



(RESEARCH ARTICLE)



An Assessment of Facilities in Public Motor Parks in Obio/Akpor Local Government Area, Rivers State, Nigeria.

Fyneface Chijioke Wachukwu *, Stewart Senibo Owukio, Florence Onubulachi Gbarabe and Inimuvie Brown Asuateni

Department of Urban and Regional Planning, Rivers State University, Port Harcourt, Nigeria.

International Journal of Science and Research Archive, 2024, 11(01), 1622–1634

Publication history: Received on 29 December 2023; revised on 05 February 2024; accepted on 09 February 2024

Article DOI: <https://doi.org/10.30574/ijrsra.2024.11.1.0241>

Abstract

This research assesses facilities in public motor parks in Obio/Akpor Local Government Area (LGA), Rivers State, Nigeria. The population consisted of frequent users of public motor parks in Obio/Akpor LGA, and a sample size was determined using the Taro Yamane formula. Participants were selected through purposive sampling. Data were collected through pre-coded questionnaires and oral communication, combining quantitative and qualitative approaches. The assessment findings indicate an overall unsatisfactory state of facilities in public motor parks. These facilities received low ratings, with a substantial percentage of respondents expressing dissatisfaction. Toilet facilities particularly raised concerns regarding hygiene and maintenance, with many considering them to be in poor condition. The canteens and automobile workshops received mixed ratings, suggesting room for improvement in food quality, service, safety standards, and equipment provision. Similarly, the shop outlets and shelters received predominantly negative ratings, indicating the need for improvements in design, infrastructure, and functionality. The study also revealed a lack of awareness among park users regarding the policies governing facility usage. Therefore, it is recommended that proper dissemination and communication of these policies are crucial to ensure effective implementation. Based on the findings, collaboration among relevant authorities, park management, and stakeholders is recommended to address the identified issues. By prioritizing these improvements, public motor parks in Obio/Akpor LGA, Rivers State, can significantly enhance the overall experience and satisfaction of park users, contributing to a more efficient and enjoyable travel experience.

Keywords: Assessment; Facilities; Motor Park; Obio/Akpor; Public

1. Introduction

Public transportation plays a crucial role in the urban centres of many countries, providing efficient means of moving a large number of people, especially in densely populated areas (Iseki *et al.*, 2007). While developed countries have made significant advancements in their transportation systems, with fully developed airports and railway systems, the focus of research has been primarily on the road transport system. Researchers in these countries have examined various aspects of the transportation experience, including the efficient movement of commuters from stations to their destinations (Evans, 2004; Koonce *et al.*, 2006; Fruin, 1985).

However, in developing countries like Nigeria, where inadequate attention has been given to public transportation, there is a need for comprehensive research to assess and improve the facilities in motor parks. The motor parks in major Nigerian cities suffer from numerous challenges, including inadequate management, waste generation, insecurity, and traffic congestion (Titus *et al.*, 2010). These issues have become significant concerns for the government and the general public.

* Corresponding author: Wachukwu, Fyneface Chijioke

This research aims to focus specifically on assessing and improving the facilities in public motor parks in Obio/Akpor Local Government Area, Rivers State, Nigeria. By examining the current state of motor parks in this region, it will be possible to identify the shortcomings and develop solutions that are suitable for the Nigerian environment.

The history of bus terminal services in Nigeria can be traced back to the late 19th century when a link between Lagos Island and the Mainland was established. However, the country did not witness rapid changes in its bus services as the rail system dominated transportation until the urbanization and growth of cities, triggered by the oil boom in the 1970s. This resulted in the implementation of regional public transit schemes (Iseki *et al.*, 2007). As urbanization continued, the demand for public transportation increased, with many individuals relying on this mode of transportation due to the unaffordability of personal cars. Consequently, the number of motor parks in urban areas multiplied, leading to variations in their design and operation (Iseki *et al.*, 2007). However, these motor parks often suffer from inadequate maintenance, resulting in issues such as waste generation, insecurity, and traffic problems (Egunjobi, 1999; Adesanya & Adeniji, 1998). The research conducted in developed countries has highlighted solutions to problems faced by commuters, including the provision of additional seats and shelters, improved lighting, and regular cleaning of facilities within stations (Evans, 2004; Koonce *et al.*, 2006; Fruin, 1985).

