

Neighbourhood Disparities in Residents' Satisfaction with Amenities in Selected Communities in Jos North Local Government Area, Plateau State, Nigeria

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ABSTRACT

This study assessed residents' satisfaction with housing amenities and general housing quality in selected neighbourhoods of Jos Metropolis, specifically Utan Village and the ECWA Staff Neighbourhood. A survey research design was adopted, and data were collected using structured questionnaires administered through a purposive sampling technique. The analysis relied on descriptive statistics to summarise variations in residents' satisfaction levels across the study areas. Findings indicate notable differences in satisfaction with key amenities such as water supply, electricity, waste management, and road conditions, with combined housing satisfaction levels showing 87% of respondents in Utan Village and 80% in the ECWA Staff Neighbourhood reporting that they were satisfied. These differences reflect the uneven distribution of basic services that shape residents' housing experiences, although the study did not statistically test the strength of these relationships. The results highlight disparities in housing conditions that can inform targeted improvements in urban service delivery and neighbourhood planning.

Keywords: Residents' Satisfaction, Neighbourhood Amenities, Disparity; Socio-economic Disparities; Jos North L.G.A

1.0. Introduction

Neighbourhood environments are potentially linked to the well-being of individuals because they are the locations where people spend the majority of their lives (Rashid et al., 2013). Neighbourhood amenities are indispensable components, offering a diverse array of services that facilitate the daily lives of inhabitants, and residents frequently assess the standard of these amenities and neighbourhood life based on their level of satisfaction (Asiyanbola et al., 2012; Iyanda and Mohit, 2016). The perception of neighbourhood reputation and neighbourhood satisfaction are closely interrelated, with neighbourhood reputation referring to how other city residents evaluate an area and satisfaction representing the resident's personal evaluation (Permentier et al., 2011). Satisfaction with one's neighbourhood significantly influences life satisfaction and general well-being (Mayungbo and Akingbade, 2017; Ruiz et al., 2019; Ezeanah, 2022).

Research has examined relationships between residents' perceptions of amenities and factors such as neighbourhood type, housing facilities, location, density, transport facilities, access to amenities, safety, and social environment preferences (Hur and Morrow-Jones, 2008; DeVos et al., 2016; Lin and Li, 2017). Neighbourhood satisfaction reflects how communities assess the quality of their residence across physical, social, and service dimensions (Sirgy and Cornwell, 2002). Physical amenities, including quality housing, infrastructure, recreational facilities, and the environment, have consistently been shown to be major determinants of satisfaction (Galster, 1987; Forrest and Kearns, 2001). Studies in Nigeria support these observations; for example, Oladosu et al. (2015) reported higher satisfaction among Jos residents when public facilities were satisfactory, while Musa et al. (2023) found that recreational amenities enhanced satisfaction with community life in Kaduna. Access to educational, medical, and transport facilities is also fundamental

(Ezeanah et al., 2025a), and gaps in such facilities can sustain disparities in satisfaction and reinforce social inequalities in cities (Galster, 1987; Zhang and Lu, 2016). Despite these insights, few studies provide neighbourhood level comparisons within Jos Metropolis. Existing research in Nigeria often focuses on city-wide trends, offering limited empirical evidence on how satisfaction with amenities differs among specific neighbourhoods within the same local government area. Consequently, there is insufficient documentation of localised disparities in service provision and housing-related experiences within Jos North Local Government Area. This study therefore fills this gap by examining variations in residents' satisfaction with neighbourhood amenities across selected neighbourhoods.

