PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

Global Journal of the Built Environment
(Published by the School of Environmental Studies, Federal Polytechnic Nasarawa)
Available Online at www.gjbeses.org

The Influence of Facilities Provision and Service Quality on Users' Satisfaction in Area One Shopping Centre, Garki, Abuja

Momoh Camara Mejid [1,*], Muhammed Sanni Naguto [1]

[1] Department of Estate Management and Valuation, School of Environmental Studies, Federal Polytechnic Nasarawa.
[*] Corresponding author's email: *momohmejid@yahoo.com*

Abstract

This study investigated the influence of facilities provision and service quality on users' satisfaction in Area One Shopping Center, Garki, Abuja. The research was driven by the growing concern over inadequate infrastructure and inconsistent service quality in Nigerian commercial complexes, which often affects the overall shopping experience and business performance. Primary data were collected from users of the shopping center through structured questionnaires designed to assess the availability, quality, and satisfaction levels associated with various facilities such as network services, access roads, sanitary facilities, electricity, water supply, parking, and fire protection systems. Descriptive statistics and regression analysis were used to analyze the data. The findings revealed that facilities such as network services, access roads, sanitary facilities, security, and drainage systems were rated highly in both availability and quality, contributing positively to users' satisfaction. Conversely, essential infrastructures like water supply, elevator, and fire protection services were found to be grossly inadequate, resulting in dissatisfaction among users. The regression analysis showed that both availability ($\beta = 0.343$, $p = 0.042$) and quality of facilities ($\beta = 0.413$, $p < 0.001$) significantly influenced user satisfaction, with quality exerting a stronger effect. These findings align with established service quality models emphasizing the role of physical infrastructure in shaping customer experiences. The study concludes that enhancing the quality and maintenance of facilities is critical for improving user satisfaction and sustaining the competitiveness of shopping complexes in Nigeria. The study recommends strategic investment in reliable utilities, safety infrastructure, and facility management systems to ensure consistent service delivery and improved user experience.

Key words: Commercial Property, Facility, Facility Management, Property, Satisfaction.

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

Introduction

Retail environments such as shopping complexes are important nodes in urban commercial systems, serving not only as places of exchange but also as social and service centers that shape urban life and local economies (Idoko, Ukenna & Obeta, 2019). In developing country contexts, the effectiveness of shopping complexes in delivering positive user experiences depends heavily on two interrelated factors: the provision and maintenance of physical facilities (e.g., parking, sanitation, lighting, signage, seating, power supply) and the quality of services delivered by property managers and frontline staff (Ojekalu, Ojo & Oladokun, 2019; Olushola, 2018). Facilities provision determines the functional suitability and comfort of the shopping environment. Where facilities are available, well-maintained and responsive to user needs, shoppers report higher satisfaction, longer dwell times and greater propensity to revisit and recommend the space (Anselmsson, 2006; Idoko et al., 2019). Conversely, deficiencies common in many Nigerian commercial properties like unpredictable power, inadequate waste management, poor sanitation and limited parking undermine user experience and reduce the marketability of retail spaces (Olushola, 2018; Adekunle, 2023).

Facilities efficiency complements its physical presents by shaping users' subjective perceptions of the shopping experience. Facilities effectiveness includes responsiveness to complaints, competence and courtesy of staff, reliable property management practices, and transparent administration of communal charges and services (Ojekalu et al., 2019; Bello, Khamis & Ibrahim, 2020). In the Nigerian context, studies show that lapses in service charge administration, weak responsiveness and poor maintenance planning lead to tenant dissatisfaction and tensions between managers and occupiers (Bello et al., 2020; Ajibade, 2024).

Within Abuja, Area One Shopping Complex in Garki functions as an important local commercial hub with mixed retail and office uses. Despite its centrality, there is limited published empirical research that specifically examines how facilities provision and service effectiveness jointly shape users' satisfaction at Area One, a gap that this study intends to fill. Past studies in Abuja and other Nigerian cities have focused on branded malls or larger complexes (Idoko et al., 2019; Olushola, 2018) or on specific management issues such as service charge administration (Bello et al., 2020), but micro-level, location-specific investigations of smaller area shopping complexes remain scarce.
This study has practical and scholarly significance by documenting the state of facilities and the perceived service effectiveness at Area One Shopping Complex, provides evidence for municipal planners and the Federal Capital Territory administration on priority infrastructure and regulatory interventions necessary to improve commercial amenity and public comfort. Empirical evidence from Abuja-based studies indicates that improving facilities management and service delivery correlates positively with higher user satisfaction and commercial viability (Adekunle, 2023; Ajibade, 2024). Property managers and owners will benefit from targeted recommendations on maintenance prioritization, service charge administration and tenant engagement. Previous research in Garki and other Abuja malls has demonstrated that transparent service-charge administration and responsive facility management reduce conflict and increase tenant satisfaction (Bello, Khamis & Ibrahim, 2020; Ojekalu et al., 2019).

