

**INVESTIGATING USER-EXPERIENCE IN THE DESIGN OF AN
ALL-INCLUSIVE HEALTH RESORT IN PORT-HARCOURT**

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(19PCA02005)

SEPTEMBER, 2021

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BY

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**A DISSERTATION SUBMITTED TO THE SCHOOL OF POSTGRADUATE
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ARCHITECTURE IN THE DEPARTMENT OF ARCHITECTURE,
COLLEGE OF SCIENCE AND TECHNOLOGY, COVENANT
UNIVERSITY.**

SEPTEMBER, 2021

ACCEPTANCE

This is to attest that this dissertation is accepted in partial fulfilment of the requirements for the award of the degree of Master of Science in the Department of Architecture, College of Science and Technology Covenant University, Ota, Nigeria.

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I, NDIMAKO, ONYEDIKACHUKWU OZIOMACHUKWU (19PCA02005) declare that this research was carried out by me under the supervision of Dr. Eghosa Noel Ekhaese, of the Department of Architecture, College of Science and Technology, Covenant University, Ota, Nigeria. I attest that the dissertation has neither been presented wholly nor partly for the award of any degree elsewhere. All data sources and scholarly information used in this dissertation are duly acknowledged.


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CERTIFICATION

This is to certify that this thesis titled **“INVESTIGATING USER-EXPERIENCE IN THE DESIGN OF AN ALL-INCLUSIVE HEALTH RESORT IN PORT-HARCOURT”** is an original research work carried out by **NDIMAKO ONYEDIKACHUKWU OZIOMACHUKWU (19PCA02005)** in the Department of Architecture, College of Science and Technology, Covenant University, Ota, Ogun State, Nigeria under the supervision of Dr. Eghosa N. Ekhaese. We have examined and found this work acceptable as part of the requirements for the award of Master of Science in Architecture.

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DEDICATION

This thesis is dedicated to all citizens of developing nations who crave and demand better healthcare services, improved quality of life and higher life expectancy. Health is no luxury but a fundamental human right, I hope I have lent a voice to your quest.

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ABSTRACT

Health is all-encompassing being a state of wholeness, physical, mental, social, and spiritual wellbeing. There is a quest to live longer, healthier, and more profitably and an increased understanding of a lifestyle of healthy activities in our contemporary society. Health and wellbeing have received global attention as important factors shaping people's lifestyles and consumption patterns, leading to a proliferation of wellness services, including recreation centres, holiday tours, counselling sessions, health education, and the likes in developing and developed societies. Health resorts are one of such facilities which is increasingly gaining popularity for health seeking individuals. Health resorts are designed to serve as health sanctuaries that create a conducive environment for treatment, healing, and wellness. Because of patron reviews and research findings, healthcare providers in the wellness niche have developed the concept of *all-inclusiveness* as a service delivery model for improving users' experience of health resorts. Hence, the term all-inclusive health resort. The study sought to understand the experiences of users of health resorts by harnessing their perception of the influence of health resorts on their health seeking outcomes. On this premise and based on sixteen psycho-social social characteristics the study aimed to understand the experiences of users of healthcare facilities of both wellness and medical treatment groups as a basis for developing a comprehensive and all-inclusive design scheme for a health resort proposal in Port Harcourt city, Nigeria. This study addressed three key objectives – identify the current category of healthcare facilities in the study area; assess the psycho-social and socio-economic characteristics of health resort users; and examine the factors affecting access to the use of healthcare facilities in the study area. A mixed research method using questionnaire and case study approach was employed in the research. Analyses of data was via the qualitative content analyses and quantitative statistical analysis using the IBM SPSS software. Findings show that users of healthcare facility users in the study area confirm the trend of individuals seeking better health outcomes by inclining more towards wellness care than medical care. They further buttress the study's hypothesis for a need to combine wellness and medical care functions to optimize healthy living especially in urban areas.

Keywords: Health Resort