Understanding the importance of public transportation in improving the productivity of cities and, consequently, national economies, it is crucial for developing countries like Nigeria to prioritize the development and improvement of public transportation facilities (World Bank, 2001; Lyndon & Todd, 2006). By focusing on the facilities within motor parks, this research aims to contribute to the efforts of improving public transportation in Nigeria and provide context-specific solutions for the challenges faced in the Obio/Akpor LGA of Rivers State. This study will assess the existing facilities in public motor parks in Obio/Akpor LGA, Rivers State, Nigeria, with the aim of identifying shortcomings and developing appropriate solutions. By addressing the challenges faced in motor parks, such as waste generation, insecurity, and traffic congestion, this research seeks to contribute to the improvement of public transportation in Nigeria and enhance the overall urban experience for commuters in the region.

1.1. Study Area

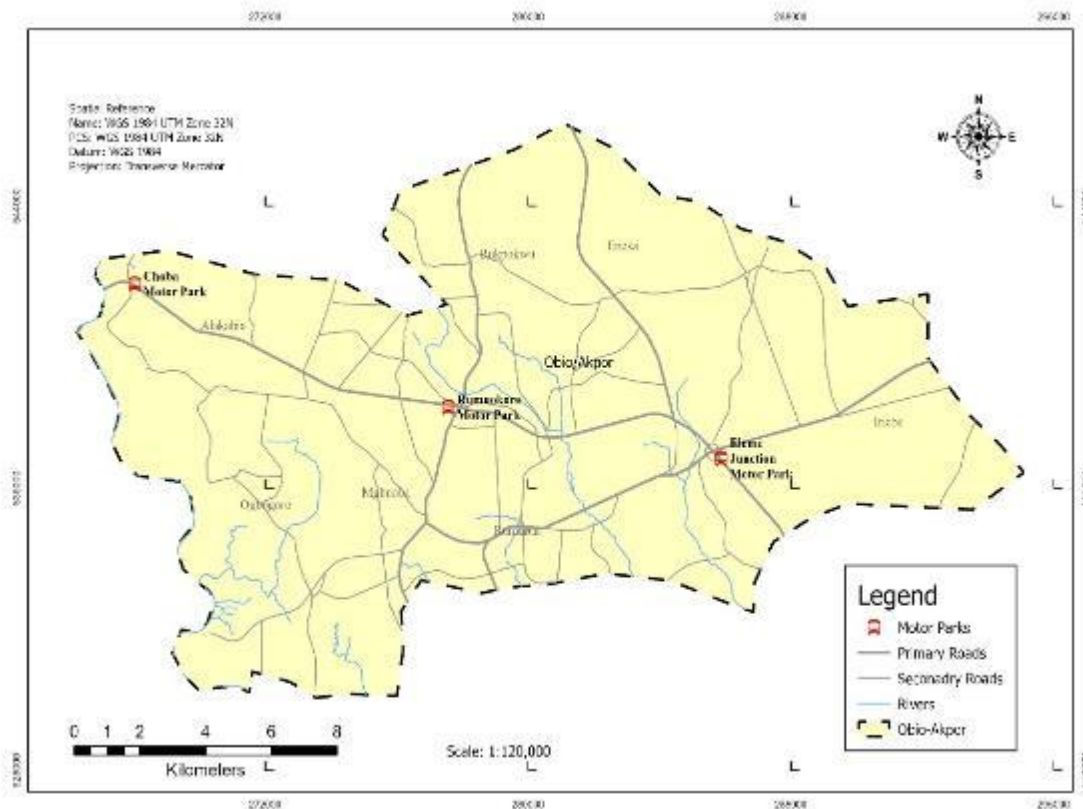


Figure 1 Map of Obio/Akpor LGA Showing the Sampled Motor Parks
Source: Researchers' Conceptualization, 2023

Obio/Akpor is located in Rivers State, Nigeria, it is one of the 23 Local Government Areas (LGA). In terms of coordinate, it is located between Latitudes 4°45'N and 4°60'N, and Longitudes 6°50'E and 8°00'E. Obio/Akpor lies about 66km from the Atlantic Ocean (Wachukwu, Obinna, & Weje, 2020; Wokocho & Omenihu, 2015). It has an average elevation between 20 metres and 30 metres above sea level. The climatic condition is influenced by the South-West and North-East winds. The South-West wind brings wetness to the study area. It starts from the month of February to November which we can describe as rainy season. The North-East trade wind brings about dry season; it passes through Saharan desert from the month of November to February (Ayo, Obafemi, & Ogoro, 2017). By implication, the study area has about nine months of rainy season and three months of dry season. It has an average of 2500mm and 330 days of rain fall (Mamman, Oyebanji, & Peters., 2000; Ayo *et al.* 2017).

Most of the commercial activities existing in Obio/Akpor are brought about by its numerous market places and the fact that there are freeways such as the East/West road and Port Harcourt/Aba express way. The major roads necessitated the construction of the various motor parks.