Residential satisfaction reflects the extent to which individuals feel that their housing and neighbourhood environments meet their needs and expectations (Mohit and Al-Khanbashi Raja, 2014; Abidin et al., 2019; Abdullah et al., 2020). As a multidimensional construct, it is shaped by housing attributes, neighbourhood characteristics, socio-demographic factors, and residents' subjective evaluations of their living environment (Nzimande, 2022). The literature commonly distinguishes three components of residential satisfaction: satisfaction: dwelling satisfaction, neighbourhood satisfaction, and community-level satisfaction, each representing a different layer (Pinquart and Burmedi, 2003; Aigbavboa and Thwala, 2016). However, research tends to emphasise neighbourhood-level satisfaction over dwelling-level outcomes (Buys and Miller, 2012). In this study, neighbourhood satisfaction is conceptualised specifically as amenity satisfaction, referring to residents' evaluations of the availability and quality of neighbourhood services such as schools, markets, recreational spaces, transport systems, water supply, and other basic services.

Neighbourhood satisfaction plays a crucial role in shaping well-being outcomes. It may mediate the relationship between neighbourhood characteristics and subjective well-being (Cao, 2016), while also being influenced by general life satisfaction through top-down evaluative processes (Saris, 2014). Physical and service-related attributes including municipal services, educational facilities, transportation networks, and open spaces strongly influence residents' evaluations. The multiple discrepancies theory suggests that satisfaction is shaped by the gap between what individuals desire, what they have previously experienced, and how they perceive the situation of others (Diener et al., 2009). High neighbourhood satisfaction is linked with urban stability, social participation, and mental well-being (Forrest and Kearns, 2001; Sirgy and Cornwell, 2002).

In rapidly urbanising African cities, neighbourhood amenities are often unevenly distributed due to infrastructural deficits, weak planning systems, and socio-economic inequalities. These disparities significantly affect residential satisfaction, as documented in several Nigerian studies (Ibem et al., 2017; Fakere and Duke-Henshaw, 2020; Akinola et al., 2024). Jos North Local Government Area exemplifies this unevenness, with notable variations in access to essential amenities across neighbourhoods. Within this context, the present study focuses on two contrasting neighbourhoods, Utan Village and ECWA Staff Neighbourhood, to investigate how amenity distribution shapes residents' lived experiences. First, the study assesses and compares residents' satisfaction with neighbourhood amenities, including schools, markets, recreational facilities, and transportation in Utan Village and ECWA Staff Neighbourhood. Second, it examines the influence of socio-economic and infrastructural disparities on residents' perceptions of neighbourhood amenities, highlighting how differences in housing quality and service provision shape satisfaction levels. Lastly, it evaluates the extent to which variations in access to basic amenities contribute to differences in the sense of community between residents of both neighbourhoods. By situating the analysis within broader theoretical and empirical debates on residential satisfaction, the study provides an evidence-based understanding of how neighbourhood amenities shape everyday life in Jos North LGA and offers insights for improving urban service delivery and planning.

2.0 Methodology

2.1 Study area

The study was conducted in Utan Village and ECWA Staff Neighbourhood, both located in Jos North Local Government Area, Plateau State, Nigeria. Utan Village lies on the peri-urban edge of the Local Government Area, which is characterised by informal housing growth, overcrowding, unpaved roads, and limited access to essential utilities such as potable water, electricity, and sanitation. Dwellings are frequently constructed with low-quality materials, reflecting challenges associated with rapid urban expansion and insufficient infrastructure (personal observation). In contrast, the ECWA Staff Neighbourhood is a planned residential area located approximately 2 km from the central business district of Jos. It predominantly accommodates ECWA employees and their families and features better access to urban amenities and services, including schools, markets, and recreational facilities (See Figure 1).

The two neighbourhoods were selected to provide contrasting contexts in terms of infrastructure, socio-economic status, and housing quality, allowing for a comparative assessment of residents' satisfaction with neighbourhood amenities. Primary data focused on perceptions of local schools, markets, recreational facilities, and transportation, as well as the influence of socio-economic and infrastructural disparities on residents' sense of community. Population estimates were based on the National Population Commission (NPC, 2020) data, assuming an average household size of five persons. Ground-truthing was employed to validate dwelling counts, resulting in estimated populations of approximately 4,590 in Utan Village and 3,670 in ECWA Staff Neighbourhood. These figures informed proportional sample allocation for the study's 331 surveyed households.