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

The study will also add to the growing but still limited body of Nigerian empirical research that links built-environment attributes and service processes to user satisfaction in retail settings. While national studies (Idoko et al., 2019) provide general drivers of mall patronage, location-specific studies are needed to validate these drivers at the micro level. It will improve facilities and higher service quality contribute to safer, cleaner and more accessible shopping environments, which in turn can enhance economic activity and quality of life for local residents and business owners. Evidence from Akure and other Nigerian contexts shows that user satisfaction improves when facilities are adequately provided and maintained (Olushola, 2018). By generating a baseline inventory of facilities and measured perceptions of service quality and satisfaction, this research will support future monitoring, comparative studies across FCT shopping complexes, and interventions by property managers or urban authorities.

Literature Review

Facilities provision and facility quality are established determinants of user satisfaction in retail and commercial environments. Physical facilities (parking, sanitation, lighting, signage, seating, accessibility) and facility quality (reliability, responsiveness, assurance, empathy, and tangibles) shape the customer experience, perceived value and behavioral intentions such as revisit intention and word-of-mouth. This review synthesizes global theoretical and empirical work and places it alongside Nigeria-specific evidence to create a robust foundation for the present study.

Facilities Provision and Users' Satisfaction; Global and Nigeria Evidence

International literature shows consistent positive associations between physical facility attributes and user satisfaction in shopping malls and retail centers. Studies in Europe and Asia identify cleanliness, layout, lighting, signage, parking availability, seating and safety as strong predictors of customer satisfaction and loyalty. Anselmsson (2006) highlighted atmosphere and convenience as central drivers, while more recent studies (e.g., Ong et al., 2022) show that both hedonic and utilitarian facility attributes jointly influence satisfaction and behavioral intentions.

Nigerian studies, though fewer than international work, corroborate the central role of facilities in shaping user satisfaction. Empirical work in Nigerian shopping centers and commercial buildings repeatedly highlights problems typical of the local context intermittent power supply, waste management challenges, inadequate parking, and inconsistent maintenance which weaken the positive effect of facilities on user satisfaction. Representative Nigerian studies include field investigations of specific malls (e.g., Olushola, 2018 on Akure Mall) and cross-city empirical work on retail patronage. Olushola's Akure Mall assessment found generally high satisfaction where facilities were adequately provided and maintained, but also flagged gaps (internet provision, some maintenance issues). More broadly, nationwide and multi-mall studies show that accessibility and the condition of physical facilities remain important determinants of patronage frequency and satisfaction. (Idoko et al., 2019). A body of literature examines property management and service quality in Nigerian shopping complexes and commercial properties. Notable contributions include Ojekalu et al. (2019) which empirically assessed service quality of

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

property managers in Ibadan and identified weaknesses in reliability and responsiveness among managers. Studies on outsourced facilities in Nigerian public institutions and the built environment also indicate that outsourcing and managerial capacity significantly affect the perceived service quality and satisfaction of users.

In the opinion of Abolade et.al (2013), customer or users' satisfaction is an overall attitude regarding a goods or services after its acquisition and use. Measurement in mall contexts is typically multi-dimensional, covering physical environment (cleanliness, lighting, layout), service quality (staff behavior, responsiveness), accessibility and convenience (parking, transport links), and experiential/hedonic qualities (comfort, leisure amenities). Surveys commonly use Likert-scale items and validated instruments.