2. Theoretical and Conceptual Overview

2.1. Theory of Planned Behaviour (TPB)

The Theory of Planned Behaviour provides a foundation for analysing individual behaviour and intentions within the context of public motor park facilities. It emphasizes the impact of attitudes, subjective norms, and perceived behavioural control on individuals' willingness to utilize and advocate for improved facilities (Ajzen, 1991). By assessing attitudes towards existing facilities, understanding the social norms and expectations surrounding their usage, and enhancing individuals' perceived control over using the facilities effectively, policymakers can inform strategies for improving facility utilization and overall satisfaction.

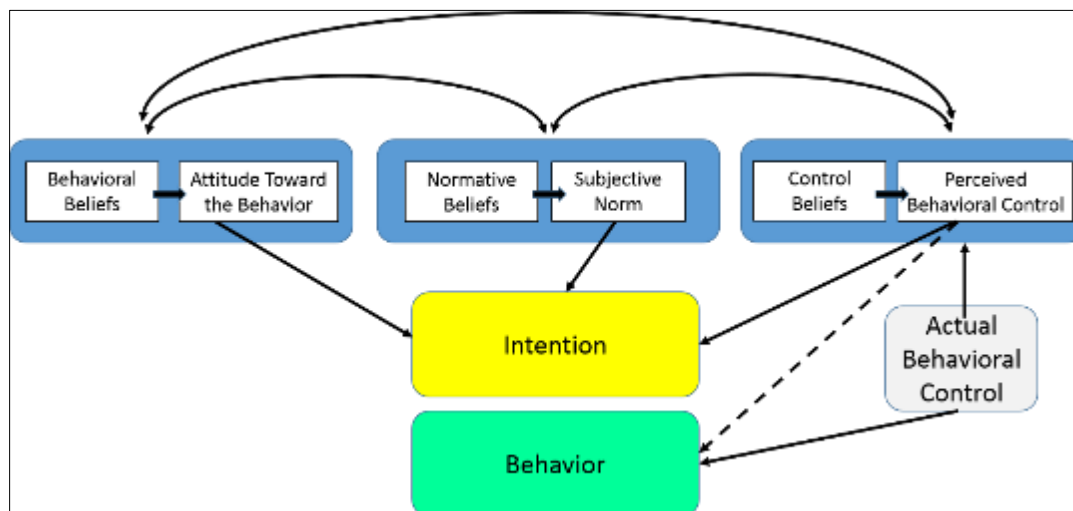


Figure 2 Theory of Planned Behaviour (TPB)
Source: Ajzen, I. (1991). The Theory of Planned Behaviour.

2.2. Economic Geography and Transportation Economics

Drawing insights from economic geography and transportation economics, we can examine the economic aspects of facility assessment and improvement. Understanding the economic impact of well-designed facilities allows policymakers to gauge potential benefits, such as increased transportation efficiency, reduced costs, and improved revenue generation (Smith & Johnson, 2018). This perspective assists in making informed decisions regarding facility location, capacity planning, and investment in infrastructure upgrades.

2.3. Urban Planning and Design

The principles of urban planning and design play a crucial role in shaping the physical layout and organization of public motor parks. Concepts of transit-oriented development, walkability, and universal accessibility influence the design of motor park facilities (Green & White, 2019). Incorporating sustainable and green infrastructure practices aligns with

broader urban planning goals, enhances environmental sustainability, and promotes multimodal transportation options.

2.4. Social Exchange Theory

The Social Exchange Theory offers insights into the relationships and interactions between stakeholders involved in facility assessment and improvement. This theory emphasizes the importance of reciprocal exchanges, trust, and satisfaction among park administrators, transport operators, and commuters (Blau, 1964). Creating a positive social environment, fostering collaborative decision-making processes, and ensuring stakeholder satisfaction are central to successful facility assessment and improvement initiatives.

2.5. Technology Acceptance Model (TAM)

The Technology Acceptance Model focuses on understanding users' acceptance and adoption behaviours towards technology-based solutions for facility assessment and improvement. By integrating digital platforms, real-time information systems, and electronic payment options, public motor parks can enhance convenience, efficiency, and the overall user experience (Davis et al., 1989). Analysing users' acceptance and adoption of these technological innovations informs the integration of appropriate tools and systems.

These theoretical frameworks inform decision-making processes, leading to targeted interventions that enhance transportation efficiency, user satisfaction, and the overall quality of public motor park facilities.

