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Assessment of Commuters' Satisfaction with the Management Services in Selected Motor Parks in Ibadan, Nigeria

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ABSTRACT

The responsibility of the managers of any public space is to provide and sustain high quality of service to the satisfaction of users. This study examines the commuters' level of satisfaction with the management services in public motor parks in Ibadan and the services considered are bus services, provision and maintenance of infrastructural facilities, information/inquiry services, security services and control of commercial areas within the motor parks. The study adopted a survey design, based on questionnaire administration. A multi-stage sampling technique was used to select ten motor parks based on their prominence, and the Checkmarket online sample size calculator was used to determine the sample sizes. Data were analyzed using descriptive statistics and the Relative Satisfaction Index (RSI). Findings revealed that commuters were grossly dissatisfied with all the services, indicating that managers of these motor parks were not efficient in carrying out their management responsibility of providing these essential services in the motor parks. The paper recommends a total overhaul of facilities in the motor parks; transfer of ownership of motor parks to Local Governments; formulation of a well-articulated management policy with adequate participation of all stakeholders; engagement of professionals in motor park management; improved collaborations of motor park managers and security agencies; and reorganization of commercial areas in the motor parks.

INTRODUCTION

An increasing proportion of the global populace is now living in urban settlements. As at 2024, around 57 percent of the total global population of 8.1 billion, representing 4.6 billion individuals, resided in urban settings, in contrast to 3.5 billion people, or 43 percent, who lived in rural areas (Worldometer, 2024; Dyvik, 2024). Projections indicate that by 2050, the urban demographic will expand to 68 percent, with a substantial 90 percent of this increase occurring in Africa and Asia (URBANET, 2022). This persistent growth in urban populations is largely fueled by the diverse socio-economic, cultural, and political opportunities that cities offer compared to rural locales (Abubakar & Dano, 2018). Such expansion exerts considerable strain on urban infrastructure, especially the transportation systems.

Transportation is a critical aspect of human activity that profoundly affects both personal lives and the surrounding environment (Ahmed, 2016). Public transportation systems are vital for enhancing urban productivity, and plays a significant role in shaping settlement patterns, economic sustainability, environmental consequences, and the overall quality of life (Basorun & Rotowa, 2012). Essential infrastructure, such as roads, buses, motor parks, and bus stops, facilitates the effective movement of individuals and goods, thereby contributing to the efficient operation of urban areas (Remix, 2021).

A motor park is a specifically designated public area that is equipped with the necessary infrastructure and

an organized management framework, allowing it to function as a commercial vehicle terminus for passengers wishing to embark on or disembark from their journeys. Additionally, it acts as a commercial center for vendors to market their products, thereby playing a crucial role in the effective operation of the transportation network within any urban environment. According to Koner (2019), a motor park serves as a facility where both city and inter-city buses gather and release passengers. Adedayo and Zubairu (2013) traced the establishment of motor parks in Nigeria back to 1899, a period marked by the need for centralized collection points due to the growing population and increasing commercial activities, which accompanied urban development and the subsequent evolution of the public transportation system.

Motor park managers are saddled with the responsibility of ensuring proper service fulfilment in terms of provision and maintenance of required services, to meet the needs and satisfaction of commuters and other users of the public space. The quality of services and the extent of commuters' satisfaction with the services, are indicators of efficiency of the motor park managers in delivering this responsibility. As succinctly put by Anable (2005), for any transport system to be considered as providing good service, it must ensure that the commuters are satisfied with the quality of the service being provided. This paper, therefore, examines the level of commuters' satisfaction with the services provided in selected public intercity motor parks in Ibadan; with special focus on the bus

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services, provision and maintenance of infrastructural facilities, information/inquiry services, security services, and control of commercial areas in the motor parks.

LITERATURE REVIEW

Urban transportation is fundamentally connected to urban design and spatial organization (Rodrigue, 2020). It is crucial to facilitate the mobility of the increasing population residing in urban areas. A key characteristic of urban transportation is its capacity to manage the high density of individuals, activities, and built environments. Small (2007) opines that density presents challenges for urban transportation due to crowding and the costs associated with developing infrastructure in densely populated regions. Conversely, it offers certain benefits through economies of scale, where some transportation services become more cost-effective when provided in larger quantities. Furthermore, Kenworthy (2021) emphasizes that one of the most significant issues facing cities is transportation, characterized by high volumes of motor vehicles, which leads to persistent congestion, disorganized parking, air pollution, noise, overwhelmed bus stations, traffic fatalities, and degraded public spaces, among other concerns.