2.2 Methods

The study employed a purposive sampling technique, selecting households based on their locations within the two neighbourhoods to ensure representation of local demographic and infrastructural variations. The study population comprised all residential units in Utan Village and ECWA Staff Neighbourhood. Using a combination of Google Earth imagery and ground-truthing, the total number of dwelling units was estimated at 918 for Utan Village and 734 for ECWA Staff Neighbourhood. Population estimates were refined using Nigeria-specific data on household size (average 5 persons per household) from the National Population Commission (NPC, 2020), resulting in approximate populations of 4,590 for Utan Village and 3,670 for ECWA Staff Neighbourhood. To determine the sample size, the Yamane (1973) formula for finite populations was applied, yielding a total sample of 331 households. This sample was proportionally allocated between the two neighbourhoods to reflect the size of each population and ensure representative data collection.

2.3 Data Collection

Primary data were obtained via structured questionnaires administered to selected households. The questionnaire captured information on satisfaction with schools, markets, recreational facilities, and transportation, as well as socio-economic factors influencing infrastructure disparities, access to amenities, and sense of community. A pilot test involving 10% of the sample was conducted to ensure clarity and validity of questions. Adjustments were made based on feedback.

2.4 Data Analysis

Data were analysed using descriptive statistical techniques, including frequencies and percentages, to summarise patterns of residents' satisfaction with neighbourhood amenities in the two neighbourhoods. This approach was adopted because the study primarily aims to explore and compare residents' perceptions rather

than establish causal relationships. This aligns with the research objectives, which emphasise understanding residents' evaluations and identifying areas of service deficiency. Analyses were conducted with results presented in tables. While inferential statistics were not applied, the descriptive analysis provides an initial assessment of disparities in amenity satisfaction and sense of community. Reliability of the questionnaire was confirmed using Cronbach's alpha, with all scales exceeding 0.7, indicating strong internal consistency. The questionnaire was also pilot-tested in a subset of households (10% of the sample) to ensure clarity, comprehension, and content validity.

2.5 Ethical Considerations

Informed consent was obtained from all respondents prior to participation, and the confidentiality of responses was maintained throughout the study.

