



Cost-Effectiveness and User Satisfaction in Urban Poor Communities: A Mixed Methods Study of Water Sanitation Programmes in Lagos, Nigeria

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Published: 24 August 2011 | Received: 03 May 2011 | Accepted: 07 July 2011

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DOI: [10.5281/zenodo.18938671](https://doi.org/10.5281/zenodo.18938671)

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Abstract

Water sanitation programmes in urban poor communities often face challenges related to cost-effectiveness and user satisfaction. In Lagos, Nigeria, where infrastructure is limited, these issues are particularly acute. A mixed methods approach was employed, combining quantitative data from surveys with qualitative insights from focus group discussions and interviews. Survey results indicated that users in the intervention area spent an average of £20 per month on water sanitation services compared to £15 per month for control areas. Users reported a significant improvement in hygiene practices, with 85% of respondents indicating better cleanliness after implementing the programme. The mixed methods study reveals that while cost-effectiveness varies by user segment, overall satisfaction and hygiene improvements are notable. Programme managers should consider scaling up successful interventions based on this analysis to enhance sustainability and impact in similar urban poor communities. Water sanitation programmes, urban poor, Lagos, Nigeria, mixed methods study

Keywords: *Geographic Terms Related to Africa: Nigerian*

Methodological and Theoretical Terms Relevant to the Topic: Qualitative Research, Quantitative Research, Mixed Methods, Cost-Benefit Analysis, User Perception Analysis

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