

EVALUATING THE USERS SATISFACTION ON POST CONSTRUCTION FACILITIES IN SELECTED RESORT HOTELS IN SOUTHWEST NIGERIA.

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ABSTRACT

Post construction facilities in resort hotel in southwest are known not to fulfill its objectives and thereby affecting the satisfactory state of its users. The challenging state of the post construction facilities coupled with inability to provide its required services has affected the patronization of the resort hotels. The study therefore aims at evaluating the users' satisfaction on post construction facilities in the selected resort hotels as the hotels has failed to promote its definition and objectives. Literatures revealed the facilities that promote users satisfaction in resort hotels, and established the checklist of recreational facilities for the users' in resort hotels, these appraised facilities were measured and tested for quality, state of satisfaction and availability. Purposive sampling technique was used to select fifteen (15) resort hotels in the south west Nigeria that has natural landscape elements such as rocks and rivers. (20%) of these hotels were randomly chosen which form the sample population. The study used interviews, observations and questionnaires survey. Thus 425 questionnaires were administered to both staff members (198) and tourists (227) in these hotels. Statistical package for social sciences was used to analyze the data obtained. The result revealed satisfaction state of the users (tourists) and post construction facilities within the resort hotels and conclude that the recreational facilities provided were not maintained and create dissatisfaction for the users. The study concludes that in some of these hotels, users' satisfaction was rarely incorporated in its design and provision of facilities and therefore the purpose of its state of resort was defeated.

Keywords: Resort hotels, Users' satisfaction, Vacations, Attraction, Recreation and lodging facilities.

Introduction

Resort hotels was one of the fastest growing segments of tourism attractions and are rapidly growing in number, diversity, and popularity since the economic boom of 1960s. Resort is use to identify a hotel property that provides a set of amenities which includes, entertainment and recreational facilities. Brey (2009) opined that resort is a full-service hotel that provides access to or offers a range of recreation facilities and amenities. A resort is typically the primary provider of the users experience, also offer secondary experiences and a leisure environment. Resort generally has one signature amenity or attraction. Examples of signature amenities include skiing and mountains, golf, beach and ocean, lakeside, casino and gaming, all-inclusiveness, spa and wellness, marina, tennis, and waterpark. Recently a large numbers of people travel to resort hotels situated in exotic and beautiful destinations in order to enjoy themselves and escape from their daily routine (Walker, 2006; Yang and Chan, 2010). In this context Gee (2000, p. 22) states that, the major principle of the resort concept is the creation of an environment that will promote and enhance a feeling of well-being and enjoyment. Nowadays, resort hotels have become one of the dominant segments of the accommodation

industry (Inkabaran et al., 2004) and their focus is centered majorly on the users perceived quality of physical environment in order to ensure users satisfaction and favorable behavioral intentions (Hu et al., 2009). Furthermore, resort is the main and primary provider of the tourists' proficiency which often provides services for business and meetings, and is symptomatically located near special attraction - oriented settings. Hence, for a lodging property to be measured as resort, certain minimum qualifications must be met, which are accommodation design, recreational design and attraction.

Cooper et al. (2008) opined that the types and availability of accommodation in a tourism destination area represents the image of the destination to the tourists. The biggest and universal subsector within the tourism economy is accommodation. Tourists require a location to rest and rejuvenate during travel and tour, which is required by the tourists. It could be inferred that the essence of the tourist accommodation was the provision of shelter for the overnight stay, this essence was proposed as the "accommodation service" described as the provision of sheltered overnight stay in accommodation with appropriately equipped rooms, including minimum of a bed, offered as a major service to tourists, travellers and lodgers for a fee".

Accommodation design should be attainable at all the major tourist destinations to provide the tourist a home away from home. There are various types of accommodation, which are being used by tourists frequently, besides the usual provision of high level facilities and comforts, big international hotels should be provided, large conference halls, communication linkage with internet facilities, restaurants, recreational environment, health clubs, spa, shopping marts, trading outlet among others. According to Scanlon (2007), hotels provide wide range of facilities such as swimming pools, basic bed and storage for clothing, bath rooms, business center, conference rooms, and childcare facilities among others. However, attractions encompass one of the primary components of the tourism system and the deciding factor motivating, pulling and conducting tourist activity, which are the main dynamics that pull tourists in their choice of destination (Swarbrooke, 2002). Tourism would not exist if it were not for attractions; they are the main instigators for tourist trips and are the core of the tourism product. Attractions are unequivocally the most important component in the tourism system and without attractions there would be no need for other tourism services (Swarbrooke, 2002). Attraction can be classified in various ways, which includes, features within the physical environment, manmade edifices that are not primarily designed for the purpose of attracting visitors, manmade purpose-built edifices that are primarily designed to attract visitors and special events. Tourists' attractions are capacitated to build and alleviate the economics of a nation, it contributes to government revenues, provide employment and kindle infrastructures among others, whereby making the role of tourists attraction to be economically important to the structures of the economy. Therefore, the role of Satisfaction of users in tourism site cannot be overemphasized, the entire essential that pull tourist must be put in to high consideration. Understanding the tourist satisfaction process is very beneficial and significant for the improvement, development and expansion of tourism and hotel industry (Choi and Chu 2001). Dominici and Guzzo (2010) considered that to achieve users' satisfaction, it is of a top priority to identify, anticipate and have a knowledgeable idea of the needs of tourists and to be able to satisfy them. Satisfaction is both the reason why people visit attractions and the basis of the quality of the visit, as well as of the attraction quality. Users satisfaction is one of the most frequently examined topics in tourism field because it plays an important role in the survival and future of any tourism services. Therefore the study intends to evaluate the post construction facilities in line with the satisfaction state of the users in the use of resort hotels in southwest Nigeria.