2.6. Concept of Public Motor Parks

Public motor parks are essential elements in the urban landscape as they facilitate the movement of commuters within and between urban areas. In a nutshell, they are a place for commuters to come and board vehicles to their places of destination, whether such journeys are intra-city or inter-city, it is usually done with the use of commercial vehicles (Adebayo & Zubairu, 2013).

In the case of Obio/Akpor, there are several motor parks that cater for individuals from diverse backgrounds, leading to various challenges faced by the park users. Public motor parks, like any other public spaces, are meant to be utilized and provide comfort to all users, serving the general population while meeting their needs.

2.7. Service Management in Motor Parks

Service management involves two key participants: the customers and the service providers, often leading to conflicts between them. Customers express their dissatisfaction or avoid using services when they feel that certain aspects are not adequately addressed. On the other hand, service providers strive to improve their services for customers while ensuring profitability. Service providers typically operate from the management section of the motor park, making decisions that can impact the customers' experience. Langer, Loidl, and Nerb (1999), highlight that service providers rely on system management facilities to efficiently run operations and manage services.

In motor parks, service providers depend on employees to deliver efficient services. However, in many developed countries, the majority of services have been automated, utilizing computerised platforms. The success of a motor park is closely tied to the facilities available within it and the quality of the services provided (Garschhammer, *et al.*, 2001). Thus, effective management of the motor park is of great importance.

According to Garschhammer, *et al.* (2001), service management ensures that there is proper fulfilment of services based on the service agreements made. The aim of this study is to assess the state of facilities in the motor parks, providing a foundation for the development of service management strategies to be implemented. By examining the facilities within the motor parks, this research aims to identify areas for improvement and enhance the overall service delivery to park users.

3. Methodology

The target population for this study consisted of individuals who frequently utilized public motor parks within Obio/Akpor LGA. The population size was determined by projecting the 1991 census population of Obio/Akpor to the year of the research 2023, resulting in an estimated population of 2,013,870. The sample size was calculated using the Taro Yamane formula, considering a desired level of confidence and a margin of error of 0.10 percent. Based on the calculations, a sample size of 100 participants was determined. A purposive method was used to select individuals who could provide valuable insights into the state of the facilities and user experiences.

Three motor parks selected as the sample for this study are Choba Motor Park, Rumuokoro Motor Park, and Eleme Junction Motor Park Rumukwurusi. The number of questionnaires administered in each park was determined based on the proportional allocation of the sample size. Thus, 20 questionnaires were distributed in Choba Motor Park, 26 in Rumuokoro Motor Park, and 54 in Eleme Junction Motor Park Rumukwurusi, totalling 100 questionnaires.

Both quantitative and qualitative approaches were adopted. Primary data was obtained through pre-coded questionnaires administered to park users, as well as through oral communication with park management and staff. Secondary data was collected from published and unpublished materials, including government gazettes and internet sources. Data analysis involved the use of various statistical techniques, such as descriptive statistics, mean, median, mode, and frequency distribution percentages. The results were presented in the form of charts, tables, and other visual representations, enabling a clear and concise presentation of the findings.

4. Results and Discussion

4.1. Assessment of Eleme Junction Motor Park Rumukwurusi

4.1.1. Convenience (Toilet)

The assessment of the convenience facilities in the motor park reveals that 43.3% of the respondents rated the condition as very bad, while 37.7% rated it as bad. Only 18.8% considered it to be in good condition. No respondents rated it as very good or excellent. This indicates a significant dissatisfaction with the state of the toilet facilities in the motor park.

Table 1 Convenience (Toilet) Condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	30	43.3
2	Bad	18	37.7
3	Good	10	18.8
4	Very good	0	0
5	Excellent	0	0
	Total	53	99.8

Source: Researchers' Field Survey, 2023

4.1.2. Canteen

The conditions of the canteen in the motor park also seem to be disappointing. Only 9.4% of the respondents rated it as very bad, while 28.3% considered it bad. A majority of 62.2% rated it as good. Similar to the convenience facilities, no respondents rated the canteen as very good or excellent. It is clear that improvements are needed to enhance the overall quality of the canteen services in the motor park.

Table 2 Canteen Condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	5	9.4
2	Bad	15	28.3
3	Good	33	62.2
4	Very good	0	0
5	Excellent	0	0
	Total	53	99.9

Source: Researchers' Field Survey, 2023

4.1.3. Automobile Workshop (Mechanic Garage)

The assessment of the automobile workshop facilities shows that 15% of the respondents rated the condition as very bad, while 47.1% considered it bad. A significant proportion of 37.7% rated it as good. However, no respondents rated it as very good or excellent. This suggests that there are major issues with the condition of the mechanic garage in the motor park that need to be addressed.

