Furthermore, the management of the universities should improve the standard of libraries they have, and they should also provide more library resources like magazines, journals, textbooks, etc., to help students in their academic pursuits. Again, priority and ultimate attention should be given to healthcare services so that students can be given quick treatment at any point in time when they are unhealthy or sick. Lastly, adequate provision of hostel services is available as well as adequate and by improving the level of school accommodation.

## ACKNOWLEDGEMENT

Author gratefully acknowledge Faculty of Education, University of Ilorin for providing the necessary resources and facilities for this research.

## CONFLICT OF INTEREST

There is no conflict of interest as far as this study is concerned.

## AUTHORS CONTRIBUTION

O. J. Ojo: Designed the paper, collected data for the research and gave the work to a language editor for editorial purposes.

## REFERENCES

- Abbasi, P. A., Malik, M. F., Chandry, W. F. and Imdadallah, F. T. (2011). Enriching e-learning metadata through digital library usage analysis and students' satisfaction.
- Abdullah, M. Z., Othman, A. K., Hamzah, M. I., Anuar, A., Tobi, S. N. M., & Solat, N. (2023). The Influence of Healthcare Service Quality on Public University Students' Satisfaction and Behavioural Intention: Moderating Role of Trust. *Journal of Health Management*, 25(3), 489-498.
- Abdullahi and Alao. (2019). Service provision on hostels facility and students' attitude in the Northern Universities. Case study of Usman Danfodio University, Sokoto.
- Adejumo, O. A., Abolarin, O. S., Akinbodewa, A. A., Enikuomihin, O. C., & Lawal, O. M. (2019). Assessment of students' satisfaction with university health care services in a medical university in southern Nigeria. *Research Journal of Health Sciences*, 7(1), 48-56.

- Adeniyi F. J. (2016). Students' satisfaction with hostel accommodation service in the universities, Nigeria.
- Adholiya, A., Adholiya, S., & Kanja, R. (2021). ICT services effect on students' satisfaction for library services: A study on students of Technical Degree Colleges of Udaipur. *Pacific Business Review International*, 14(3).
- Aeni, A. N. (2014). Pendidikan karakter untuk siswa sd dalam perspektif islam. *Mimbar Sekolah Dasar*, 1(1), 50-58.
- Ajayi, M., Nwosu, A., & Ajani, Y. (2015). Students' satisfaction with hostel facilities in Federal University of Technology, Akure, Nigeria. *European Scientific Journal*, 11(34).
- Alao et.al. (2017). Students' satisfaction, a way to assess the level of service provision in polytechnics in Nigeria.
- Ali, A., Khan, R. A., & Iqbal, J. (2016). ICT Applications and User Satisfaction in Aligarh Muslim University, Aligarh: A Survey. *Library Philosophy & Practice*, 1398.
- Ali, I. (2021). Pembelajaran kooperatif (cooperative learning) dalam pengajaran Pendidikan Agama Islam. *Jurnal Muhtadiin*, 7(01), 247-264.
- Appiah, M. K. (2016). Effects of services quality on customer satisfaction: A case from private hostels in wa-municipality of Ghana. *British Journal of Marketing*, 4(3), 48-54.
- Arifin, S., & Zaini, A. (2014). *Dakwah Transformatif Melalui Konseling: Potret Kualitas Kepribadian Konselor Perspektif Konseling At-Tawazun*. Sunan Kalijaga State Islamic University.
- Conefrey, T. (2021). Supporting first-generation students' adjustment to college with high-impact practices. *Journal of College Student Retention: Research, Theory & Practice*, 23(1), 139-160.
- Federal Government of Nigeria (2013). National Policy on Education (6<sup>th</sup> edition) Lagos: NERDC Press.
- Gyamfi, D. A., Agyeman, A., & Otoo, B. (2012). Assessing the provision of quality students' service and satisfaction in tertiary institution in Ghana: Using Cape Coast Polytechnic as case study. *Asian Journal of Business and Management Sciences*, 1(12), 20-32.
- Hemsley-Brown, J., & Oplatka, I. (2006). Universities in a competitive global marketplace: A systematic review of the literature on higher education marketing. *International Journal of public sector management*, 19(4), 316-338.
- Hussain, N., & Bhamani, S. (2012). Development of the student university satisfaction scale: Reliability and validity. *Interdisciplinary Journal of Contemporary Research in Business*, 4(3), 332-341.
- Mugambwa, J., Mugerwa, G. W., Mutumba, W. W., Muganzi, C., Namubiru, B., Waswa, Y., & Kayongo, I. N. (2016). Privately provided accommodation service quality and customer satisfaction: The case of Nsamizi Training Institute of Social Development. *SAGE Open*, 6(2), 2158244016638390.
- Nawafi, L. N., Uhbiyati, N., & Sholihah, B. (2020). Peran Bu Nyai dalam meningkatkan mutu hafalan Al-Qur'an Santri Putri Pondok Pesantren Al-Hikmah Pedurungan Lor Semarang. *Jawda: Journal of Islamic Education Management*, 56-65.
- Odefadehan, C. T., Ugwumba, F., Oyebola, O., & Babamboni, A. (2022). Assessing students' satisfaction with hostel facilities in tertiary institutions: the case of selected Universities in South West Nigeria. *Caleb Journal of Social and Management Sciences*, 7(1), 135-148.
- Ojukwu, G. G. (2014). Health, yardstick for students' performance. Case study of Kwara State College of Health Science Offa.
- Saikia, M. and Gohain, A. (2013). Use and user's satisfaction on library resources and services in Tezpur University (India): A study. *Library Philosophy and Practice*.
- Saini, P. K., Bhakar, R. and Singh, B. (2014). User satisfactions of the students of engineering college: A case study of engineering college libraries of Jaipur, Rajasthan. *International Journal of Emerging Research in Management & Technology*, 3(9), 16-26.
- Sholagberu, E. R (2017). Insatiable students' wants and level of service provision in universities, South West, Nigeria.
- Tejumade E. U. (2016). Assessment of Service Provision in Nigeria Universities.
- Teya E. M. (2015). Students' satisfaction in academic services in Colleges of Education Nigeria.
- Uduak E. R. (2018). Students' satisfaction with service provision in universities in Akwa Ibom and Cross River State, Nigeria.
- Umar & Sanusi (2016). Service quality, university image and students' satisfaction on student's loyalty in higher education in Nigeria.