Tourists

According to Collins English Dictionary 2005, tourist is a person who voyages for series of activities which includes, pleasure, excursion, sightseeing, cultural, among others and also board in a hotel. Therefore a tourist can be elucidate as a person who travels to a destination outside his/her habitation and working place, which could be for different purpose, and also stay for at least 24hours and not more than a year. However the attractiveness of a tourism destination is often referred to the opinions of users about the destination's perceived ability to satisfy their needs. Research has shown that attractiveness studies are necessary for understanding the elements that encourage people to travel (Formica, 2002). The more a destination is able to meet the needs of tourists, the more the destination is perceived to be attractive and the more the destination is likely to be chosen in preference to competing destination. Thus, the major value of destination attractiveness is the pulling effect attractiveness has on tourists (Kim and Lee, 2002). It is generally believed that the attractiveness of a destination enhanced the attributes the destination has. In order to attract users' destinations, develop facilities and services to enhance its attractiveness. The attractiveness of a destination diminishes in the absence of this attributes. Moreover, in the absence of destination attractiveness tourism would not exist and there could be little or no need for tourist facilities and services (Kim and Lee, 2002). Furthermore Attractions are unequivocally the most important component in the tourism system and without attractions there would be no need for other tourism services.

Types and classification of tourists

The world tourism organization classifies tourists into two (2) basic types. They are international tourists and domestic tourists (UNWTO, 2009).

1. International tourists: International tourists are people who voyage to a country outside their usual domicile and usual environment for a period not exceeding a year, whose main purpose of visit is other than the exercise of an activity remunerated from within the country visited.

2. Domestic tourists: Domestic tourists are people residing in a country, who travels to a place within the country but outside their usual domicile for a period that does not exceed a year, and whose main purpose of visit is other than the exercise of an activity remunerated from within the place visited.

Tourism infrastructures (support services) as a medium of tourist attraction

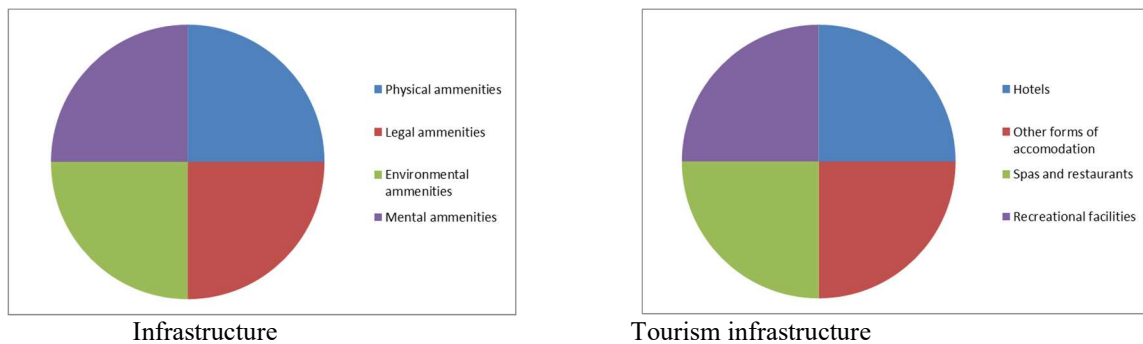
According to Dwyer, Livaic, and Mellor (2003) support services and facilities play a complimentary and supporting role in predicting the success of a destination. Without attractions within a destination,

support services become irrelevant. The major destination support services are tourism infrastructure. In a broader sense infrastructure includes physical, legal, environmental and mental amenities which contribute to making tourism product enjoyable, reliable and sustainable (Khadaroo and Seetanah in: Jafari and Xiao, 2016). The physical infrastructure of direct relevance to tourism includes hotels, other forms of accommodation, recreational facilities, spas and restaurants, which form the main tourism infrastructure. To define tourism infrastructure properly is easier said than done, mostly because tourism is not a single industry, there is no clearly defined "tourism" infrastructure (Dwyer et al. 2010). The scope of tourism infrastructure is broad and related to all those elements in a destination that enable and boost tourism development (Swarbrooke and Horner, 2001). In this manner, different aspects of infrastructure and accommodation facilities can be considered as elements of tourism infrastructure. In a wide scope, it includes all those facilities that tourists use when they leave their homes, reach their destination and return back home (Lohmann and Netto, 2017).

Tourism Infrastructure elements are the rudimentary function that serves tourist movement,

Infrastructure forms a fundamental part of the tourism package. For instance, road infrastructure expedite accessibility of tourists to different parts of the destination country, accommodation facilities offer the tourist where to lodge and gives the tourists the capacity to stimulate the comfortability and pleasurable atmosphere, while communication infrastructure delivers maximum information about the destination and also allows quick and economical communication between the origin and destination, thereby tumbling uncertainty, fear and lop-sided information. Other infrastructure such as, sound airport and wastewater among others are also believed to result in more reliable services and thus heightens the attractiveness of the destination. Also Panasiuk (2007) opined that tourism infrastructure is the basis for tourism development array from devices and institutions creating materials and organization. It encompasses four basic elements, which includes accommodation facilities (hotels, lodges, apartments, hostels, camping), gastronomy facilities (restaurant, bars, cafes), accompanying facilities (sports and leisure, culture, entertainment), communication facilities and other services information.

Figure 1: Accommodation and Recreational facilities as a constituent of the overall infrastructure



Source: Jafari, J., Xiao, H. Eds. (2016).

Accommodation facilities: a typical tourist infrastructure

Accommodation services and facilities are meant for serving and supporting the needs of users', hotels are primary forms of accommodation. Comfortable and satisfying hotels and other forms of accommodation facilities play an important role in attracting tourists to the destination. Accommodation has an everlasting influence on tourism destination and as such the accommodation services and facilities are intended to give optimum comfort and satisfaction to tourists. Cooper et al. (2008) say that in the travel and tour, accommodation provides the base, from which tourists can engage in any activities at a destination; therefore, travelling is considered incomplete in the absence of

accommodation, In a broad sense, tourism is totally dependent on the quality and quantity of accommodation facilities available at the hotel. Resort accommodation facility is a type of accommodation which is generally utilized for guests looking for an escape or a much tailored lodging experience. This facility is generally for the visitors that want to go for holidays or vacations (Rutherford and O'Fallon, 2006). Accommodation is one of the rudimentary desires for any tourism activity, travelers and tourists need lodging for rest, while they are on a tour, accommodation should be attainable at all the major tourist destinations to provide the tourist a home away from home. There are various types of accommodation, which are being used by tourists

regularly, besides the usual provision of high level facilities and comforts, big international hotels should provide, large conference halls, communication linkage with internet facilities, restaurants, recreational environment, health clubs, spa, shopping marts, trading outlet among others.