Rodrigue (2020) maintains that motor parks play critical roles in transportation, because all modes of transport necessitate the organization and distribution of their traffic. With the exception of personal vehicle use and pedestrian travel, all spatial flows entail movement between terminals. In the context of road transport, passengers are required to access bus terminals or motor parks, while goods must be consolidated at terminals prior to their onward journey to various destinations. This underscores the significance of motor parks and elucidates the substantial investments made in developing this infrastructure. Adebayo and Zubairu (2013) observed that motor parks are fundamentally associated with transportation via commercial vehicles, providing a designated space for commuters to board vehicles en route to their destinations, which may include both intra-city and inter-city travel.

Motor park serves as a public transportation hub, primarily functioning as a terminal where passengers embark and disembark from various vehicles (Koner, 2019). This facility provides a communal space for commuters to access transportation to their intended destinations. Furthermore, Motor park has evolved into a central point for economic activities, with numerous vendors competing to market their products (Egole, 2013). In discussing the potential of motor park logistics to address distribution challenges in Nigeria, Adeleke (2022) noted the presence of motor parks in every city. He suggested that stakeholders could enhance logistical efficiency by interconnecting these motor parks, thereby establishing a cohesive logistical framework that reduces transportation costs for goods throughout Nigeria. This indicates that motor parks also play a crucial role in the movement of goods between locations.

Managers of motor parks have a crucial role of providing and sustaining adequate operations of the motor parks to ensure comfort, conveniences and security of the users. A study conducted by Ajakaye and Agunloye (2020) examined passenger satisfaction regarding the condition of facilities in motor parks, and findings indicated a significant level of dissatisfaction among passengers due to the lack and poor condition of various facilities in motor parks throughout densely populated areas of the Lagos metropolis. The researchers concluded that many motor parks in developing nations are in a state of disrepair and do not adhere to established standards and best practices, thereby failing to provide comfort and tranquility for users. Also, Ahmed (2016) identified pickpocketing and harassment as security threats that are common in motor parks in Ilorin; while Wachukwu, et. al. (2024) inferred that commuters were grossly dissatisfied with the commercial areas of motor parks in Obio/Akpor local government area of River State. All these served as background to this study to bridge the gap in literature.

MATERIALS AND METHODS

This research utilized a Survey Research Design to investigate the level of commuters' satisfaction with the various management services adopted in the management of motor parks in Ibadan. A mixed-method approach was adopted, combining both qualitative and quantitative research techniques to collect and analyze the data. This research employed a combination of primary and secondary data sources. Primary data were gathered from commuters who made use of the motor parks, the drivers and the chairmen of the management committees of the parks; while secondary data were obtained from both published and unpublished academic materials, including journals and theses.

The research focused on motor parks located within the eleven Local Government Areas (LGAs) of the Ibadan metropolis, which includes six sub-urban LGAs (Akinyele, Egbeda, Ido, Lagelu, Oluyole, and Ona-Ara) and five urban LGAs (Ibadan North, Ibadan North-East, Ibadan North-West, Ibadan South-East, and Ibadan South-West). The sampling frame comprised five chosen LGAs: Akinyele, Egbeda, Ido, Oluyole and Ibadan North-East. To determine the sample size, the Checkmarket online sample size calculator was employed, resulting in a total of 373 commuters and 316 drivers selected for the study. The chairmen of the management teams of the 10 selected motor parks were also sampled.

The study utilized a multi-stage sampling technique to select the motor parks for investigation. Initially, a cluster sampling method was implemented, identifying each Local Government Area (LGA) within the Ibadan metropolis as a distinct geographical cluster. Consequently, a total of eleven clusters were identified. Given that the focus of this research pertains to inter-city motor parks, five LGAs were randomly chosen from these clusters, comprising four sub-urban and one urban LGA, selected based on their prominence. Two inter-city motor parks

were randomly chosen from each of the selected Local Government Areas (LGAs), bringing about a total of ten inter-city motor parks for the study.

Accidental sampling approach was utilized for selecting the commuters. Given that this group primarily visits the motor parks to board vehicles, any commuter willing to participate was included in the sample. The descriptive statistical method and Relative Satisfaction Index (RSI) were utilized to analyze the data collected. This involved the use of frequency, mean, and percentages to summarize the data, while graphical representations such as histograms and pie charts were employed to visually depict the data.

The Study Area

This study was carried out in Ibadan, the capital city of Oyo State, Nigeria, which is the largest indigenous city in sub-Saharan Africa. Ibadan was established in 1829 as a refuge for warriors escaping from Oyo, Ijebu, and Ife due to the Fulani expansionist incursions from the northwest into the southwestern region (Fourchard, 2003; Negassa, 2011). Oral histories suggest that prior to the establishment of the current Ibadan in 1829, two earlier settlements named Ibadan had existed, both of which were destroyed during conflict. The first settlement was founded in the 16th century by migrants from Ile-Ife and was ultimately devastated by the Oyo Army during the Egungun festival (Tomori, 2023). The second iteration of Ibadan emerged due to an influx of population but was subsequently annihilated following the death of the Olubadan's daughter, who was sacrificed to appease the goddess of the River Osun.