The Study Area

Area One Shopping Center (also referred to as Area 1 Shopping Complex/Area 1 Ultra-Modern Shopping Complex) is located in the Garki district of Abuja, Federal Capital Territory (FCT), Nigeria. Garki is a principal business and administrative district within Abuja, featuring a mix of commercial, governmental, and hospitality functions. The shopping complex forms part of the urban retail fabric in Area 1 and serves shoppers, traders, and nearby office workers. Commonly listed addresses reference 'Area 1 Shopping Centre, Area 1, Garki, Abuja' and map-based listings place it along Moshood Abiola Way/Herbert Macaulay Way corridor (the main spine of the Garki business district). The shopping complex is therefore centrally positioned in Garki (Area 1). Approximate coordinates for central Garki / Area 1 are roughly between 9.06°–9.07° N latitude and 7.48°–7.50° E longitude, which locate it squarely within Abuja's municipal core. The shopping complex is in close proximity to several well-known landmarks and civic facilities that help identify and locate it. Nearby and surrounding landmarks include (but are not limited to): The Old Federal Secretariat / Secretariat buildings (Area 1 precinct), Embassy offices (for example, the Embassy of Ethiopia is nearby in Garki), NTA Arena and other event/recreation spaces in the Area 11/Area 1 neighborhood, Hotels and conference centers along Herbert Macaulay / Moshood Abiola Way. These landmarks provide orientation cues for visitors and form part of Garki's commercial corridor. Area 1 Shopping Complex hosts a mix of retail tenants including boutiques, electronics shops, food courts/restaurants, service outlets and small offices. The complex is popularly referred to in local commercial listings and appears as 'Area 1 Ultra-Modern Shopping Complex' in business directories. Commercial property listings and regulatory records show multiple shop units and registered businesses operating from the complex, reflecting its role as a hub for small and medium retail enterprises.

Methodology

This study adopted a survey design which involves the generation of data in quantitative form and the population under the study comprises of the entire tenants of the area one shopping center, Garki, Abuja. A total number of one hundred and fifty-five (155) samples was selected from the total number of two hundred and seventy-two shops, based on the provision of Krejcie and Morgan table (1970), using simple random sampling. The instrument used to gather information from primary source is a structured close-ended questionnaire with five-point likert-scale. The questionnaire was self-administered to

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

obtain data from the respondents and ensures immediate retrieval of information as well as to enable the respondents to ask questions on the survey where the need arises. The study makes uses of both descriptive and inferential analysis using SPSS version 26 software package.

Results and Discussions

Table 1; Result for the Availability of Facilities in the Shopping Center

Services	Mosly Available	Available	Undecided	Unavailable	Mostly Unavailable	Mean	Std. Deviation	Mean Ranking
Vehicle Parking Space	16(10.7)	134 (89.3)	-	-	-	4.1067	.30972	8th
Waste Disposal	66(44)	84(56)	-	-	-	4.4400	.49805	6th
Access Road	90(60)	60(40)	-	-	-	4.6000	.49154	2nd
Security Services	73(48.7)	77(51.3)	-	-	-	4.4867	.50150	4th
Drainage System	72(48)	78(52)	-	-	-	4.4800	.50127	5th
Electricity Supply	-	150(100)	-	-	-	4.0000	.00000	9th
Water Supply	-	-	76(50.7)			2.4600	.58654	10th
Sanitary Facilities	81(54)	69(46)	-	-	-	4.5400	.50007	3rd
Network Services	96(64)	54(36)	-	-	-	4.6400	.48161	1st
Restaurant Services	57(38)	93(62)	-	-	-	4.3800	.48701	7th
Fire Protection Service	-	-	39(26)	69(46)	42(28)	1.9800	.73704	11th
Elevator	-	-	15(10)	93(62)	42(28)	1.8200	.59155	12th

The table 1 above shows respondent's opinion on the availability of facilities services in the study area. Strongly Rated Facilities (Mean ≥ 4.0), are network services with a mean of 4.64 and standard deviation of 0.48 and access roads with a mean of 4.60 and standard deviation of 0.49 are rated exceptionally high, suggesting seamless connectivity and ease of access which are key components of a positive shopping mall experience according to services cape literature and Nigerian studies. Sanitary facilities have a mean of 4.54 and standard deviation of 0.50 and waste disposal has a mean of 4.44 and standard deviation of 0.50, also perform well, indicating cleanliness and environmental management, factors strongly linked to satisfaction as shown in other Nigerian mall assessments. Security services with a mean of 4.49and standard deviation of 0.50 further reinforce a safe environment, crucial for user confidence. Vehicle parking space with a mean of 4.11 and standard deviation of 0.31 and restaurant services with a mean of 4.38 and standard deviation of 0.49, while slightly lower, still suggest generally positive user perceptions of convenience and amenity available. Electricity supply has a mean of 4.00 with a standard deviation of 0.00, shows unanimous

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

approval. However, the zero variation may indicate a limitation in sensitivity, perhaps respondents defaulted to a high score, masking nuanced feedback.