Types of accommodation facilities:

Akyeampong (2007) defines tourist accommodation as an establishment which offers its facilities and services to individuals or groups. Examples include, but are not limited to hotels, motels, guesthouses, and company apartments/chalets. Basically, bedrooms are the primary products that accommodation facilities offer to their clients, and secondarily offer host of other facilities and services which include restaurants and bars (food and beverage), recreational amenities (swimming pools, tennis courts, horse riding), health facilities (spas), conference and meeting facilities among others. However Cooper *et al.* (2008) stated that the types and availability of accommodation in a tourism destination area represents the image of the destination to the tourists. Accommodation is the universal and largest subsector within the tourism economy. Tourists require a location where they can rest and rejuvenate themselves during their travel, through or stay within the tourist destination. Different types of accommodation services aim at giving users optimum satisfaction with the hope that the users would be attracted to the available services and recommend them to their acquaintances. There are diverse types of accommodation facilities which includes, hotel, hostel, motel, cottage, lodge mansion, raid, resort, igloo, Villa, tree house apartment among others. This form of accommodation plays a key role in the tourism development agenda of destinations. The quest for accommodation types that meet the needs of the tourist is on the increase.

Hotel

Hotel is an establishment that provides travelers with professional accommodation and other guest services. Depending on size, location, and amenities, hotels are generally rated from one-star to five stars, Hotels are indispensable part of tourism industry, hotels are not only to offer accommodation and meals but also offer a diversity of other services needed by the tourist/guest, many hotels also offer a health club, crèche, among others, hotel is a form of building, symbol, company or accommodation business entity that provides lodging services, food and beverage providers and other service facilities where all services are intended for the general public, both those staying at the hotel or those who only use certain facilities owned by the hotel (Sulastiyono, 2011: 5).

Types of hotels

International or Star Category Hotel:

The classification is done by Ministry of Tourism under which a committee forms known as HRACC (Hotels and Restaurants Approval & Classification committee) headed by Director General of tourism. They are located at prime locations in the city, found mostly in metro cities and at major tourist destinations, they are the modern western style hotels, and are classified on the internationally accepted star grading which ranges from five stars to one star. The grading is given to the hotel depending on the facilities and services which the hotel provides. facilities provided by the five star includes, an information desk, conference center, travel desk, multi cuisine restaurants, banquet halls, room service, swimming pool, gymnasium, health clubs, shopping arcades, entertainment or cultural among others. (Institute of Hotel Management Bhubaneswar (IHMB), Indian, 2017)

Non Star or commercial hotels

IHMB (2017) posited that commercial hotels are designed to cater to the commercial traveller; commercial hotels are generally situated in the city center. These hotels provide high standard rooms and amenities situated in the centre of the city along with high speed internet connectivity, business centers, and conference halls. They also provide in-house secretarial services, as well as facilities such as letter drafting, typing, fax and photocopying of document for the convenience of their guest. The guest amenities at commercial hotels may include complimentary newspapers, morning coffee, cable television and access to channeled music and movies. The duration of guest stay is generally very short at these hotels. The occupancy level is higher during the weekdays and slightly lower during weekends. These hotels are also known as downtown hotels.

Residential Hotels:

As the name suggest, residential hotels provide accommodation for longer duration. These hotels are generally patronized by people who are on a temporary official deputation to a city where they do not have their own residential accommodation. Guest stay for a minimum period of one month and up to two years. The services offered by these hotels are modest (IHMB 2017).

Casino Hotels:

Casino hotels provide gambling facilities, such as Luxor hotel and casino in Las Vegas. These Hotels attract the clients by promoting gambling, arranging extravagant floor shows, and some may also provide charter flight services to its clients. They have state-of-the-art gambling facilities, along with the specialties restaurants, bars, round the clock room services, well-appointed and furnished rooms for its

guest. Nowadays, these hotels are also attracting the MICE (meetings, incentives, conference and exhibitions) segments (IHMB 2017).

Resort Hotels:

Resort hotel caters primarily for travellers and tourists who look for rest, relaxation and recreation. They are located mostly at alluring and natural tourism destinations, such as sea side, hill stations, wild life and many more. The attractions vary depending on the region which some offer golf, tennis scuba diving and many more. Apart from amenities provided by hotels, resorts provide additional facilities to tourists for recreation and relaxation which includes indoor and outdoor games, gambling, and spa, among others (Brey, 2009).

Motels:

The word motel is formed by merging two words „motor“ and „hotel“. They are located primarily on highways and provide modest lodging to highway travellers. A motel offers facilities such as accommodations, food and drinks, garage facilities, a parking lot, and re-fuelling for vehicles (IHMB 2017).

The notion of satisfaction for tourists

Satisfaction is recognized as one of the key judgments that users make regarding a tourism service (Yüksel and Yüksel, 2002). Baker and Crompton (2000) and Sanchez et al. (2006) defined users' satisfaction as a tourist's state of emotion after experiencing a tour. Kotler (2008) describes it as a feeling of happiness or unhappiness as a result of comparing the perceived performance of services with the expected performance. If the perceived performance of services does not meet the expected performance, a tourist feels dissatisfied. The majority of researchers from the 1980's and 1990's found that satisfaction was more a judgment than an attitude. Satisfaction is both the reason why people visit attractions and the basis of the quality of the visit, as well as of the attraction quality.