Ibadan was designated as the administrative hub of the former Western Region during the period of British colonial governance, owing to its advantageous geographical position and ease of access from Lagos (Fourchard, op. cit.). Subsequently, it functioned as the capital for both the historical and contemporary Oyo State after the reorganization of the region in 1976 and 1991, respectively (Negassa, op. cit.).

Ibadan is located adjacent to the forest grassland region

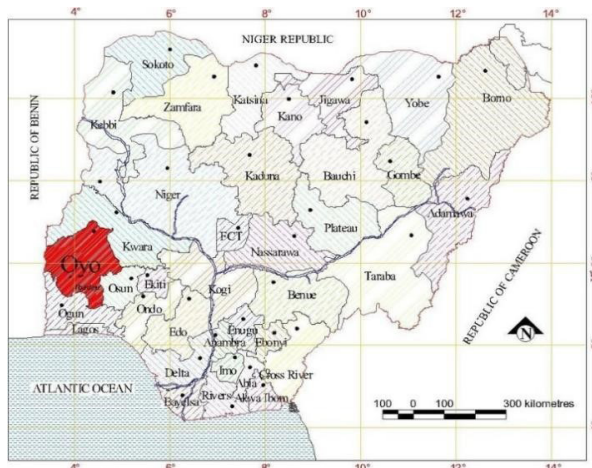


Figure 1: Map of Oyo State in its national setting
Source: Adapted from Akanmu, et al. (2019)

in southwestern Nigeria (Figure 1), specifically in the southeastern section of Oyo State (Figure 2). The city is positioned at approximately 7° 37' North latitude and 3° 94' East longitude relative to the Greenwich Meridian. Covering an area of 3,123.30 square kilometers (Wahab & Popoola, 2018), Ibadan encompasses eleven Local Government Areas. The geographical positions of the five Local Government Areas chosen for this study are illustrated in Figure 3, while Figure 4 depicts the locations of the ten selected motor parks in relation to the road networks within the study area.

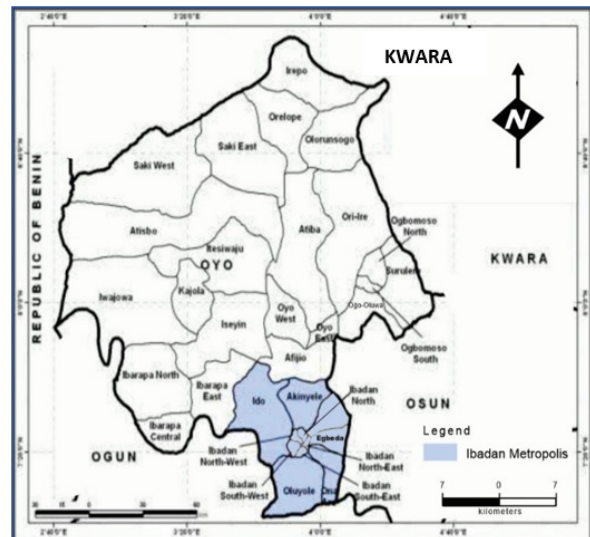


Figure 2: Map of Ibadan metropolis in its regional setting
Source: Oyo State Ministry of Lands, Physical Planning and Urban Development, 2023

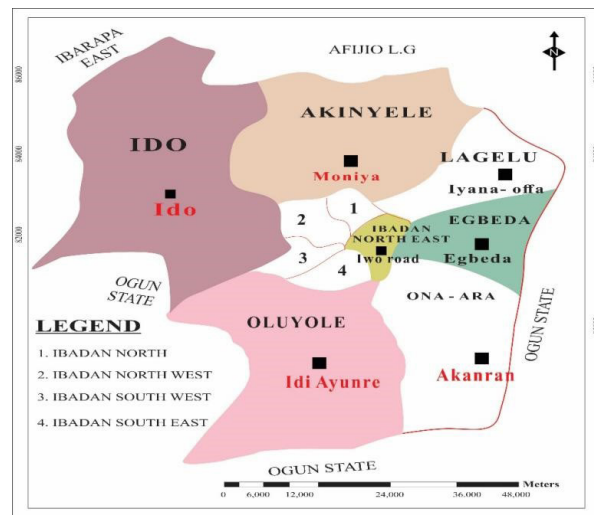


Figure 3: Map of Ibadan Metropolis showing the selected LGAs
Source: Oyo State Ministry of Lands, Physical Planning and Urban Development, 2023