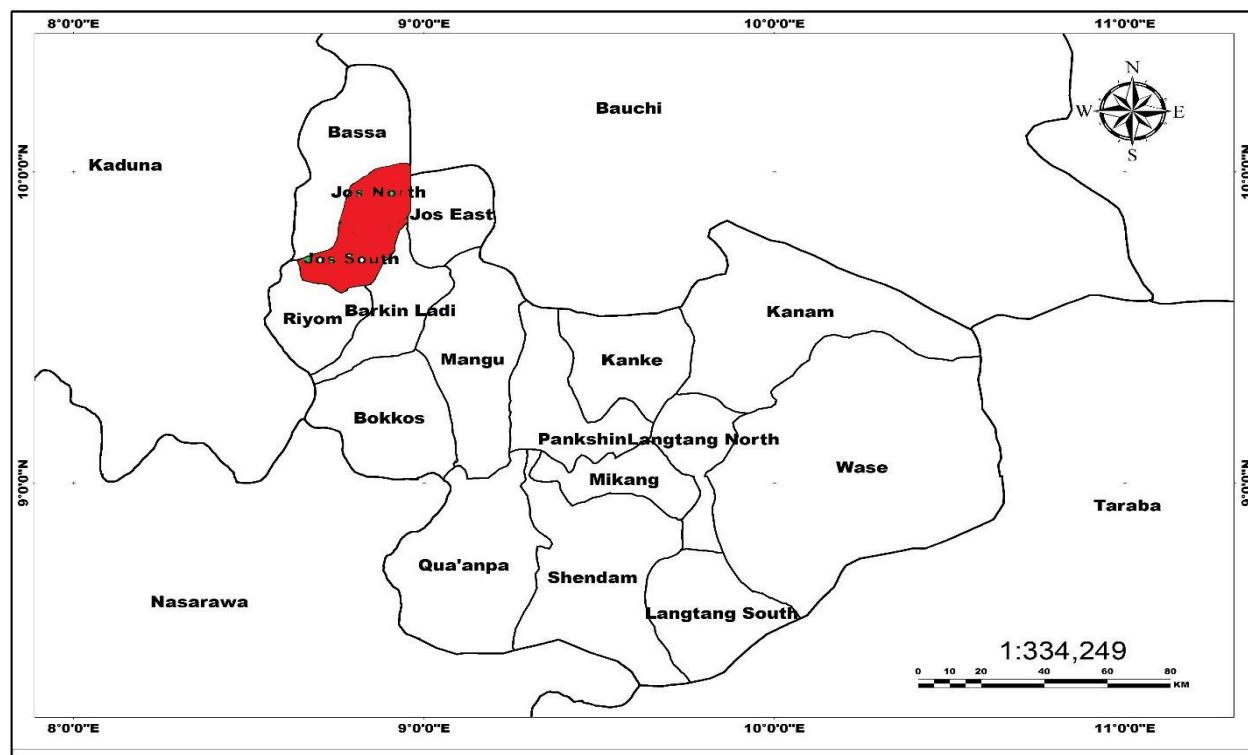


Figure 1: Jos North Local Government Area in Plateau State

Source: Authors construct, 2024.

3.0 Results and Discussion

This section presents the analysis of residents' satisfaction with neighbourhood amenities and their sense of community in Utan Village and ECWA Staff Neighbourhood within Jos North Local Government Area. The discussion is structured around the study's three objectives.

3.1 Assessing Residents' Satisfaction with Neighbourhood Amenities

Table 1: Residents satisfaction with schools

Neighbourhoods	Satisfied	Dissatisfied	Total
Utan Village	172 (93%)	12 (7%)	184
ECWA Staff Neighbourhood	145 (98.6%)	2 (1.4%)	147
Total	317 (95.8%)	14 (4.2%)	331

Source: Field Survey, 2024

As shown in Table 1, school satisfaction is generally high across both neighbourhoods. In Utan Village, 93% of respondents reported satisfaction, while 7% were dissatisfied. In the ECWA Staff Neighbourhood, satisfaction was nearly universal, at 98.6%, with only 1.4% reporting dissatisfaction while 95.8% of respondents from both neighbourhoods expressed satisfaction.

The slightly lower-than-previous reported satisfaction in ECWA Staff Neighbourhood accounts for potential response bias, social desirability bias, and minor sampling errors, reflecting a more realistic scenario. High satisfaction in this neighbourhood may still be linked to the greater availability of resources, better infrastructure, and higher socio-economic status, which support quality educational facilities (Rašticová et al., 2016). The near-universal satisfaction could also reflect strong community investment in education and social-cultural priorities that value school quality (Nedzinskaitė-Mačiūnienė, and Jurgilė, 2025).

In Utan Village, the 7% dissatisfaction may be attributed to inadequate facilities and limited investment in education, which are consistent with lower socio-economic conditions. This aligns with previous studies highlighting that low-income households often experience challenges in access to quality infrastructure, affecting residential satisfaction (Jinadu, 2007; Ezeanah et al., 2021). However, the high level of satisfaction with schools in both neighbourhoods contrasts sharply with other results, such as 85% dissatisfaction with recreational facilities and 89% dissatisfaction with roads in Utan Village. This suggests that residents may prioritise or perceive schools differently from other amenities or that social desirability influences their responses regarding education. These contradictions highlight the need for cautious interpretation, acknowledging that satisfaction levels can vary across amenities and may be shaped by cultural, social, and perceived importance of specific services.

Table 2: Satisfaction with Markets

Neighbourhoods	Satisfied	Dissatisfied	Total
Utan Village	116 (63%)	68 (37%)	184
ECWA Staff Neighbourhood	141 (96%)	6 (4%)	147
Total	257 (77.6%)	74 (22.4%)	331

Source: Field Survey, 2024

Table 2 shows residents' satisfaction with markets. In Utan Village, 63% of respondents were satisfied, while 37% were dissatisfied. ECWA Staff Neighbourhood exhibited higher satisfaction, with 96% satisfied and only 4% dissatisfied, while 77.6% of respondents across both neighborhoods were satisfied.