The research, ascertained resort hotels do not fulfill its definitions and objectives as users' satisfaction are always not incorporated with both the design and evaluation of its facilities, which this study is to resolve. Physical environment design has recently been found to be an important part of users' evaluation of satisfaction with services (Ali and Amin, 2013; Ruiz, et al., 2012). The importance of creating an attractive and acceptable physical built environment with acceptable room quality has gained growing attention among scholars as it is a key factor for attracting and satisfying users in tourism development (Han & Ryu, 2009).

Experiences of tourist

Previous researchers have discovered that satisfaction of the users' can assist with building long lasting

beneficial associations with their users' (Eshghi, Haughton and Topi, 2007). Satisfaction is a dynamic, moving objective that may advance extra time, impacted by an assortment of components, especially when the service experience happens after some time, satisfaction might be exceptionally factor contingent upon which point in the experience cycle one is centering. (Lovelock, C and Wright, L.2007). Tourist experiences are exceptional in that they transpire as in the course of a journey, and especially during sightseeing tours. Experience is an inner state of individual brought about by something which is personally encountered, undergone or lived through; therefore, tourists incline to seek for experiences that are both pleasurable and stimulating.

However, tourists' literature discovered that satisfaction inclines to be viewed as the attitude resulting after a particular experience (Pearce, 2005). A satisfied and content tourist is an individual who has the opportunity to be able to satisfy his or her individual wants. Such a situation occurs when the expectations of a tourist towards the trip are equal to what they encountered (Kieźel, 2008; Mazurek-Łopacińska, 2005). Therefore, satisfaction is the feeling which results from the trip, and the state which is actually formed during the trip. Also, the level of satisfaction attained by an individual may influence their future intentions, in terms of revisiting a destination and/or recommending it to other people. Satisfied users experienced that there is a similarity between the performance of the product and service with the expectation of the users, where it will attract them to repurchase the service. Simultaneously, dissatisfied users would persuade different users to not re-purchase and subsequently they will move to another service providers. Users' satisfaction is a significant experience segment of a tourist movement, and it's an important indicator that predicts the future users' loyalty (Hill, Roche and Allen 2007.) Therefore the quality of experience differs on the amount of resistance produced in a given environment. For instance, when the amount of assimilation resistance is extremely small, the individual tends to experience the feeling of boredom, as the resistance increases, the boredom subsides and the experience progresses to easy and relaxed, if the resistance increases still, the experience becomes pleasant and satisfying. According to American Journal of Tourism Management, there is a positive relationship between tourist satisfaction and tourist loyalty as well as between tourist satisfaction and positive word-of-mouth. Tourist satisfaction increases tourist loyalty which increases tourist revisit intentions and leads to positive word-of mouth. Users' loyalty is a positive experience a users' got from a service; it's the expression of eagerness to work with an organization

or purchase a particular product and services continually (Petrick, 2004).

Determinants of tourists' satisfaction

Satisfaction is an individual perception of pleasure or the disappointment. If users' desire level meets their degree of satisfaction, it expands additionally, but if not in that point frustration comes. Users' satisfaction is important for all organization, If the users' enjoys the service and product then they express satisfaction, because It's not realistic to satisfy each and every users'(Yao et al., 2019). Users' satisfaction becomes important in retaining old users' and acquiring new ones Chakraborty and Sengupta (2014). Therefore, in order to achieve these, tourists determinant satisfaction must be put into consideration, Quality of tourist services, attraction which are the main pull factor and adequate infrastructure that attract tourist into a destination should be the priority of every stakeholder in tourism industry. According to Wuest *et al.* (1996) defined the perception of hotel attributes and determinant as the degree to which users' find different services and facilities critical for their stay in a hotel. Hotel attributes like location, physical facilities (various forms of facilities for users, accommodation, catering and restaurants, recreation and entertainment, activities for children), special events, concern for natural environment, quality of service, amenities (safe car park, clean toilets, amenities for children, security, cleanliness, standard of services, price opportunities, room quality for relaxation and physical environment attractiveness are some determinant factors that influence tourist satisfaction. Also American Journal of Tourism Management established Some of the factors that strongly influenced tourist satisfaction in a hotel industry, which are cleanliness, safety and security, comfort, convenience, location, courtesy of staff, prompt service, empathy and competence of staff, friendliness of employees, room qualities, value, reliability, accessibility, assurance, adequacy of physical facilities and services,

Methodology

Method of data collection

The study adopts both primary and secondary data. Relevant information on tourist preferences was extracted from users'. First hand design information was collected from respondents (tourists and staff of the resort hotel). Sources of primary data are Tourists

and Staff of resort hotels. Research instrument adopted for primary data are; Administration of questionnaires to the staff and tourists, Personal interview, observation within the existing resort hotels and studying of relevant cases to arrive at scientific parameters for the design. Secondary sources of data adopted are relevant information from textbooks, seminar paper and information from internet.

The sampling frame adopted comprises of all the tourist centers that possess the natural attraction, such as rocks, beach and other natural elements of landscape in south-west geopolitical zone that has resort hotel .There are fifteen (15) identified resort hotels with natural attraction in south west that consisted the population of the sample, 20% of the identified hotels were sampled for the study. The sample size consists of one resort hotel sited in tourist center in each state in south-western Nigeria. Four resort hotels were selected in all; random sampling was employed to select one resort hotel since there are some states that has more than one resort hotel sited in tourist center. Resort hotels sited in tourists' center that has a natural attraction such as rocks, beach and other natural landscape element were purposively sampled.

Incidental sampling and random sampling techniques were employed in the administration of questionnaires to the targeted respondents. 425 numbers of questionnaires was distributed to the targeted respondents (which are staff of the resort and tourists) in all the four (4) resort hotels chosen randomly, Incidental sampling technique was used to administer 425 questionnaires to 198 staff members and 227 tourists. The questionnaires recovered for analysis comprised of 187 (94.4%) and 206 (90.7%) for staff members and tourists respectively.