The 2006 population census indicated that Ibadan metropolis had a total population of 2,559,853, which included 1,264,610 males and 1,295,243 females (National Population Commission, 2006). Ibadan is recognized as the second fastest growing city in Africa, following

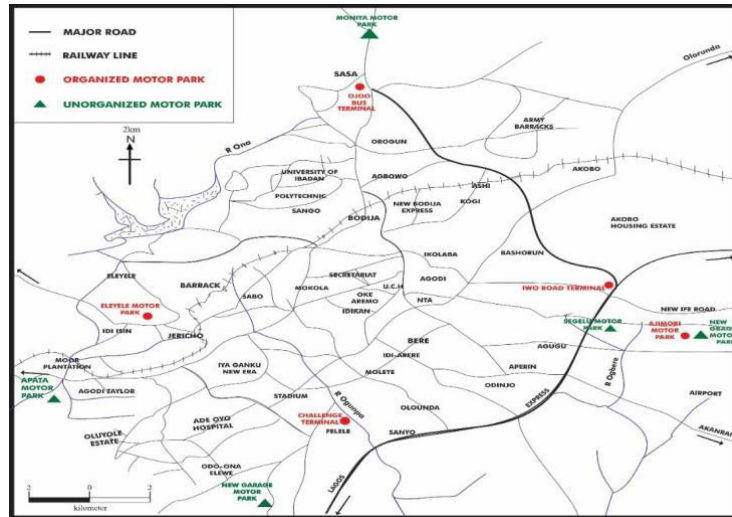


Figure 4: Road Network Map of Ibadan showing the selected motor parks
 Source: Oyo State Ministry of Lands, Physical Planning and Urban Development, 2023

Cairo (United Nations Human Settlements Research Programme, 2022). Projections from the National Bureau of Statistics, utilizing an annual growth rate of 2.3%, estimated that the population of Ibadan metropolis was approximately 3,658,500 by 2022, indicating a significant increase from the 450,000 recorded in 1950.

RESULTS AND DISCUSSION

In the context of this study, five services undertaken by the management teams of motor parks were identified and analyzed, and these include bus services, provision and maintenance of infrastructural facilities, delivery of information/inquiry services, security services, and regulation of commercial activities within the motor parks.

Bus Services

Types of Vehicles Available in Motor Parks

This study analyzed the types of vehicles in intercity motor parks in Ibadan to assess their usage for passengers’ transport. As presented in Figure 5, majority (55.4%) of the drivers operate buses, 25.9% drive cars, 18.7% use minibuses, and none utilize trucks, indicating that buses are preferred for intercity travel due to their capacity and affordability, aligning with Enoch’s (2023) findings on the popularity of buses in Nigeria for interstate journeys.

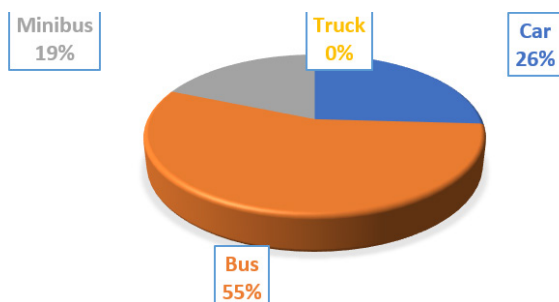


Figure 5: Types of vehicles available in the motor parks
 Source: Authors’ fieldwork, 2024

Reasons for Patronizing the Motor Park

Further investigation as contained in Table 1 revealed that while 38.7% of commuters chose motor parks due to cheaper fares, only 16.4% were motivated by the good condition of vehicles, suggesting that affordability significantly outweighs convenience in their decision-making. This finding contrasted with that of Adedayo and Zubairu (2016) who discovered that commuters patronized their choice motor parks due to the lack of alternatives in Minna.

Table 1: Reasons for patronizing the motor park

Variables	Frequency	Percent
Lower fare	148	38.7
Buses are in good condition	61	16.4
The scenery is pleasing	56	15.0
Motor park is well organized and efficiently managed	40	10.7
Facilities are efficient	39	10.5
Adequate security	29	7.8
Total	373	100.0

Source: Authors’ fieldwork, 2024

Provision and Maintenance of Infrastructural Facilities in Motor Parks

This study revealed significant deficiencies in the essential infrastructural facilities at motor parks in Ibadan. As presented in Figure 6, the majority of management teams’ chairmen indicated the absence of overnight lodging for commuters, solid waste collection services, and bars. Only 20% acknowledged the availability and proper functioning of these amenities.

A significant number of respondents (50%) reported the absence of water facilities, security services, and commercial areas for petty goods in the motor parks, suggesting inefficiencies in the management services of park managers in Ibadan. However, all the chairmen (100%) and 60% of respondents indicated that POS services and canteens respectively, were adequately available and functioning.