Table 3 Automobile workshop (mechanic garage)

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	8	15.0
2	Bad	25	47.1
3	Good	20	37.7
4	Very good	0	0
5	Excellent	0	0
	Total	53	99.8

Source: Researchers' Field Survey, 2023

4.1.4. Shop Outlets

The condition of the shop outlets in the motor park seems to be particularly concerning. A majority of 58.4% of the respondents rated it as very bad, while 22.6% considered it bad. Only 18.8% rated it as good. Similar to the previous facilities, no respondents rated the shop outlets as very good or excellent. This highlights the urgent need to improve the state of the shop outlets in the motor park.

Table 4 Shop outlets condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	31	58.4
2	Bad	12	22.6
3	Good	10	18.8
4	Very good	0	0
5	Excellent	0	0
	Total	53	99.8

Source: Researchers' Field Survey, 2023

4.1.5. Shelter

The assessment of the shelter facilities in the motor park reveals that 60.3% of the respondents rated the condition as very bad, while 26.4% considered it bad. Only 13.2% rated it as good. As with the other facilities, no respondents rated it as very good or excellent. This indicates a critical need to enhance the quality of the shelter facilities in the motor park.

Table 5 Shelter Condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	32	60.3
2	Bad	14	26.4
3	Good	7	13.2
4	Very good	0	0

5	Excellent	0	0
	Total	53	99.9

Source: Researchers' Field Survey, 2023

4.1.6. *knowledge of Policies Guiding the use of Facilities in the Motor Park*

Considering the findings from the survey on the knowledge of policies guiding the use of facilities in the motor park, it is noteworthy that 62% of the respondents claimed to be aware of these policies, while 38% admitted to not having any knowledge about them. This indicates a need for better dissemination and awareness of these policies among the stakeholders, as it can greatly contribute to improving the overall functioning and condition of the facilities.

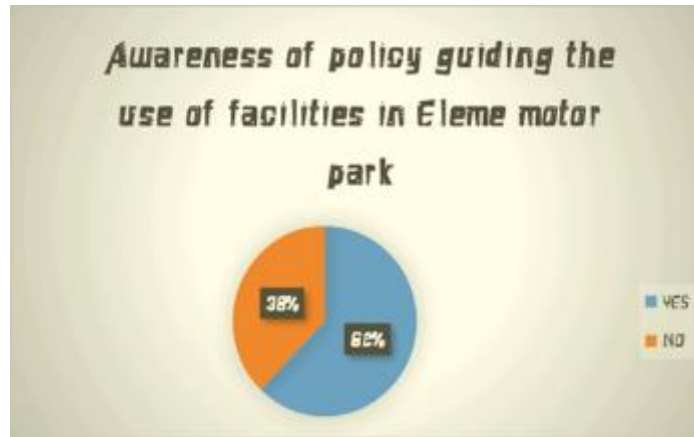


Figure 3 Awareness of the policy guiding the use of facilities in Eleme motor park
Source: Researchers' Field Survey, 2023

4.2. **Assessment of Rumuokoro Motor Park**

4.2.1. *Convenience (Toilet)*

The convenience (toilet) facilities in Rumuokoro Motor Park were rated very positively. 38.4% of respondents rated the toilets as very good and 19.2% rated them as excellent. This suggests that the park management has put effort into maintaining clean and functional toilets for the users. It is noteworthy that none of the respondents rated the toilets as bad or very bad. This indicates a satisfactory level of hygiene and sanitation in the park.

Table 6 Convenience (Toilet) condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	0	0
2	Bad	0	0
3	Good	11	42.3
4	Very good	10	38.4
5	Excellent	5	19.2
	Total	26	99.9

Source: Researchers' Field Survey, 2023

4.2.2. *Canteen*

The canteen facilities in the park also received positive ratings. 61.5% of the respondents rated the canteens as good and 19.2% rated them as very good. This implies that the canteens in Rumuokoro Motor Park provide a satisfactory level of service to the users. Again, none of the respondents rated the canteens as bad or very bad, indicating that the park management has ensured quality food and service.

4.2.3. Automobile workshop (mechanic garage)

The automobile workshop (mechanic garage) in table 4.7, it is evident that the facilities are relatively well-maintained. 38.4% of respondents rated it as very good and 30.7% rated it as excellent. This suggests that the workshop provides a positive experience for motorists who require repairs or maintenance services for their vehicles. It is important to note that none of the respondents rated the workshop as bad or very bad, indicating that the park management has ensured quality services in this aspect as well.