The questionnaires were incidentally distributed to the tourists in the outdoor section of the resort hotels. Random sampling was employed in the distribution of questionnaires to the staff, while the staff member of the selected resort hotels was also interviewed. Perception and satisfaction of users' on the available recreational and lodging facilities was solicited through interviews. Observatory survey and record of existing recreational and lodging facilities were taken in the course of administering the questionnaires.



Figure 2: showing map of southwest geopolitical zone in nigeria

Names and number of resort hotel sited in tourist center of south-west geopolitical zone are tabulated below;

Table.1: Resort hotels in southwest, Nigeria

State	Resort hotel that possess natural attraction	Number
Oyo	<ul style="list-style-type: none"> • Old Oyo national park, Sepeteri 	1
Osun	<ul style="list-style-type: none"> • Nil 	1
Ekiti	<ul style="list-style-type: none"> • Ikogosi warm and cold springs 	1
Ogun	<ul style="list-style-type: none"> • Green legacy resort, Abeokuta • Ebute Oni tourist beach resort 	2
Ondo	<ul style="list-style-type: none"> • Nil 	0
Lagos	<ul style="list-style-type: none"> • Hermitage garden resort • Casa Ilashe ,Lago • La manga luxury beach villas Ilashe • Kamp Ikare • Halem seaside resort • Whispering palms beach resort, Badagry • Lacampagne tropical beach resort • Takwa bay beach • Eko tourist beach resort • Ibeshe lagoon beach club and spa. • Lekki beach resort 	11

Source: Authors' field survey (2017)

Data analysis

This study employed descriptive (cross tabulations, charts and percentages.)Statistical tools to analyze the data. Descriptive statistical tools was used for

describing, summarizing and presentation of data, include means, tabulations, cross tables, percentages and charts. A five-point Likert scale was employed in the study starting from 1 (Very unsatisfied),

2(satisfied), 3(just satisfied), 4 (unsatisfied) to 5 (Very satisfied).

Results and discussion

Availability of recreational facilities in the Study Area: it was observed that the following recreational facilities were identified to be present at the research study area.

Table 2: Availability of recreational facilities in the Study Area

Recreational facilities	Availability			
	Available		Non available	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Base ball	99	25.2	294	74.8
Basketball court	248	63.1	145	36.9
Volleyball courts	393	100.0	0	0.0
Golf course	0	0.0	393	100.0
Handball courts	101	25.7	292	74.3
Swimming pools	325	82.7	68	17.3
Children pool	248	63.1	145	36.9
Tennis court	325	82.7	68	17.3
Jogging track	150	38.2	243	61.8
Gymnasium	325	82.7	68	17.3
Spa health and beauty	150	38.2	243	61.8
Massage room	247	62.8	146	37.2
Nail room and shopping	247	62.8	146	37.2
Others[specif].	298	75.8	95	24.2

F = Frequency, % = Percentage

Source: Authors' field work, 2018

The respondent reported that golf course was not available (0.0%), baseball (25.2%) while volley ball, children pool, tennis court, gymnasium and swimming pool (82.7%) are the most available recreational facilities. Others facilities available are badminton, snoccers, swash, beach, football pitch and many more.

Availability of lodging facilities in the Study Area: it was observed that the following lodging facilities were identified to be present at the research study area.

Table 3: Availability of lodging facilities in the Study Area

Lodging facilities	Availability			
	Available		Non available	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Hotel room	393	100.0	0	0.0
Hotel suite	345	83.2	68	16.8
Studio room	0	0.0	393	100.0
Chalet	393	100.0	0	0.0
Others	71	18.1	322	81.9

Source: Authors' field work 2018

It was observed that 100.0% of respondents reported that hotel room and chalet are most available .This is followed closely by hotel suite (83.2%), studio room (0.0 %) and others (18.1%) respectively. This infer that majority of the users preferred to lodge in chalet and hotel rooms, also it was observed that there are others lodging facilities available in Old Oyo national park, which are hostels.

Users' satisfaction with baseball facility according to each hotel: satisfaction with baseball facility was measured and responses were summarized in the table below.

- Legends VUS = Very unsatisfied (1)
- US = Unsatisfied (2)
- JS = Just satisfied (3)

- S = Satisfied (4)
- VS = Very satisfied (5)

Table 4: Users’ satisfaction with baseball facility according to each hotel

Names of hotel		Satisfaction with baseball				Total
		VUS	US	JS	S	
		1	2	3	4	
Ikogosi warm spring	Frequency	1	48	19	30	98
	% of satisfaction	100.0	100.0	100.0	100.0	100.0
	% of total	1.0	49.0	19.4	30.6	100.0
Total	Frequency	1	48	19	30	98
	% of satisfaction	100.0	100.0	100.0	100.0	100.0
	% of total	1.0	49.0	19.4	30.6	100.0

F = Frequency, % = Percentage

Source: Authors’ Field survey, 2018

According to the respondents, it was observed that 98 respondents maintained their satisfaction level with baseball, out of a total of 393 respondents. This clearly state that there are no statistics computed because name of hotel is constant.

Users’ satisfaction with basketball facility according to each hotel: satisfaction with basketball facility was measured and responses were summarized in the table below.

Table 5: Users’ satisfaction with basketball facility according to each hotel

Names of hotel			Satisfaction with basket ball					Total
			VUS	US	JS	S	VS	
			1	2	3	4	5	
Ikogosi warm spring		Frequency	0	5	5	40	47	97
		% of satisfaction	0.0	5.2	5.2	40.8	37.6	100.0
		% of total	0.0	2.0	2.0	16.2	19.0	39.3
Green legacy resort		Frequency	5	5	4	58	78	150
		% of satisfaction	100.0	50.0	44.4	59.2	62.4	60.7
		% of total	2.0	2.0	1.6	23.5	31.6	60.7
Total		Frequency	5	10	9	115	108	247
		% of satisfaction	100.0	100.0	100.0	100.0	100.	100.0
		% of total	2.0	4.0	3.6	39.7	50.6	100.0

F=Frequency, % = Percentage

Source: Authors’ Field survey, 2018

Result shows that large proportion of respondents are very satisfied with basketball both in Ikogosi warm spring(19.0%) and Green legacy resort(31.6%). These suggest that hotels in the jurisdiction of my study area take into consideration what satisfies users most with

basketball. This facility wasn’t available in both Old Oyo national park and Takwa bay.