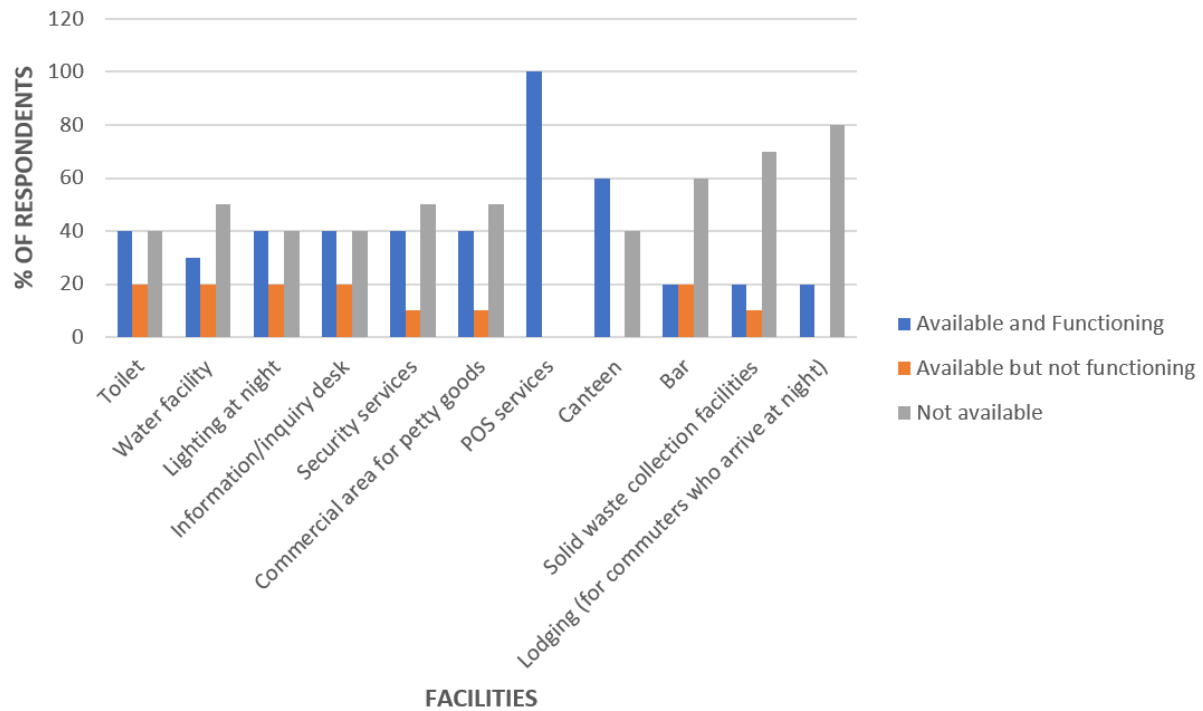


Figure 6: Provision and maintenance of facilities in motor parks
Source: Authors' fieldwork, 2024

Information Services

The provision and upkeep of an efficient information desk, staffed by courteous and knowledgeable personnel, constitute a crucial management service in public spaces, which will facilitate effective interactions with users by delivering accurate and timely information. In the assessment of commuters' perceptions of service quality in Minna, Niger State, Ohida *et al.* (2023) identified updated and readable information boards as services that satisfied commuters, while the present study focuses on the availability and commuter satisfaction with information/inquiry desks in motor parks in Ibadan. Table 2 presents the feedback from chairmen of management teams in motor parks within the study area, regarding the availability and operational status of information/inquiry desks. Findings revealed that 50% of the parks lack such desks, approximately 40% have functional inquiry desk facilities, and 10% have desks that are available but non-operational due to maintenance issues, indicating that most commuters must rely on informal sources for inquiries.

Table 2: Availability and functionality of information/enquiry desk in motor parks

Variables	Frequency	Percent
Not available	5	50.0
Available but not functioning	1	10.0
Available and functioning	4	40.0
Total	10	100.0

Source: Authors' fieldwork, 2024

Commuters were asked about their utilization of information desks in motor parks, with findings indicating that 59.8% reported the absence of such desks, 22.8% did not utilize the service effectively, 13.1% used it effectively, and 4.3% utilized it very effectively, as shown in Table 3.