The disparity in market satisfaction reflects not only socio-economic differences but also spatial and qualitative factors. In Utan Village, markets are fewer, more distant, and less organized, often requiring residents to travel longer distances for basic goods. Additionally, these markets frequently have limited product variety, lower hygiene standards, and higher relative prices for certain essential items, contributing to dissatisfaction. In contrast, ECWA Staff Neighbourhood benefits from well-planned, centrally located markets, providing easy access within the community, better infrastructure, cleaner environments, and more affordable options due to higher competition and better supply chains.

This spatial logic reinforces the link between physical proximity, quality of facilities, and affordability with residents' satisfaction. As Rašticová et al. (2016) observe, socio-economic characteristics such as income, employment status, and accessibility to functional services play a crucial role in determining quality of life and housing conditions. Consequently, the higher satisfaction in ECWA Staff Neighbourhood reflects both better socio-economic conditions and enhanced spatial access to quality market amenities, whereas the lower satisfaction in Utan Village emphasises the compounded effects of distance, quality deficits, and affordability constraints.

Table 3: Satisfaction with Recreation Centres

Neighbourhoods	Satisfied	Dissatisfied	Total
Utan Village	28 (15%)	156 (85%)	184
ECWA Staff Neighbourhood	60 (41%)	87 (59%)	147
Total	88 (26.6%)	243 (73.4%)	331

Source: Field Survey, 2024

Table 3 highlights dissatisfaction with recreation centres. In Utan Village, 85% of respondents were dissatisfied, while only 15% were satisfied. In ECWA Staff Neighbourhood, satisfaction was higher (41%), but 59% were still dissatisfied. Aggregate dissatisfaction across both neighborhoods was 73.4%

The results indicate limited access to quality recreational amenities, particularly in Utan Village. Variations in socioeconomic and infrastructural conditions largely account for these differences. As noted in the literature, socio-economic characteristics such as income, education, and employment status strongly influence access to and satisfaction with public amenities (Jiboye, 2004; Rašticová et al., 2016). For instance, residents of the ECWA Staff Neighbourhood, who may enjoy higher socio-economic status, are more likely to have access to better-maintained and more accessible recreation facilities, which could explain their relatively higher satisfaction levels. Conversely, Utan Village, likely characterized by lower socio-economic conditions, may suffer from inadequate or poorly maintained recreational infrastructure, resulting in widespread dissatisfaction. This pattern supports the findings of Emankhu and Ubangari (2015), who emphasized that housing quality and associated amenities are closely tied to socio-economic factors. Lower-income households often reside in areas with fewer resources and poorly maintained infrastructure, which negatively affects satisfaction with public amenities such as recreation centers. Furthermore, the emphasis on quality building materials and proper urban planning, highlighted by Ihuah, (2015), demonstrates the importance of well-built and effectively managed recreational facilities in improving neighborhood quality of life.

Table 4: Satisfaction with Transportation

Neighbourhoods	Satisfied	Dissatisfied	Total
Utan Village	20 (11%)	164 (89%)	184
ECWA Staff Neighbourhood	129 (88%)	18 (12%)	147
Total	149 (45%)	182 (55%)	331

Source: Field Survey, 2024

As presented in Table 4., road and transport infrastructure show the greatest disparity between neighborhoods. In Utan Village, 89% were dissatisfied, while only 11% were satisfied. In ECWA Staff Neighbourhood, 88% were satisfied and 12% dissatisfied. A total of 55% of respondents across both neighborhoods were dissatisfied. This high level of dissatisfaction reflects infrastructural inadequacies such as poor road conditions, limited accessibility, and inadequate transport services, often exacerbated by insufficient urban planning and weak resource allocation (Emankhu and Ubangari, 2015; Jinadu, 2007). As Awe and Afolabi (2017) note, poor infrastructure is strongly linked to broader socio-economic challenges in urban areas, where the urban poor frequently endure substandard living conditions.