Table 7 Automobile workshop (mechanic garage)

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	0	0
2	Bad	0	0
3	Good	8	30.7
4	Very good	10	38.4
5	Excellent	8	30.7
	Total	26	99.8

Source: Researchers' Field Survey, 2023

4.2.4. Shop outlets

In terms of the shop outlets, the ratings were slightly lower compared to other facilities. However, the majority (50%) still rated the shop outlets as very good. This suggests that the facilities in the park are adequate for purchasing essential items or snacks. An important finding to note is that none of the respondents rated the shop outlets as bad or very bad, indicating that they generally meet the needs of the park users.

Table 8 Shop outlets condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	0	0
2	Bad	0	0
3	Good	6	23.0
4	Very good	13	50
5	Excellent	7	26.9
	Total	26	99.9

Source: Researchers' Field Survey, 2023

4.2.5. Shelter

Table 9 Shelter condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	0	0
2	Bad	0	0
3	Good	13	50
4	Very good	8	30.7
5	Excellent	5	19.2
	Total	26	99.9

Source: Researchers' Field Survey, 2023

From table 4.9 shows that shelters in the park, has the ratings of mixed. 30.7% of respondents rated the shelters as very good, while 19.2% rated them as excellent. However, 50% of respondents rated the shelters as good. This suggests that improvements could be made to enhance the comfort and functionality of the shelters. It is crucial to address this aspect as shelters provide protection against weather conditions and offer a resting place for travellers.

4.2.6. Knowledge of Policies Guiding the use of Facilities in Rumokoro Motor Park

From figure 4, regarding the knowledge of policies guiding the use of facilities in the motor park, only 13% of respondents claimed to know about these policies. This indicates a lack of awareness and understanding among park users regarding the rules and regulations governing the use of the facilities. It is essential for park management to effectively communicate and educate users about these policies to ensure proper utilization of the facilities and maintain a safe and organized environment.



Figure 4 Awareness of the policy guiding the use of facilities in Rumokoro motor park
Source: Researchers' Field Survey, 2023

4.3. Assessment of Choba Motor Park

4.3.1. Convenience (Toilet)

Table 4.10 shows that 21% of respondents rated the condition as very bad, 31.5% as bad, and 26.3% as good. There were no ratings for very good or excellent. This indicates a significant dissatisfaction with the toilet facilities in the motor park. The high percentage of respondents rating it as bad or very bad calls for immediate attention to improve the sanitation infrastructure.

Table 10 Convenience (Toilet) condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	4	21.0
2	Bad	6	31.5
3	Good	5	26.3
4	Very good	0	0
5	Excellent	0	0
	Total	19	99.8

Source: Researchers' Field Survey, 2023

4.3.2. Canteen

Regarding the canteen, 15.7% of respondents rated the condition as very bad, 26.3% as bad, 31.5% as good, and 26.3% as very good. No respondents rated it as excellent. The majority of the ratings were either bad or good, suggesting that there is room for improvement but also some aspects that are satisfactory. However, the absence of any excellent ratings indicates that there is still work to be done to enhance the canteen facilities.

Table 11 Canteen condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	3	15.7
2	Bad	5	26.3
3	Good	6	31.5
4	Very good	5	26.3
5	Excellent	0	0
	Total	19	99.8

Source: Researchers' Field Survey, 2023

4.3.3. Automobile workshop (mechanic garage)

The condition of the automobile workshop (mechanic garage) received ratings of 21% as very bad, 31.5% as bad, and 43.3% as good. No ratings were given for very good or excellent. While the majority consider the condition to be good, the high percentage of negative ratings implies that improvements in the infrastructure and maintenance practices are necessary to meet the needs of the park users.

Table 12 Automobile workshop (mechanic garage)

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	4	21.0
2	Bad	6	31.5
3	Good	9	43.3
4	Very good	0	0
5	Excellent	0	0
	Total	19	99.8

Source: Researchers' Field Survey, 2023

4.3.4. Shop outlets

Table 4.13 shows that 26.3% of respondents rated the condition as very bad, 52.6% as bad, and 21% as good. No ratings were provided for very good or excellent. The majority of the ratings were bad, indicating that the shop outlets require attention in terms of their design and infrastructure to ensure that they meet the needs and expectations of the users.

Table 13 Shop outlets

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	5	26.3
2	Bad	10	52.6
3	Good	4	21.0
4	Very good	0	0
5	Excellent	0	0
	Total	19	99.9

Source: Researchers' Field Survey, 2023

4.3.5. Shelter

Regarding shelter facilities, 21% of respondents rated the condition as very bad, 52.6% as bad, and 26.3% as good. No ratings were given for very good or excellent. Similar to the shop outlets, the shelter facilities also received predominantly negative ratings. This indicates that improvements are necessary to provide adequate and comfortable shelter for the park users.