Middle to Low Rated Facilities (Mean < 3.0), are Water supply from the public main with a mean of 2.46 and standard deviation of 0.59, this signals dissatisfaction and inconsistent performance, an essential service failure that undermines both convenience and hygiene. Fire protection services with a mean of 1.98 and standard deviation of 0.74, exhibit alarmingly low compliance, highlighting serious safety risks and infrastructural deficits. Also, elevator services with 1.82 and standard deviation of 0.59 is also rated poorly, indicating significant mobility barriers within the mall.

Table 2: Result for the Quality of Facilities

Services	Very High Quality	High Quality	Undecided	Low Quality	Very Low Quality	Mean	Std. Deviation	Mean Ranking
Parking Space	-	16(10.7)	112(74.7)	22(14.7)	-	2.9600	.50341	8th
Waste Disposal	30(20)	98(65.3)	22(14.7)	-	-	4.0533	.58833	5th
Access Road	30(20)	106(70.7)	14(9.3)	-	-	4.1067	.53277	3rd
Security Services	14(9.3)	122(81.3)	14(9.3)	-	-	4.0000	.43350	6th
Drainage System	7(7.4)	136(90.7)	7(7.4)	-	-	4.0000	.30653	6th
Electricity Supply	-	22(14.7)	92(61.3)	36(24)	-	2.9067	.61684	9th
Water Supply	-	-	30(20)	99(66)	22(14)	2.0600	.58194	10th
Sanitary Facilities	43(28.7)	76(50.7)	31(20.7)	-	-	4.0800	.70014	4th
Network Services	60(40)	83(55.3)	7(4.7)	-	-	4.3533	.56919	1st
Restaurant Services	43(28.7)	92(61.3)	15(10)	-	-	4.1867	.59513	2nd
Fire Protection	-	-	15(10)	85(56.7)	50(33.3)	1.7667	.61760	11th
Elevator	-	-	7(4.7)	71(47.3)	72(48)	1.5667	.58409	12th

Table 2 above shows the mean ranking of the service quality as provided in the study area. Facilities with High Quality Perception (Mean ≥ 4.0) are network services with a mean of 4.35 and standard deviation of 0.57, waste disposal with a mean of 4.05 and standard deviation of 0.59, access roads have a mean of 4.11 with a standard deviation of 0.53. others are sanitary facilities with a mean of 4.08 and standard deviation of 0.70 and restaurant services with a mean of 4.19 and 0.60 as standard deviation. while security service has a mean of 4.00 and standard deviation of 0.43, drainage system has a mean of 4.00 with 0.31 as standard deviation. These mean scores indicate that users generally perceive these facilities as good to excellent in quality. The moderate standard deviations suggest relatively consistent positive experiences among respondents. Good network services and access roads enhance shopper convenience and

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

connectivity, which are pivotal for a satisfactory retail environment (Akinshipe, 2018; Adeola et al., 2023). Effective waste disposal, sanitation, and drainage contribute to cleanliness and health safety, aspects emphasized by Bitner's services cape theory (1992) and corroborated by Nigerian studies (Iroham et al., 2019).

Facilities with Moderate to Low Quality Perception (Mean < 3.0), include Vehicle parking space with a mean of 2.96 and standard deviation of 0.50, electricity supply with a mean of 2.91 and standard deviation of 0.62, water supply from the public mains with a mean of 2.06 and standard deviation of 0.58. others are fire protection services which has a mean of 1.77 with 0.62 as standard deviation and elevator with a mean of 1.57 and standard deviation of 0.58. These results point to substantial quality concerns in key infrastructural and safety services. Vehicle parking quality is perceived as below average, which may affect shopper convenience and satisfaction (Iroham et al., 2019). The poor ratings for electricity and water supply reflect inconsistent utility services, common challenges in Nigerian retail facilities that negatively impact operational efficiency and user comfort (Aliyu & Amadu, 2017). The very low scores for fire protection and elevators highlight critical safety and accessibility deficits. Poor fire protection systems endanger users and expose facility management to liabilities (Akinshipe, 2018). Elevator inadequacy restricts mobility, particularly for the elderly and persons with disabilities, negatively affecting inclusivity and compliance with universal design standards (Adeola et al., 2023).

