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### Data Article

# Survey dataset on factors that influence satisfaction of clients with architectural services in Lagos State, Nigeria



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#### ABSTRACT

The retention of clients of professional service practitioners is often dependent on their satisfaction with the services they obtain. This article presents data on the factors that influence the satisfaction of clients with architectural services in Lagos State, Nigeria. Data were obtained from a cross-sectional survey research, which adopted random sampling of clients from six estates in the State. The questionnaire was used as an instrument for the survey. The response rate was 81.3%. The dataset is made available in tables and charts of frequencies and means. The data are of interest to researchers in the professional service organisation, management and those in the decision sciences. The data could also be of interest to practitioners who may further analyse the data to develop business strategies to satisfy their clients.

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## Specifications Table

Subject area	<i>Architecture and construction</i>
More specific subject area	<i>Architectural professional practice</i>
Type of data	<i>Tables and figures</i>
How data was acquired	<i>Field survey using questionnaires</i>
Data format	<i>Raw and analysed</i>
Experimental factors	<i>Cross-sectional survey of clients who have procured architectural services.</i>
Experimental features	<i>Random sampling, frequencies, Mean ranking</i>
Data source location	<i>Lagos, Nigeria</i>
Data accessibility	<i>All the data are included in this data article</i>

## Value of the data

- The data presents indications of the factors that influence the satisfaction of clients with architectural services in Lagos, Nigeria [1].
- The data can be helpful to practitioners in developing business strategies to satisfy their clients [2].
- The data can be helpful to researchers in the fields of professional service management and those in the decision sciences to develop theories of professional service client satisfaction [3].
- The dataset can be useful to architectural professional bodies in determining areas where architects are deficient in satisfying their clients, and thus organising professional development programmes for building the capacities of their members in those areas [4].

## 1. Data

The dataset contains empirical evidence of the factors that influence satisfaction of clients with architectural services in Lagos State, Nigeria. A total of 150 questionnaires were administered at random to various clients who have procured architectural services, 122 of which were filled and returned. Table 1 shows the socioeconomic characteristics of respondents, while Table 2 shows the response rate per estate. The summary of the data presented in Tables 3 and 4 are for the types of services the clients obtained from the architect and the mean ranking of the criteria used in selecting those architects respectively. Fig. 1 presents the data on the level of satisfaction of the clients. The data on satisfaction is presented in Table 5, which presents the mean ranking of the level of satisfaction of the clients with different aspects of the services procured (Table 6).

The data on assessment of the clients on propensity to recommend the architect to other was presented in Fig. 2. Figs. 3 and 4 present the data on the assessment of the quality of the service and the cost versus quality assessment respectively. The questionnaire can be assessed as Supplementary data 1 while the raw data can be assessed as Supplementary data 2.

Fig. 4 below shows our respondents' rating of the quality of services received. Majority of the respondents received high quality of service.

## 2. Experimental design, materials and methods

### 2.1. Sample and data collection

The data for this study were obtained from building owners who had procured the services of architects in designing and constructing their buildings. For this purpose, estates in different locations in Lagos, Nigeria were purposefully selected. Lagos is a place that is considered the commercial centre of Nigeria and the rate of urbanisation in the state is higher than that of other states. Similarly, the

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