Users’ satisfaction with volleyball court facility according to each resort hotels: satisfaction with volleyball court facility was measured and responses were summarized in the table below.

Table 6: Users' satisfaction with volleyball court facility according to each resort hotel

Names of hotel			Satisfaction with volleyball ball					Total
			VUS	US	JS	S	VS	
			1	2	3	4	5	
Ikogosi spring	warm	Frequency	0	52	15	31	0	98
		% of satisfaction	0.0	71.2	35.7	18.9	0.0	24.9
		% of total	0.0	13.2	3.8	7.9	0.0	24.9
Green resort	legacy	Frequency	0	7	12	61	70	150
		% of satisfaction	0.0	.6	2.6	37.2	6.9	38.2
		% of total	0.0	1.8	3.1	15.5	17.8	38.2
Old Oyo national		Frequency	2	5	7	19	44	77
		% of satisfaction	100.0	6.8	16.7	13.0	33.8	19.6
		% of total	0.5	1.3	1.8	4.8	11.2	19.6
Tarkwa island	bay	Frequency	0	9	8	35	16	68
		% of satisfaction	0.0	12.3	19.0	21.3	14.2	17.3
		Frequency	0.0	2.3	2.0	8.9	4.1	17.3
Total		Frequency	1	73	42	164	113	393
		% of satisfaction	100.0	100.	100.	100.	100.	100.
		% of total	0.	18.	10.	37.	33.1	100.0

F = Frequency, % = Percentage

Source: Authors' Field survey, 2018

Result of the field survey In green legacy resort and Old Oyo national park reported that majority of the respondents are very satisfied with volleyball court, court been positioned on the field in both hotels may have responsible for their satisfaction level. While in Takwa bay and Ikogosi warm spring respondents reported that they are satisfied and unsatisfied respectively

Users' satisfaction with swimming pool facility according to each resort hotels: Table 7 presents the satisfaction with swimming pool facility, it was measured and responses were summarized in the table below

Table 7: Users' satisfaction with swimming pool facility according to each resort hotel

Names of hotel			Satisfaction with swimming pool					Total
			VU	US	JS	S	VS	
			1	2	3	4	5	
Ikogosi spring	warm	Frequency	2	0	0	11	85	98
		% of satisfaction	100.	0.0	0.0	3.4	26.	30.2
		% of total	0.0	0.0	0.0	3.4	26.	30.2
Green resort	legacy	Frequency	0	2	1	48	99	150
		% of satisfaction	0.0	11.	16.	41.	53.	46.2
		% of total	0.0	0.6	0.3	14.	30.	46.2
Old Oyo national park		Frequency	1	15	5	56	1	77
		% of satisfaction	0.0	88.	83.	48.	0.5	23.7
		% of total	0.0	4.6	1.5	17.	0.3	23.7
Total		Frequency	2	17	6	115	185	325
		% of satisfaction	100.	100	100	100	100	100.
		% of total	0.6	5.2	1.8	35.	56.	100.

F = Frequency, % = Percentage
 Source: Authors' Field survey, 2018

Respondents' opinion with the level of satisfaction with swimming pool in the study area goes thus: Majority of the respondents in both Ikogosi warm spring (26.2%) and Green legacy resort (30.5%) are very satisfied with swimming pool in the study area, while Old Oyo national park (17.2%) is satisfied, not very satisfied, because some pool side essential facilities are missing.

Users' satisfaction with lawn tennis court facility according to each resort hotels: Table 8 presents the satisfaction with lawn tennis court facility, it was measured and responses were summarized.

Table 8: Users' satisfaction with lawn tennis court facility according to each resort hotels

Names of hotel			Satisfaction with lawn tennis court				
			VUS	US	JS	S	VS
			1	2	3	4	5
Ikogosi spring	warm	Frequency	0	24	19	51	4
		% of satisfaction	0.0	28.9	45.2	30.4	18.2
		% of total	0.0	7.4	5.8	15.7	1.2
Green legacy resort		Frequency	0	10	13	109	18
		% of satisfaction	0.0	12.0	31.0	64.9	81.8
		% of total	0.0	3.1	4.0	33.5	5.5
Old Oyo national park		Frequency	10	40	10	8	0
		% of satisfaction	100.	59.0	23.8	4.8	0.0
		% of total	3.1	15.1	3.1	2.50.	0.0
Total		Frequency	10	83	42	168	22
		% of satisfaction	100.	100.	100.	100.	100.
		% of total	3.1	25.5	12.9	51.7	6.8

F = Frequency, % = Percentage

Source: Authors' Field survey, 2018

Majority of the respondents in both Ikogosi warm spring (15.7%) and Green legacy resort (33.5%) are satisfied with lawn tennis in the study area, while

majority of the respondents also (59.0%) are not satisfied with lawn tennis in Old Oyo national park.

Users' satisfaction with gymnasium facility according to each resort hotels: Table 9 presents the satisfaction with gym facility, it was measured and responses were summarized.

Table 9: *Users' satisfaction with gymnasium facility according to each resort hotel*

Names of hotel			Satisfaction with gymnasium					Total
			VUS	US	JS	S	VS	
			1	2	3	4	5	
Ikogosi warm spring		Frequency	11	49	6	39	3	98
		% of satisfaction	2.5	56.3	75.0	53.4	2.6	30.2
		% of total	0.3	15.1	1.8	12.0	0.9	30.2
Green legacy resort		Frequency	0	4	0	32	4	150
		% of satisfaction	0.0	4.6	0.0	43.8	97.4	46.2
		% of total	0.0	1.2	0.0	9.8	35.1	46.2
Old Oyo national		Frequency	39	34	2	2	0	77
		% of satisfaction	97.5	39.1	25.0	2.7	0.0	23.7
		% of total	12.0	10.5	0.6	0.6	0.0	23.7
Total		Frequency	40	87	8	73	117	325
		% of satisfaction	100.	100.	100.	100.	100.0	100.0
		% of total	12.3	26.8	2.5	22.5	36.0	100.0

F = Frequency, % = Percentage

Source: Authors' Field survey, 2018

Majority of the respondents (12.0%) in Ikogosi warm spring are satisfied, while larger respondents (35.1%) in green resort are very satisfied. Also Old Oyo national park (12.0%) reported they are not satisfied with the gym center, due to the fact that, despite the reality that Old Oyo national park has purposely built gym center, almost all the gym equipment has spoilt.