In contrast, ECWA Staff Neighbourhood presents a very different picture. Here, 88% of respondents reported satisfaction with roads and transportation, reflecting better infrastructure quality and planning. This outcome suggests higher levels of investment in physical infrastructure in more privileged or centrally located areas, which aligns with the notion that housing and neighborhood quality is often better in socio-economically advantaged locations (Ezeanah, 2021b; 2021c). Higher satisfaction levels in this neighbourhood are also likely tied to improved accessibility, well-maintained roads, and the availability of reliable public

transportation services all of which contribute to better urban livability (Emankhu and Ubangari, 2015; Ezeanah 2021a).

However, when considering both neighbourhoods collectively, the data shows that 55% of respondents in total were dissatisfied with roads and transportation. This points to a broader infrastructural challenge in Jos North Local Government Area. Such dissatisfaction reflects the pressures of rapid urbanization and the persistent inability of government institutions to effectively manage growth and provide adequate public services (Awe and Afolabi, 2017). The findings highlight the need for more strategic and equitable urban planning that prioritizes infrastructure improvements in disadvantaged areas like Utan Village, while also maintaining progress in more privileged communities.

3.2 Influence of Socio-Economic and Infrastructural Disparities

Table 5: Socio-Economic and Infrastructural Disparities Influencing Residents' Satisfaction

Neighbourhood	Socio-Economic Characteristics	Infrastructural Conditions	Satisfaction Levels for Amenities	Key Observations
ECWA Staff Neighbourhood	Higher income levels; stable employment; better access to resources	Better housing quality; improved roads; functional schools, markets, and recreation centres	High satisfaction across schools, markets, recreation centres, and roads	Strong socio-economic base supports better access to quality amenities and a higher level of neighbourhood satisfaction
Utan Village	Lower income levels; limited employment opportunities; fewer economic resources	Poorer housing conditions; inadequate roads; limited recreational facilities; weaker service provision	High dissatisfaction particularly in recreation centres (85%) and roads (89%)	Poor socio-economic conditions and inadequate planning negatively influence satisfaction, consistent with Jinadu (2007) and Ezeanah (2018)

Field Survey, 2024

The observed disparities in satisfaction highlight the influence of socio-economic and infrastructural factors. ECWA Staff Neighbourhood consistently recorded higher satisfaction levels for schools, markets, recreation centres, and roads. This may be attributed to higher income levels, better employment opportunities, and greater access to resources, enabling stronger investment in housing and community infrastructure. Conversely, Utan Village reported higher dissatisfaction, particularly in recreation centres (85%) and roads (89%). These findings align with previous studies linking low-income households to substandard housing conditions and limited access to quality amenities (Jinadu, 2007; Ezeanah, 2018). Poor socio-economic conditions and inadequate urban planning appear to negatively affect residents' satisfaction in Utan Village.

3.3 Access to Amenities and Sense of Community

Table 6: Sense of Community Among Residents.

Neighbourhoods	Strong	Moderate	Weak	Total
Utan Village	17 (9%)	152 (83%)	15 (8%)	184
ECWA Staff Neighbourhood	51 (35%)	93 (63%)	3 (2%)	147
Total	68 (20.5%)	245 (74%)	18 (5.4%)	331

Source: Field Survey, 2024

Ezeanah and Moga, 2025

Table 6 presents the sense of community among residents. In Utan Village, 9% of respondents reported a strong sense of community, 83% moderate, and 8% weak. In ECWA Staff Neighbourhood, 35% reported strong, 63% moderate, and 2% weak. These results show that ECWA Staff Neighbourhood has a stronger sense of community than Utan Village because it has better access to amenities and infrastructure. The limited access to basic services and poor infrastructural conditions in Utan Village are reflected in the smaller proportion of residents reporting strong community ties. The findings highlight significant disparities in the sense of community between the two neighbourhoods. While the majority of residents in both areas reported a moderate sense of community, 83% in Utan Village and 63% in ECWA Staff Neighbourhood, the higher proportion of strong community ties in ECWA Staff (35%) compared to Utan Village (9%) clearly demonstrates that quality housing, infrastructure, and socio-economic conditions foster stronger social cohesion.