Table 3: Commuters' use of information/enquiry desk

Variables	Frequency	Percent
No information desk	223	57.8
Not effectively	85	22.8
Effectively	49	13/1
Very effectively	16	4.3
Total	373	100.0

Source: Authors' fieldwork, 2024

Security Services

The management team of any public space holds a crucial responsibility in safeguarding the security and safety of its users. Consequently, this study recognized and examined security services as a key management service to be employed in the administration of motor parks in Ibadan. Figure 7 illustrates the degree of collaboration and the relationship between the management teams of the motor parks and security agencies, including the Nigeria Police and the Nigeria Security and Civil Defense Corps (NSCDC). The findings indicated that 30% of the management teams maintained a friendly working relationship with security agencies; while the majority, comprising 50%, reported a moderately cordial collaboration. Conversely, the remaining 20% stated that

they had neither collaboration nor any relationship with security agencies. This suggests that a significant portion of the management teams at motor parks in Ibadan

actively collaborates with security agencies to promote safety and tranquility within the motor parks. Further investigation was conducted to determine whether

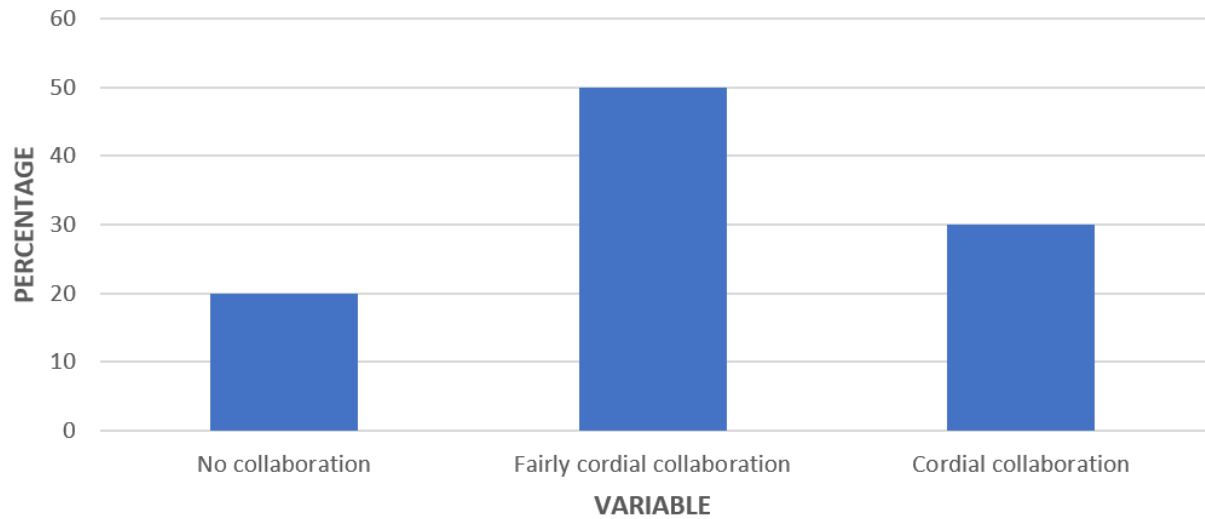


Figure 7: Collaboration of motor park management teams with security agencies

Source: Authors' fieldwork, 2024

commuters had previously observed or experienced security breaches resulting from attacks in motor parks within the study area. As indicated in Table 4, a significant proportion of respondents (41.8%) reported having observed an attack occurring in motor parks, whereas 7.8% stated that they had been victims of such attacks themselves. This suggests that the management of motor parks in Ibadan has not been sufficiently effective in

fulfilling their duty to provide adequate security for users. Only 28.4% of commuters asserted that they had never been a victim of an attack, while 22% claimed they had not witnessed any attacks in these areas. Consequently, there is a pressing need to strengthen the collaborative efforts of motor park management and security agencies to establish robust security measures in these public spaces.

Table 4: Commuters' experience of security threats (attacks) in motor parks

Variables	Frequency	Percent
Witnessed someone being attacked	156	41.8
Personally being a victim of attack	29	7.8
Never being a victim	106	28.4
Have never witnessed any attack	82	22.0
Total	373	100.0