Green legacy resort also has purposely built gym center with modern equipment, fully equipped, maintained and functional.

Users' satisfaction with massage room facility according to each resort hotels: Table 10 presents the satisfaction with massage room facility, it was measured and responses were summarized in the table below.

Table 10: Users' satisfaction with massage room facility according to each resort hotels

Names of hotel			Satisfaction with massage room					Total
			VUS	US	JS	S	VS	
			1	2	3	4	5	
Ikogosi warm spring	Frequency		1	55	10	32	0	98
	% of satisfaction	of	100.0	98.2	76.9	47.8	0.0	39.5
	% of total		0.4	22.2	4.0	12.9	0.0	39.5
Green legacy resort	Frequency		0	1	3	35	111	150
	% of satisfaction	of	0.0	1.8	23.1	52.2	100.0	60.5
	% of total		0.0	0.4	1.2	14.1	44.8	60.5
Total	Frequency		1	58	13	67	111	248
	% of satisfaction	of	100.0	100.0	100.0	100.0	100.0	100.0
	% of total		0.4	22.6	5.2	27.0	44.8	100.0
								0

F = Frequency, % = Percentage

Source: Authors' Field survey, 2018

It was observed from the table above that green legacy resort had the large respondents (44.8%) that massage rooms are very satisfied while Ikogosi warm spring

respondents (22.2%) are with the opinion that massage rooms are unsatisfied.

Users' satisfaction shopping facility according to each resort hotels: satisfaction with shopping facility was measured and responses were summarized in the table 11 below.

Table 11: Users' satisfaction shopping facility according to each resort hotels

Names of hotel			Satisfaction with shopping				Total
			US	JS	S	VS	
			2	3	4	5	
Ikogosi warm spring	Frequency		19	6	70	3	98
	% of satisfaction	of	82.6	46.2	55.6	3.5	39.5
	% of total		7.7	2.4	28.2	1.2	39.5
Green legacy resort	Frequency		4	7	56	83	150
	% of satisfaction	of	17.4	53.8	44.4	96.5	60.5
	% of total		1.6	2.8	22.6	33.5	60.5
Total	Frequency		23	13	126	86	248
	% of satisfaction	of	100.0	100.0	100.0	100.0	100.0
	% of total		9.3	5.2	50.8	34.7	100.0
							0

F = Frequency, % = Percentage

Source: Authors' Field survey, 2018

It was observed that large respondents in Ikogosi warm spring (28.2%) reported they are satisfied with the shopping Centre while the large respondents in Green legacy resort (33.5%) said that they are very satisfied with the shopping Centre.

Users' satisfaction with others facility according to each resort hotels

Table 12: *Users' satisfaction with others facility according to each resort hotels*

Names of hotel			Satisfaction with others				Total
			US	JS	S	VS	
			2	3	4	5	
Ikogosi warm spring		Frequency	20	22	47	9	98
		% of satisfaction	51.3	56.4	25.7	16.4	31.0
		% of total	6.3	7.0	14.9	2.8	31.0
Green legacy resort		Frequency	3	10	105	32	150
		% of satisfaction	7.7	25.6	57.4	58.2	47.5
		% of total	0.9	3.2	33.2	10.1	47.5
Tarkwa bay		Frequency	16	7	31	14	68
		% of satisfaction	41.0	17.9	16.9	25.5	21.5
		% of total	5.1	2.2	9.8	4.4	21.5
Total		Frequency	39	39	183	55	316
		% of satisfaction	100.0	100.0	100.0	100.0	100.0
		% of total	12.3	12.3	57.9	17.4	100.0

F = Frequency, % = Percentage

Source: Authors' Field survey, 2018

Table 12 shows users' opinion with the level of satisfaction with others recreation facilities in the study area. According to the figure, it was observed that the large proportion of respondents are satisfied with others recreation facilities in the study area. Some of other recreation facilities in green legacy resort are badminton, horse ride, football pitch, swash and many more, the only other facility in Ikogosi is snoccers, while other facilities in Tarkwa bay are football pitch, skiing and beach.

Users' satisfaction with the available recreation facilities

The result of the survey in (table 13) goes thus, (35.9%) of the respondents disagree that they are not satisfied with the available recreation facilities in the study area. However, in Green legacy resort (19.1%) the respondent noted that they are very satisfied, while (13.2%) of the respondent in Ikogosi warm spring, (9.2%) of the respondent in old Oyo national park and Tarkwa bay respectively reported that they are not satisfied with the available recreation facilities. This is a clear indicator that most resort center need urgent attention from the stakeholders.

