

Adedapo Oluwatayo, Isidore Ezema, **Pearl Opoko**, Omoyeni Fulani (2014): Residential Property Developers' Satisfaction And Selection Of Architectural Service Providers. 7th International Real Estate Research Symposium, Malaysia, 29-30 April, 2014.

Abstract

Residential property developers often commission architects to provide services for their project. In selecting their architects, they use diverse criteria which may not have any bearing with their projects. Are clients who use some criteria more likely to be satisfied with services obtained? In this study, the correlations between the criteria residential property developers use in selecting architects and their satisfaction with services provided are investigated. A sample of residential property developers in Lagos, Nigeria were asked to fill a questionnaire, which elicited their views on a five-point Likert scale. The analysis of the data obtained revealed that there is correlations between the criteria used in selecting architects and the satisfaction of the residential service providers with services obtained by the residential property developers. The need for residential property developers to use objective criteria in selecting their architectural service provider for higher satisfaction is emphasized.