Source: Authors' fieldwork, 2024

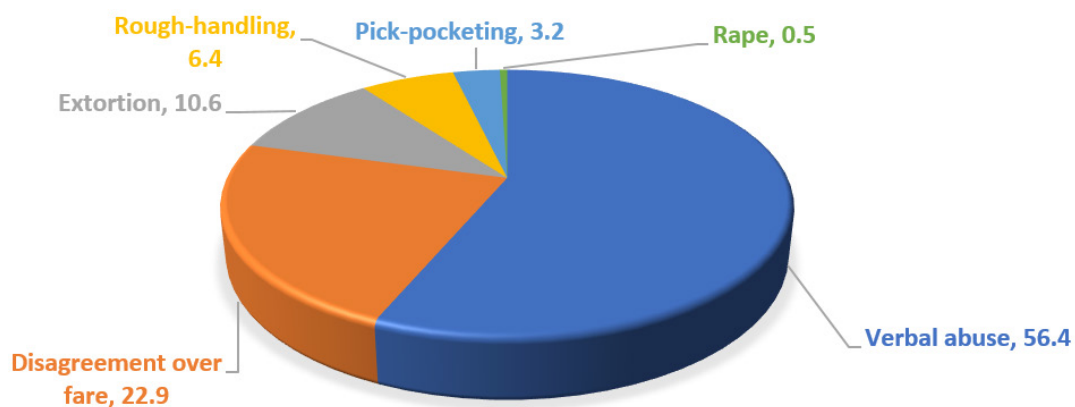


Figure 8: Nature of attacks on commuters in motor parks in Ibadan

Source: Authors' fieldwork, 2024

Approximately 50.4% of the commuters reported that they had neither been victims of attacks nor observed any assaults occurring in motor parks within the study area. Consequently, this research examined the types of attacks that the remaining 49.6% had witnessed. The findings regarding the nature of attacks experienced by the commuters are illustrated in Figure 8. A significant proportion of them (56.4%) reported having experienced verbal abuse in motor parks. Also, 22.9% of commuters indicated they had encountered disputes over fare, while 10.6% reported experiences of extortion, 6.4% faced rough handling, 3.2% were victims of pickpocketing, and 0.5% experienced rape within these environments. These results highlight the deficiencies in the security services' involvement in managing motor parks in Ibadan. Ahmed (2016) also noted that pickpocketing and harassment have become increasingly prevalent in and around certain licensed motor parks in Ilorin.

Control of Commercial Activities

Individuals utilizing motor parks, including commuters, often require specific goods and services during their time in these facilities. This necessity has led to the establishment of designated commercial areas within motor parks, where various products are available for purchase and other business activities. Consequently, the oversight of these commercial operations falls under the purview of the motor park managers. This study, therefore, recognized the regulation of commercial activities as a key service employed in the management

of motor parks within the study area.

Table 5 presents the feedback from chairmen of motor park management teams regarding the presence and operational status of commercial areas within the motor parks in Ibadan. A significant percentage (50%), reported that there were designated areas actively serving as commercial spaces for petty goods within the motor parks. Conversely, only 10% acknowledged that while such areas exist, they are not utilized for their intended commercial purposes. The remaining 40% indicated that there were no designated spaces for commercial activities in the motor parks. The significance of this finding lies in the fact that commercial facilities within motor parks will facilitate access to essential goods for commuters while they are using the spaces. Furthermore, this observation underscores the role of motor parks in Ibadan as vital public spaces that accommodate a variety of activities, extending beyond merely serving as transit points for travelers.

Findings from the selected commuters regarding their accessibility to goods and services in motor parks is summarized in Table 6. A significant majority, comprising 81.5% of the respondents, reported that they could easily obtain the goods and services they required within the motor parks; 11% expressed that these goods and services were difficult to find. Only 3.5% noted that commodities were unavailable for purchase in the motor parks, while the remaining 4% were uncertain about the availability of such items, likely due to their lack of purchasing activity during their time in the motor parks.

Table 5: Availability and functionality of commercial areas in motor parks

Variables	Frequency	Percent
Not available	4	40.0
Available but not functioning	1	10.0
Available and functioning	5	50.0
Total	10	100.0

Source: Authors' fieldwork, 2024

Table 6: Ease of access to goods and services in motor parks

Variables	Frequency	Percent
Easy	304	81.5
Scarce	41	11.0
Not accessible	13	3.5
Not sure	15	4.0
Total	373	100

Source: Authors' fieldwork, 2024

Commuters' Satisfaction with Management Services in Motor Parks in Ibadan

As presented in Table 7, 63%, 61.7%, 56.3%, 53.8%, and 36.5% of the selected commuters were not satisfied with the commercial areas, information/inquiry services, bus services, infrastructural facilities, and security services respectively, that were provided in motor parks in Ibadan. In different studies conducted by Olorunfemi and Adeniran (2018), Wojuade and Badiora (2017)

and Nwachukwu (2014) in Akure, Ibadan, and Abuja respectively, various aspects of bus transport services were identified as inadequate. In the same vein, Adedayo and Zubairu (2016) also found out that commuters expressed dissatisfaction with infrastructure in motor parks in Minna metropolis. Wachukwu *et al.* (2024) also noted similar low satisfaction ratings among commuters concerning the commercial areas of motor parks in the Obio/Akpor Local Government Area of Rivers State.