Table 3: Result for Users Satisfaction on the Facilities

Facilities	Relative Satisfactory Index	Std Deviation
Vehicle Parking Space	0.47734	.79247
Waste Disposal	0.8	.00000
Access Road	0.87866	.49013
Security Service	0.88266	.49408
Drainage Services	0.92134	.49013
Electricity Supply	0.56134	.39624
Water Supply	0.47734	.79247
Sanitary Facilities	0.8	.00000
Network Services	0.8	.00000
Restaurant Services	0.91734	.49408
Fire Protection	0.47734	.79247
Elevator	0.47734	.79247

The table 3 shows Facilities with High Satisfaction and Low Variability to include Waste Disposal, Sanitary Facilities, and Network Services each recorded an RSI of 0.8 with a standard deviation of 0. This indicates a high level of satisfaction among users and unanimous agreement on the adequacy of these services. The zero standard deviation implies that all respondents shared a consistent positive view. Effective waste disposal and sanitation are foundational to maintaining hygiene and public health in commercial spaces. Kaplan, Kaplan, and Ryan (2015) emphasize that well-maintained sanitary and waste management systems

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

contribute significantly to environmental quality and user well-being. The unanimity in satisfaction suggests that management has prioritized these services successfully, creating a positive shopping environment. Network services, encompassing internet connectivity and telecommunication, are vital in modern commercial hubs. Reliable network services support business operations and enhance customer convenience, aligning with Zhao and Hu's (2017) findings that robust ICT infrastructure improves user satisfaction in commercial complexes.

Facilities with High Satisfaction but Moderate Variability on the other hands are Drainage Services (RSI = 0.9213), Restaurant Services (RSI = 0.9173), Security Service (RSI = 0.8827), and Access Road (RSI = 0.8787) show very high satisfaction but with moderate variability (SD around 0.49). This suggests that while most users rate these services positively, there is some disparity in experiences. Efficient drainage is crucial to preventing flooding and maintaining infrastructure durability. The high satisfaction aligns with Zhao and Hu's (2017) study that proper drainage systems enhance commercial site usability, though some variability may stem from localized issues like blockages or maintenance lapses. High satisfaction in restaurant services indicates quality and variety in food services, contributing to overall user experience. Moderate variability may reflect differences in individual tastes or service consistency. Security is critical for user safety and confidence. While the high RSI shows positive perception, the variability indicates occasional concerns, possibly due to shifts in personnel or coverage gaps. This reflects Zhao and Hu's (2017) assertion that user perception of security is influenced by visible enforcement and responsiveness. The access road's importance for ease of entry and exit is reflected in its high RSI. Moderate variability could be due to differences in peak-hour congestion or maintenance conditions.

Lastly are Facilities with Moderate to Low Satisfaction and High Variability, several facilities received low RSI scores (~0.48) with high standard deviations (~0.79), indicating general dissatisfaction and widely varied opinions. Such facilities include Vehicle Parking Space, Water Supply, Fire Protection Services and Elevator. These low satisfaction ratings suggest poor provision or inconsistent service delivery, creating frustration among users. Adequate parking space is a crucial amenity for commercial complexes. Olanrewaju and Akinola (2019) note that insufficient parking in Nigerian urban centers is a common source of dissatisfaction, often leading to congestion and reduced customer visits. Reliable water is essential for hygiene and operations. The low RSI and high variability imply intermittent supply or quality issues. This further confirmed the submission of Nwafor, Adegboye, and Okeke (2020), that unreliable water supply remains a significant challenge in Abuja's commercial areas.

Fire Protection and Elevator Services concerns on safety and accessibility features which are critical for user confidence and convenience. Their low ratings could reflect neglect or inadequate maintenance, posing serious risks to users. This aligns with findings by Olanrewaju and Akinola (2019), who argue that inadequate safety infrastructure compromises commercial viability. Electricity Supply with a moderate RSI of 0.5613 and SD of 0.3962, reflects mixed user experiences, suggesting frequent power interruptions or limited capacity. Reliable electricity is pivotal for business operations, and its moderate rating echoes findings by Nwafor et al. (2020), who document electricity challenges affecting commercial centers in Abuja.

