

Title of Article: Satisfaction of First- Time Residential Clients with Architectural Services.

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Abstract: *The overall aim of this study was to investigate the factors which define and predict the satisfaction of first-time residential clients of architects in Nigeria using Lagos as a case study. The study was based on the notion that satisfaction of first-time residential clients with architectural services is a combination of satisfaction with service, design, and relationship qualities as well as reputation of the architect. A cross sectional survey of randomly selected first- time residential clients of architects in the study area was conducted using pre-tested questionnaire as the principal data gathering instrument. Data were analyzed using descriptive statistics, factor and regression analyses. Of the seven factors identified, the factors which best define the satisfaction of the first-time residential clients were personalization of service, reliability of, confidence inspired by and personality of the architect. The best predictors of the satisfaction of the first- time residential clients of architects in Nigeria varied with the nature of service. However, it was observed that the experience of the architect cut across all service types as a significant predictor of client satisfaction. Only residential clients were considered in the study. Other categories of clients may be considered in further studies. There is need for architects to consider the nature of services provided in their quest to satisfy their first- time residential clients. Previous studies have focused on experienced and mostly public sector clients. This study provides empirical data on the factors that influence the satisfaction of first- time private clients who engaged the services of architects for their personal homes.*