Table 13: Users' satisfaction with the available recreation facilities

Names of hotel			Satisfaction with available recreation facilities					Total
			SD	D	JS	A	SA	
			1	2	3	4	5	
Ikogosi warm spring	Frequency		2	52	7	37	0	98
	% of satisfaction	of	5.6	36.9	43.8	29.8	0.0	24.9
	% of total		0.5	13.2	1.8	9.5	0.0	24.9
Green legacy resort	Frequency		0	17	2	56	75	150
	% of satisfaction	of	0.0	12.1	12.5	45.2	98.7	38.2
	% of total		0.0	4.3	0.5	14.2	19.1	38.2
Tarkwa bay	Frequency		2	36	6	23	1	68
	% of satisfaction	of	5.6	25.5	37.5	18.5	1.3	17.3
	% of total		0.5	9.2	1.5	5.9	0.3	17.3
Old national Oyo	Frequency		32	36	1	8	0	77
	% of satisfaction	of	88.9	25.5	6.2	6.5	0.0	19.6
	% of total		8.1	9.2	0.3	2.0	0.0	19.6
Total	Frequency		3	141	16	124	76	393
	% of satisfaction	of	100.	100.	100.	100.	100.	100.
	% of total		9.2	35.9	4.1	31.6	19.3	100.0

F = Frequency, % = Percentage

Source: Authors' Field survey, 2018

User's satisfaction with available lodging facilities in the study area

The result of the field survey, (see table 14) shows that majority of the respondents (50.1%) agree that they are satisfied with lodging facilities in the study area. It was also observed that respondents in Ikogosi warm spring(15.5%), Old Oyo national park (12.5%) and Tarkwa bay (8.1%) agree while respondents (23.7%) in green legacy resort strongly agrees that they are satisfied with the available lodging facilities. This is a confirmation that priority are channeled towards a private owned resort

Table 14: Users' satisfaction with the available lodging facilities

Names of hotel			Satisfaction with available lodging facilities				Total
			D	JS	A	SA	
			2	3	4	5	
Ikogosi spring	warm	Frequency	23	13	61	1	98
		% of satisfaction	39.7	30.2	31.0	1.1	24.9
		% of total	5.9	3.3	15.5	0.3	24.9
Green resort	legacy	Frequency	0	2	55	93	150
		% of satisfaction	0.0	4.7	27.9	97.9	38.2
		% of total	0.0	0.5	14.0	23.7	38.2
Tarkwa bay		Frequency	23	12	31	1	68
		% of satisfaction	39.7	27.9	16.2	1.1	17.3
		% of total	5.9	3.1	8.1	0.3	17.3
Old national	Oyo	Frequency	12	16	49	0	77
		% of satisfaction	20.7	37.9	24.9	0.0	19.6
		% of total	3.1	4.1	12.5	0.0	19.6
Total		Frequency	58	43	197	95	393
		% of satisfaction	100.0	100.0	100.0	100.0	100.0
		% of total	14.8	10.9	50.1	24.2	100.0
			8	9	1	0	

F = Frequency, % = Percentage

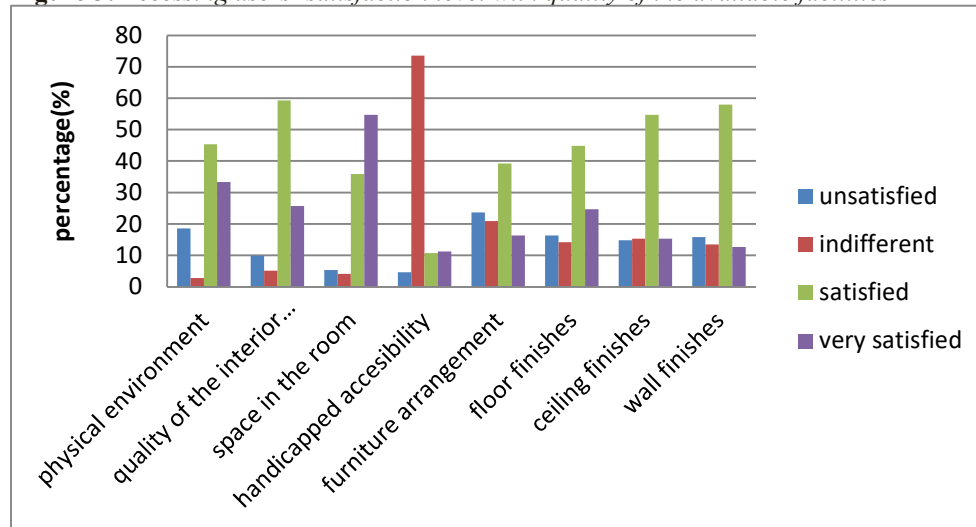
Source: Authors' Field survey, 2018

Assessing users' satisfaction level with quality of the existing facilities

The result of the field survey is summarized in figure 3. The result shows that majority of the respondents (45.3%) are satisfied with the quality of physical built environment. Majority of the respondents are of the opinion that they are satisfied with the aesthetic quality of the interior rooms. It was observed that a large percentage (54.7%) of the respondents are very

satisfied with how spacious the rooms are. It was clearly stated that total number of (73.5%) respondents, which constituted the larger population are of the opinion that handicapped accessibility are unsatisfied. It was observed also that large percentage of respondents (38.5%) is of the opinion that furniture arrangements are satisfied. It was clearly stated again that the highest populations of respondent (44.8%), (54.7%) and (58%) are of the opinion that floor finishes, ceiling finishes and wall finishes are satisfied respectively

Figure 3: Accessing users' satisfaction level with quality of the available facilities



Source: Authors' Field survey, 2018

Conclusion and recommendations

Conclusion

Public sector has failed in the provision and maintenance of the available tourism infrastructure; private sector stakeholders are profit-driven, agiler and capable of delivering, providing tourist needs in short period. From the other side, public sector stakeholders are more robust, slow to react and limited by numerous internal regulations and capacities. As a continuous process, tourism development must be driven and directed towards public private partnership for the provision of those services that are essential in given a tourist maximum satisfaction. The study also recommends that a resort hotel should essentially be a blend of recreational and lodging facilities.

Recommendations

1. Full implementation of all the recreational facilities must be adequately provided in resort hotels so as to provide users the opportunity to enjoy their desire preferences.
2. Handicapped accessibility should be put into consideration
3. The study recommends that a resort hotel should essentially be a blend of recreational and lodging facilities.
4. There should be proper and adequate funding from the government, as it has become one of the most promising sectors of economy in Nigeria, and also government should stimulate and sensitize non-governmental organisations and other stakeholders on the establishments and proper management of resort hotels to implement all the necessary recreational facilities needed.
5. Resort hotel should be situated in close proximity to tourist destination, so as not to rendered service therein under-utilized.

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