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

Table 4: Regression Analysis for the influence of Facilities Provision and Facilities Quality on Users' Satisfaction

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Adjusted R^2
	B	Std. Error	Beta			
Constant)	.936	.733		1.277	.204	
Availability of Services	.343	.168	.158	2.047	.042	
Quality of Facilities	.413	.104	.308	3.983	.000	.107

a. Dependent Variable: Satisfaction

The regression analysis aimed to examine the influence of availability of facilities and facilities quality on user satisfaction. The results indicate that both predictors significantly affect user satisfaction, but with varying degrees of impact. The coefficient (B = 0.343) suggests that for every one-unit increase in the availability of facilities, user satisfaction increases by 0.343 units, holding other variables constant. The p-value of 0.042 indicates that this effect is statistically significant at the 5% level, meaning there is strong evidence that availability of facilities positively influences user satisfaction. This finding aligns with prior research emphasizing the importance of physical and infrastructural resources in enhancing satisfaction levels. For instance, this is in line with the earlier submission of Idoko et al (2019), where they highlighted that accessibility and the condition of physical facilities remain important determinants of patronage frequency and satisfaction. Similarly, Brady and Cronin (2001), noted that facilities contribute to perceived service quality and thus enhance satisfaction. Facility quality exhibits a stronger influence on user satisfaction with a B-value of 0.413, which is statistically highly significant ($p < 0.001$). This implies that improvements in facilities quality are associated with a larger increase in user satisfaction compared to availability of facilities. This is in agreement with Sutarjo, Utami and Ristanto (2024), where they submitted that facilities quality (alongside service quality and location) has a positive and significant effect on customer satisfaction.

Discussion of Findings

From the analysis above, it is obvious that the facilities that are mostly available in area one shopping complex, Garki, Abuja are network services from various network providers, access road, sanitary facilities, security services and drainage system. Others are waste disposal, restaurants, vehicle parking space and electricity supply from the public mains. It is worth mention here that facilities such as water from the public main, fire protection services in case of emergency are not available. More so, the annex of the shopping complex which was built on three floors lack elevator to ease both ascending and descending from one floor to the other. Access to a different floor is always via stair. Secondly, the study also discovered that while some of those facilities are readily available, the quality of services rendered with those facilities are in some cases not satisfactory. For instance, the supply of

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

electricity from the public main is considered not steady and therefore, individuals always have to provide an alternative source of energy whenever there is power interruption from the public main. Often, it results into noise and air pollution. It is also discovered that among other facilities available, vehicle parking space is always considered inadequate most especially during the busy business hours of the day time.

The analysis reveals a mixed level of satisfaction with the facilities at Area One Shopping Complex. Strong performance in waste disposal, sanitary facilities, network services, drainage, restaurant, security, and access roads indicate good management in these areas. Significant challenges remain in vehicle parking space, water supply, fire protection, elevator, and electricity supply, where user satisfaction is low and opinions vary widely. Such disparities highlight critical infrastructure gaps that could impede the commercial complex's growth and user experience.

Recommendations

For the shopping center to serve as a better viable commercial hub, urgent and strategic interventions are required and the study therefore put forward the following recommendations.

The managements of the property should collaborate with the relevant authorities to establish a connection to the public mains. In the interim, installation of a central borehole where necessary with appropriate water treatment facilities can serve as a reliable alternative.

There is need for investment in alternative power source such as solar system or inverter backups to supplement the unreliable grid power. Management may also consider entering into a private power purchase agreement to ensure stable electricity for businesses.

Immediate steps need to be taken by the management to install basic fire safety infrastructure such as fire extinguishers, hydrants, smoke detectors, and alarm systems. In the long term, a centralized fire safety units or partnership with local fire service authorities should be established for prompt emergency response.

A redesign of the current layout to maximize existing space should be undertaken. if the land permits, a multi-level parking structure or designated external parking area can be constructed to meet increasing vehicular demand.

A facilities management team needed to be instituted or strengthened to conduct regular audits, ensure proactive maintenance, and promptly address users complains. Feedback mechanism should be introduced to monitor satisfaction levels continuously.