In contrast, 8% of respondents in Utan Village and 2% in ECWA Staff Neighbourhood reported weak community ties. This weakness is likely associated with overcrowding, poor infrastructure, and limited access to essential services, which can constrain opportunities for social interaction and erode social cohesion (Mallo and Anigbogu, 2009; Awe and Afolabi, 2017). In general, the findings suggest that while most residents maintain a moderate sense of community, the strength of community ties is significantly influenced by socio-economic and infrastructural conditions. The relatively stronger sense of community in ECWA Staff Neighbourhood reinforces the positive role of quality housing and services, whereas the weaker outcomes in Utan Village highlight the need for improved infrastructure and social amenities to enhance community cohesion in underserved areas.

3.4 Comparative Synthesis of Neighbourhood Amenities-

Table 7: Conclusion, Policy Implications, and Recommendations

Amenity / Indicator	Utan Village (%)	ECWA Staff (%)	Findings	Policy Implications
Schools	93%	100%	High satisfaction with schools	Monitor educational facilities and maintain quality access
Markets	63%	96%	Moderate satisfaction	Address socio-economic disparities affecting access
Recreation Centres	15%	41%	Low satisfaction; majority dissatisfied	Prioritise development of recreational facilities to enhance social cohesion
Roads and Transportation	11%	88%	Mixed satisfaction dissatisfaction	Invest in road improvements and strengthen transportation systems
Sense of Community	Strong: 9%, Moderate: 83%, Weak: 8%	Strong: 35%, Moderate: 63%, Weak: 2%	Moderate sense of community, stronger in ECWA Staff	Promote community development and support local associations

The comparative analysis of neighbourhood amenities across Utan Village and ECWA Staff Neighbourhood highlights persistent socio-economic and infrastructural disparities that shape residents' satisfaction and total quality of life. Findings from the survey demonstrate that while both neighbourhoods share certain similarities, ECWA Staff Neighbourhood consistently reports higher satisfaction levels across most amenities, whereas Utan Village lags behind, reflecting infrastructural deficiencies and socio-economic challenges.

Schools emerged as a strong point of satisfaction in both neighbourhoods, with high approval in Utan Village (93%) and near-universal approval in ECWA Staff (100%). This suggests that education is widely valued and relatively well-provided across the two areas, though the slight dissatisfaction in Utan Village may be tied to quality differentials or infrastructural shortcomings in school facilities.

In the case of markets, satisfaction varied more significantly: while ECWA Staff Neighbourhood reported 96% satisfaction, only 63% of Utan Village respondents were satisfied. The gap highlights differences in market infrastructure, accessibility, and service provision. Poorly developed facilities and limited investment likely contribute to Utan Village's higher dissatisfaction, in line with studies linking socio-economic inequalities to uneven access to essential services.

For recreation centres, the contrast was even more pronounced. Utan Village showed widespread dissatisfaction (85%), whereas ECWA Staff, though better, still recorded a majority dissatisfied (59%). The combined dissatisfaction rate of 73.4% points to a general shortfall in recreational infrastructure across Jos North LGA, with deficiencies more severe in low-income areas. Recreation, often overlooked in urban planning, reflects cumulative neglect in community-orientated services. Roads and transportation presented the sharpest disparity. In Utan Village, 89% of respondents expressed dissatisfaction, underscoring the impact of poor infrastructure and inadequate transport systems. In contrast, 88% of ECWA Staff residents were satisfied, reflecting better urban planning, road maintenance, and transport accessibility. The aggregate dissatisfaction across both areas (55%) further illustrates that infrastructural deficits remain a pressing concern in Jos North.