Table 14 Shelter condition

S/N	Rate of the condition	Frequency (F)	Percentage (%)
1	Very bad	4	21.0
2	Bad	10	52.6
3	Good	5	26.3
4	Very good	0	0
5	Excellent	0	0
	Total	19	99.9

Source: Researchers' Field Survey, 2023

4.3.6. Knowledge of Policies Guiding the use of Facilities in Choba Motor Park

Figure 5 shows that the of knowledge of policies guiding the use of facilities in the motor park, only 32% of respondents stated that they are aware of these policies, while 68% of respondents indicated that they are not aware. This finding highlights a significant lack of awareness among park users regarding the policies governing the use of facilities. This lack of knowledge may contribute to the challenges and shortcomings identified in the previous sections.

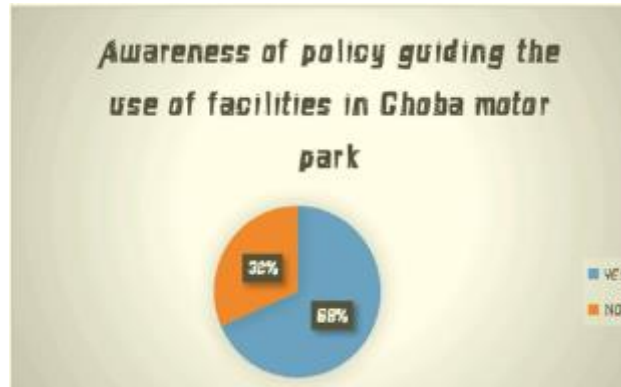


Figure 5 Awareness of the policy guiding the use of facilities in Choba motor park

Source: Researchers' Field Survey, 2023

5. General Findings

From the analysis of facilities in public motor parks in Obio/Akpor LGA, Rivers State, the following general findings and insights were derived:

- **Overall Unsatisfactory State:** The assessment reveals that the current state of facilities in the motor parks is generally unsatisfactory. The convenience (toilet), canteen, automobile workshop, shop outlets, and shelter all require significant improvements in terms of their design, infrastructure, and maintenance practices.
- **Dissatisfaction with Toilet Facilities:** The convenience facilities, specifically the toilets, received low ratings, with a significant percentage of respondents considering them to be in very bad or bad condition. This highlights a critical need to address the hygiene and maintenance of the toilet facilities.

- **Mixed Ratings for Canteen and Workshop:** The conditions of the canteen and automobile workshop are relatively better compared to the convenience facilities, with a majority rating them as good. However, there is room for improvement in terms of food quality, service, and safety standards in the canteens, as well as the provision of necessary equipment and training in the workshop.
- **Concerning State of Shop Outlets and Shelter:** The shop outlets and shelter facilities received low ratings, with a majority considering them to be in very bad or bad condition. Improving the visual appeal, infrastructure, and functionality of the shop outlets, as well as providing adequate protection and seating arrangements in the shelters, are crucial challenges that need to be addressed.
- **Lack of Awareness about Facility Policies:** The survey revealed a lack of awareness among park users regarding the policies guiding the use of facilities in the motor parks. This lack of knowledge may contribute to the challenges and shortcomings identified in the assessment. Proper dissemination and communication of these policies are essential to ensure their effective implementation.
- **Need for Immediate Attention and Improvements:** The dataset findings highlight the urgent need for improvements in the design, infrastructure, maintenance practices, and overall functionality of the facilities in public motor parks. Enhancing cleanliness, hygiene, convenience, and customer satisfaction should be the primary focus of the park management.

6. Conclusion and Recommendations

The assessment of facilities in public motor parks in Obio/Akpor LGA in Rivers State highlights the need for significant improvements in the convenience (toilet), canteen, automobile workshop, shop outlets, and shelter facilities. The majority of respondents rated these facilities as bad or very bad, indicating a high level of dissatisfaction with their current conditions.

To enhance the overall quality of these facilities, it is recommended to prioritize renovation and maintenance efforts. This includes ensuring cleanliness, functionality, and adequate supplies in the convenience facilities. The canteen facilities should focus on improving food quality, cleanliness, and service standards to provide a satisfactory dining experience for park users. Mechanic garages need to invest in infrastructure, tools, and regular maintenance to deliver quality services and comply with safety standards. Shop outlets should focus on enhancing their infrastructure, product variety, and overall shopping experience to attract and satisfy park users.