Conclusion

The study concludes that the availability and quality of facilities in Area One Shopping Center, Garki Abuja, significantly influence users' satisfaction. The results revealed that while certain facilities such as network services, access roads, sanitary systems, drainage, and security services are adequately provided and well-rated in quality, others like water supply, elevator, and fire protection remain major weaknesses. This imbalance between availability and functionality underscores the need for a comprehensive facility management strategy to enhance user experience. The regression analysis confirms that both the presence and perceived quality of facilities contribute meaningfully to satisfaction levels, with quality being a more dominant factor. Thus, improving the operational efficiency, reliability, and maintenance of facilities is essential to sustaining user loyalty and ensuring the long-term viability of the shopping center. Management should prioritize investments in infrastructure

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

upgrades, safety systems, and continuous monitoring to address deficiencies and meet users' expectations. Ultimately, a well-maintained and adequately serviced commercial environment will not only boost user satisfaction but also strengthen the economic viability and reputation of the Area One Shopping Center as a modern retail destination.

References

Abolade, O., Omirin, M. M., & Dugeri, T.T. (2013), An evaluation of users' satisfaction with property management services in commercial properties in Lagos, Nigeria. *ATBU Journal of Environmental Technology, 6(1), 66 – 76.*

Adebisi, O. S, Oletubo, A. A, Alade T. J and Ekpekpe, A (2017). Perspective of Students on Private Hostel Facilities in Proximity in Federal University of Technology Akure, Nigeria. *Journal of Poverty, Investment and Development. vol. 33 No.8* , 31-36.

Adekunle, K. O. (2023). Customers' satisfaction with facilities management services in commercial properties in Abuja. *African Scholar Publications*. Retrieved from https://www.africanscholarpublications.com

Adeola, O., Adebiyi, S. O., & Evans, O. (2023). Mall environment and customer loyalty in Sub-Saharan Africa: The mediating role of perceived value. *Journal of Environmental Sustainability, 15(4), 3051-3064.*

Adewale, B. A., Oloyede, S. A., & Adebiyi, J. A. (2018). *Study of Consumer Satisfaction Towards Shopping Mall Facilities in Nigeria.* ResearchGate.

Ajibade, K. R. (2024). Evaluation of tenant satisfaction with service charge administration at Jabi Lake Shopping Mall, Abuja. *AJER Journal 4(5), 266–278.*

Akinshipe, O. F. (2018). An Assessment of Users' Satisfaction with Facilities in Akure Mall, Nigeria. *Covenant Journal of Research in the Built Environment, 6(2), 1–17.*

Aliyu, A. A., & Amadu, L. (2017). Facility management and user satisfaction in public shopping complexes in Nigeria. *Journal of Environmental Management and Tourism, 8(8), 1672 – 1686.*

Anselmsson, J. (2006). Sources of customer satisfaction with shopping malls: A comparative study of different customer segments. *International Review of Retail, Distribution and Consumer Research, 16(1), 115–138.*

Baker, J., Parasuraman, A., Grewal, D., & Voss, G. B. (2002). The influence of multiple store environment cues on perceived merchandise value and patronage intentions. *Journal of Marketing, 66(2), 120-141.*

Bello M. O and Bello V. O (2006). Sustainable Investment in the Nigerian Housing Sector: What Went Wrong? *Conference of the Build Environment Innovation, Policy and Sustainable Development, Covenant University Ota, Ogun State* . Ogun.

Bello, M. U., Khamis, M. Z., & Ibrahim, I. (2020). Property management and tenants' satisfaction in multi-tenanted commercial property in Abuja, Nigeria. *Journal of Environmental Design & Construction Management, 20(4), 202–215.*

Brady, M. K., & Cronin, J. J. (2001). Some new thoughts on conceptualizing perceived service quality: A hierarchical approach. *Journal of Marketing, 65(3), 34-49.*

Cronin, J. J., & Taylor, S. A. (1992). Measuring service quality: A re-examination and extension. *Journal of Marketing, 56(3), 55-68.*

Dabara. I. D, Uwaezuoke I. N, Omotehinse, J. O, Lawal O. K and Ebenezer O. O. (2018). Trends in the Rental Values of Residential Properties Proximate to Tertiary Institution: The Case of Federal Polytechnic Ede, Nigeria. *European Journal of Business and Management* , 17-23.