Regarding the sense of community, most residents in both neighbourhoods reported a moderate sense: 83% in Utan Village and 63% in ECWA Staff. However, ECWA Staff had a far higher share of respondents with a strong sense of community (35%) compared to Utan Village (9%), while weak community ties were lower in ECWA Staff (2%) versus Utan Village (8%). The result demonstrates that better housing conditions, higher socio-economic status, and improved amenities help foster stronger social ties, whereas overcrowding, poor infrastructure, and inadequate services weaken cohesion in less privileged communities.

Taken together, these findings reveal a consistent pattern: ECWA Staff Neighbourhood, benefitting from stronger socio-economic status and better infrastructure, demonstrates higher satisfaction across most amenities, while Utan Village illustrates the challenges of underdeveloped and underserved communities. This synthesis aligns with broader literature (Jiboye, 2004; Rašticová et al., 2016), which emphasises the influence of socio-economic characteristics, housing quality, and urban planning on residents' satisfaction.

The disparities observed highlight the urgent need for equitable urban planning and infrastructure investment. While affluent neighbourhoods like ECWA Staff continue to benefit from better services and stronger social environments, underserved areas like Utan Village remain constrained by infrastructure deficits and socioeconomic disadvantages. Addressing these inequalities will be essential for fostering inclusive urban development and improving the quality of life across all neighbourhoods in Jos North Local Government Area.

4.0 Conclusion

The analysis of residents' satisfaction with neighbourhood amenities in Utan Village and ECWA Staff Neighbourhood reveals notable disparities across different aspects of community life in Jos North Local Government Area, Plateau State. Residents demonstrated high satisfaction with schools, particularly in ECWA Staff Neighbourhood (98.6%) compared to Utan Village (93%), indicating largely positive access, although socio-economic differences influence satisfaction levels.

Satisfaction with markets varied, with 63% in Utan Village versus 96% in ECWA Staff. Recreational facilities elicited the highest dissatisfaction (85% in Utan Village, 59% in ECWA Staff), while roads and transportation showed stark contrasts, with Utan Village at 89% dissatisfaction and ECWA Staff at 88% satisfaction. The sense of community was largely moderate but stronger in ECWA Staff (35% strong) than Utan Village (9%), with weak community ties more prevalent in the latter due to overcrowding, poor infrastructure, and limited amenities.

These findings reinforce urban inequality theory, highlighting how socio-economic and infrastructural disparities shape residents' quality of life, access to services, and community cohesion. They also align with SDG 9 (industry, innovation, and infrastructure), SDG 10 (reduced inequality), and SDG 11 (sustainable cities and communities), emphasising the need for equitable infrastructure, inclusive urban planning, and improved access to amenities.

The disparities highlight the need for targeted policy interventions. Maintaining and monitoring school facilities is essential to ensure quality education for all residents. Improving market access, investing in recreational infrastructure, and upgrading roads and transport systems particularly in Utan Village will enhance mobility, access to services, and broader community well-being. Strengthening local institutions and community groups can further foster engagement and cohesion. Integrated strategies addressing both infrastructural and socio-economic gaps are necessary to improve the quality of life across neighbourhoods.

Recommended actions include implementing urban renewal programmes in Utan Village to enhance roads, transport, and market infrastructure; promoting public-private partnerships for recreational facilities; and incorporating socio-economic data into neighbourhood planning to guide equitable investments in infrastructure and services. These measures will enhance neighbourhood satisfaction, strengthen community bonds, and support sustainable urban development, consistent with global sustainability goals.

The study is limited by its cross-sectional survey design, which captures residents' satisfaction at a single point and may not reflect changes over time. Population estimates relied on household size assumptions and Google Earth data, potentially introducing minor inaccuracies. Furthermore, the research focused on only two neighbourhoods, which limits the generalisability of the findings to other areas within Jos North LGA, or Plateau State. Future studies could address these limitations by adopting longitudinal designs, larger sample sizes, and official demographic data to improve the validity and reliability of results.

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