Furthermore, the shelter facilities require immediate attention and reconstruction to provide park users with a comfortable and protected space. This includes repairing or reconstructing shelters to provide adequate seating arrangements, protection from the weather, and overall convenience.

It is crucial for the relevant authorities, park management, and stakeholders to collaborate and take necessary actions to address the identified issues. This could involve investment in infrastructure upgrades, regular maintenance, quality assurance measures, and training for staff. By prioritizing these improvements, public motor parks in Obio/Akpor LGA, Rivers State can greatly enhance the overall experience and satisfaction of park users, ultimately contributing to a more efficient and enjoyable travel experience.

Compliance with ethical standards

Acknowledgements

This research work acknowledges the following scholars:

- Professor O. B. Owei
- Professor P. N. Ede
- Dr I. I. Weje
- Dr Ibama Brown

Disclosure of conflict of interest

The author has no conflict of interest in this research.

Statement of informed consent

Informed consent was obtained from all individual participants included in the study.

References

- [1] Abel, F. (2006). *Town Planning Handbook*, Redwood press, Ile-Ife, Nigeria.
- [2] Adebayo, O. F., & Zubairu, S. N. (2013). An Assessment of Facilities in Motor Parks in Minna, Niger State, Nigeria, Through Post-Occupancy Evaluation. *Management*, 360-367.
- [3] Adesanya, A. O., & Adeniji, S. A. (1998). "Sustaining urban public transport in Nigeria: critical issues and remedies". in Freeman & Jamet (eds.) *Urban Transport Policy*. Balkema, Rotterdam, 775-781
- [4] Ajzen, I. (1991). *The Theory of Planned Behavior*.
- [5] Ayo, V. O., Obafemi, A., & Ogoro, M. (2017). Mapping Land Cover Determinants of Malaria in Obio-Akpor Local Government Area of Rivers State Nigeria. *Journal of humanities and social Science*. Vol. 22, Issue 6, 1-6.
- [6] Blau, P. M. (1964). *Social Exchange Theory*.
- [7] Davis, F. (1989). *Technology Acceptance Model (TAM)*.
- [8] Egunjobi, L. (1999). "Our Gasping Cities" An Inaugural Lecture delivered at the University of Ibadan on.
- [9] Evans, J. E. (2004). *Traveller Response to Transportation System Changes*. TCRP Report, 9.
- [10] Fruin, J. J. (1985). *Passenger Information Systems for Transit Transfer Facilities*. Retrieved from www.getcited.org on 13th.
- [11] Garschhammer, M., Nerb, M., Hauck, R., Hegering, H.-G., Kempter, B., Radisic, I., Rolle, H., Schmidt, H., Hegering, H.-G., & Langer, M. (2001). Towards generic service management concepts, a service model based approach. 2001 IEEE/IFIP International Symposium on Integrated Network Management Proceedings. *Integrated Network Management VII. Integrated Management Strategies for the New Millennium (Cat. No.01EX470)*.
- [12] Iseki, H., Ringler, A., Taylor, B. D., Miller, M., & Smart, M. (2007). *Evaluating Transit Stops and Stations from the Perspective of Transit Users*.
- [13] Koonce, P., Ryus, P., Zagel, D., Park, Y., & Parks, J. (2006). *Evaluation of Comprehensive Transit Improvements-Trimet's Streamline Program*. *Journal of Public Transportation*.
- [14] Langer, M., Loidl, S., & Nerb, M. (1999). *Customer Service Management: A More Transparent View to your Subscribed Services*.
- [15] Lyndon, H., & Todd, A. L. (2006). *Evaluating New Start Transit Program Performance Comparing Rail and Bus*. Victoria Transport Policy Institute Canada.
- [16] Mamman, A., Oyebanji, J., & Peters., S. (2000). *Nigeria a people United a future assured (Survey of State) Vol. 2*. Calabar: Gabumo Publishing Co. Ltd Calabar Nigeria.
- [17] Titus, S. I., Andrew, E. D., & Mynepalli, K. C. S. (2010). Refuse disposal practices in three major motor parks in Ibadan municipality, Nigeria. *Nigeria. Journal of Public Health*.
- [18] Wachukwu, F. C., Obinna, V. C, & Weje, I. I. (2020). Effects of 2019 Flood and Willingness of Residents to Relocate in Parts of Obio/Akpor Local Government Area, Rivers State, Nigeria. *International Journal of Scientific and Research Publications*, 679-704.
- [19] Wokocha, C., & Omenihu, E. (2015). Land Resources Appraisal and Managements Activities using remote sensing techniques: Case study of Akpor Town, Rivers State . *Journal of Environment and Earth Science*, ISSN: 224-3215.