Idoko, E. C., Ukenna, S., & Obeta, C. E. (2019). Determinants of shopping mall patronage frequency in a developing economy: Evidence from Nigerian mall shoppers. *Journal of Retailing and Consumer Services, 48, 186–201.*

Ikediashi, D. I., Ogunlana, S. O., & Odesola, I. A. (2015). Service quality and user satisfaction of outsourced facilities management (FM) services in Nigeria's public hospitals. *Journal of Built Environment Project and Asset Management, 5(4), 363–379.*

Iroham, C. O., Oloyede, S. A., Durodola, O. D., & Ogedengbe, P. S. (2019). Influence of Facilities on Patronage of shopping malls in Ibadan Metropolis, Nigeria. *IOP Conference Series: Earth and Environmental Science, 331(1), 032- 045.*

Kaplan, R., Kaplan, S., & Ryan, R. (2015). Environmental Preference and Human Well-being. Springer.

Muhammed H. M, Hafazah, A and Ishak C. A (2012). Satisfaction of Students Living Environment Between On-Campus and Off-Campus Settings: A Conceptual View. Retrieved 2024, from www.sciencedirect.com

Nimako, S. G and Bondinuba F. K (2013). *Relative Importance of Real Estate.*

Nwafor, C., Adegboye, M., & Okeke, I. (2020). Electricity Supply and Its Impact on Commercial Activities in Abuja. *Energy Policy and Planning Journal, 12(1), 78-91.*

Ojekalu, S. O., Ojo, O., & Oladokun, T. T. (2019). Service quality of property managers of shopping complexes in Ibadan, Nigeria: Empirical evidence. *Property Management Journal, 37(3), 310–326.*

Oladapo, R.A and Adebayo, M.A (2014). Effects of housing facilities on Residential Satisfaction in Osogbo, Osun State, Nigeria. *Covenant Journal of Research in the Built Environment Vol.2, No.2* , 165-173.

Olanrewaju, A., & Akinola, S. (2019). Facilities Management Challenges in Nigerian Urban Shopping Centers. *African Journal of Facility Management, 6(2), 45-60.*

Olatubara, C. O and Fatoye E. O (2006). Residential Satisfaction in Public Housing Estates in Lagos State, Nigeria. *Journal of the NITP, xix (1)* , 103-123.

Olujimi, J. A. B (2010). Analysis of the Relationships of Infrastructural Facilities in the Determination of Rental Calues of Residential Properties in Akure, Nigeria. *Arts and Social Science Journal, Vol 10*, Page 1-10.

Olushola, A. (2018). An assessment of users' satisfaction with facilities in Akure Mall, Nigeria. *Covenant Journal of Research in the Built Environment, 6(2), 62–73.*

Oyetunji A. K and Abidoye R. B, (2016). Assessment of The Fators Infuencing Students Choice of Residence in Nigeria Tertiary Institutions. Retrieved 2019, from www.sainshumanika.utm.my.

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing, 64(1), 12-40.*

Roche C. R, Flanigan M. A and Copeland P. K (2010). Students Housing: Trends, Preference and Needs. *Journal of Contemporary Issues in Education Research Vol 3 (10)45-50.*

Sabri, S and Ahmad Nazri M. I (2009). "Studentification" is a Key Factor Within the Residential Decision-Making Process. *South East Asian Technical Universities Consortium. 3rd Symposium Proceeding.* Johor Bahra.

Sohail, M. S, Rajadurai .J and Rahman N. A, (2003). Managing Quality in Higher Education: A Malaysian Case Study. *International Journal of Educational Management. Vol.17*, 141-146.

Sutarjo, S., Utami, W. Y., & Ristanto, R. (2024), The impact of service quality, facilities and location on customer satisfaction. *Journal of llmiah Manajemen Kesatuan, 12(6), 2747 - 2758.*

Tannor, O., Attakora-Amaniampong, E., & Appau, W. M. (2021). User satisfaction with outsourced facility management (FM) services in multi-tenanted shopping malls in Ghana. *Facilities Management Journal, 40(3/4), 198–213.*

PRINT ISSN: 2408-6223
E-ISSN: 2992-5088

Ubani, P. Alaci, D and Udoo, V. (2017). Detrminants of Residential Neighbourhood Choice in a Nigerian Metropolis. *IOSR, Journal of Humanities and Social Sciences Vol.22*, 1-11.

Zhao, J., & Hu, S. (2017). Urban Infrastructure and User Satisfaction: The Case of Commercial Complexes. *Journal of Urban Planning, 45(3), 233-247.*

Zhao, X. (2012). A Review of Service Quality and Students Satisfaction of Higher Education. *Conference of Soft Computing in Information Communication Technology*, 115-122. India.