Table 7: Commuters' satisfaction with management services in motor parks

Variable	Bus services		Provision of Facilities		Information Services		Security Services		Control of commercial activities	
	f	%	f	%	f	%	f	%	f	%
Strongly dissatisfied	82	22.0	80	21.4	70	18.8	47	12.6	134	35.9
Dissatisfied	123	34.3	121	32.4	160	42.9	89	23.9	101	27.1

Satisfied	130	34.9	108	29.0	101	27.1	155	41.5	81	21.7
Strongly satisfied	33	8.8	64	17.2	42	11.3	82	22.0	57	15.3

Source: Authors' fieldwork, 2024

Commuters' Overall Level of Satisfaction with services in Selected Motor Parks

To assess the degree of commuters' satisfaction regarding the overall services provided in the selected motor parks, this study categorized satisfaction scores as follows: scores below 0.25 were classified as strongly unsatisfied, those ranging from 0.25 to 0.49 as unsatisfied, scores between 0.50 and 0.74 as satisfied, and scores from 0.75 to 1.00 as strongly satisfied. The Relative Satisfaction Index (RSI) was utilized to evaluate the level of satisfaction, employing the specified formula,

$$RSI = \frac{3n_3 + 2n_2 + 1n_1 + 0n_0}{3N}$$

Where,

- n_0 is the number of respondents with strongly dissatisfied
- n_1 is the number of respondents with dissatisfied
- n_2 is the number of respondents with satisfied
- n_3 is the number of respondents with strongly satisfied

N is the total number of commuters in the motor park.

The data presented in Table 8 reveals that commuters expressed a significant level of dissatisfaction with the services provided at two motor parks, specifically Moniya (0.13) and Apata (0.24). Additionally, five other motor parks—Segelu (0.29), Iwo Road (0.36), New Gbagi (0.37), New Garage (0.37), and Eleyele (0.42)—also received unsatisfactory ratings from commuters. Conversely, satisfaction was noted in only three motor parks: Ojoo (0.54), Ajimobi (0.60), and Challenge (0.64). The overall satisfaction score of 0.49 across all the selected motor parks indicates that commuters were largely dissatisfied with various aspects of the services, including bus operations, information dissemination, infrastructure quality and maintenance, security services, and commercial facilities within the motor parks in the study area.

Table 8: Commuters' overall level of satisfaction with services in motor parks

Motor Park	Number of Commuters	Strongly Unsatisfied (0)	Unsatisfied (1)	Satisfied (2)	Strongly Satisfied (3)	Commuters' level of satisfaction	Remark
Ojoo	66	2	29	27	8	0.54	S
Moniya	5	3	2	0	0	0.13	SU
Challenge	45	2	10	22	11	0.64	S
New Garage	27	5	16	4	2	0.37	U
Ajimobi	111	3	31	62	15	0.60	S
New Gbagi	21	4	12	4	1	0.37	U
Iwo road	47	9	28	7	9	0.36	U
Segelu	15	3	11	1	0	0.29	U
Eleyele	12	1	7	4	0	0.42	U
Apata	24	11	10	2	1	0.24	SU
Total	373	43	156	133	41	0.49	U

S = Satisfied, U = Unsatisfied, SU = Strongly unsatisfied

Source: Authors' fieldwork, 2024

CONCLUSION

This study identified five management services pertinent to motor parks' operation, which are: bus services, provision and maintenance of infrastructural facilities, information/enquiry services, security services, and regulation of commercial activities. The findings showed that commuters were grossly dissatisfied with all of these services in the motor parks in Ibadan. It is concluded, therefore, that managers of these motor parks were not efficient in carrying out of their management responsibility of providing these essential services in the parks. Commuters' needs of convenience and comfort while boarding vehicles, adequate information/inquiry services, efficient infrastructural facilities such as toilets, waste collection equipment, canteens and bars, lodging

for commuters who arrive at night, adequate security, and organized commercial areas were not adequately provided in the motor parks in Ibadan.

Based on the findings, the following recommendations are made towards enhancing the quality of services provided in motor parks to improve the operational efficiency of these public spaces, and also ensures commuters' satisfaction in the process of using the motor parks. First, is that the establishment and management of motor parks should be handed over to the Local Governments who are statutorily responsible for these functions as enshrined in the 1999 constitution of the Federal Republic of Nigeria to pave way for adequate supervision of these motor parks. Second, is the introduction of a well-articulated policy, formulated with

concerted efforts of all stakeholders, for the management of motor parks, with the engagement of professionals in its implementation.

Third, is the need for a general overhaul of facilities in the motor parks, including the reorganization of commercial areas within these public spaces by the concerned motor park managers who should intensify efforts to improve the overall experience and satisfaction of commuters utilizing these facilities. Lastly, enhanced collaborations between the motor park managers and security agencies such as the Nigeria Police and the Nigeria Security and Civil Defense Corps (NSCDC) is also recommended, to bring about safety and security of users of these public spaces.

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