

UNIVERSITY OF TARTU  
Pärnu College  
Department of Tourism Studies

Nneka Afam

**BENEFITS OF SPAS ON INDIVIDUALS' MENTAL  
HEALTH AND PHYSICAL WELLNESS: A CASE STUDY  
OF VICTORIA ISLAND, LAGOS, NIGERIA**

Master's thesis

Supervisor: Monika Kumm, PhD

Pärnu 2023

Recommendation for permission to defend thesis

(digitally signed)

Monika Kumm

Permission for public defence

The programme director, Pärnu College of the University of Tartu

(digitally signed)

Tomaš Pavelka

This Master thesis has been compiled independently. All works by other authors used while compiling the thesis as well as principles and data from literary and other sources have been referred to.

(digitally signed)

Nneka Afam

## TABLE OF CONTENTS

Introduction .....	4
1. Literature review .....	7
1.1. The Concept of Wellness .....	7
1.2. Environmental Impact on Mental Health .....	15
1.3. Importance and Origin of Spa .....	21
1.4. Perceived Health Benefits of Spa Treatments .....	24
1.5. Effect of Spa Design and Atmosphere on Visitors' overall wellness .....	28
2. Empirical study .....	30
2.1. Chaotic Lifestyle of Lagos State, Nigeria .....	30
2.2. Research Design .....	31
2.3. Results .....	37
2.4. Discussion .....	47
Conclusion .....	51
References .....	53
Appendices .....	66
Appendix 1. Sample Size Calculation Table .....	66
Appendix 2. Research questionnaire .....	67
Resümee .....	73

## INTRODUCTION

The importance and benefits of every human being in a state of utmost wellness cannot be overly emphasized. Lagos city being one of the busiest cities in Nigeria and ranked Zipjet (UK) to be the second most stressful city to live in the world made it almost impossible for its occupants to have as little as rest, going to the gym or spa. According to Olowoporoku et al. (2012, p. 481), the population growth of Lagos state is not limited to the demand for water, food, and energy resources, but also includes an increased impact on public health and quality of life. This in general made the people prone to several health risks one way or the other as the people fall apart due to stress caused by high living costs, exhausting long hours of traffic, noise and air pollution, poor sanitation, insecurity combined with a lack of adequate housing and green spaces or parks that are conducive for relaxation. However, it was stated by Sanbe (2019, p. 4) that a mild stress may be desirable in stimulating or motivating individual towards laudable achievement, but as it becomes more severe, stress can become dangerous and damaging, arising from its physical, psychological, and behavioural, harmful effects on its victims.

A comprehensive review of various articles shows that stress is known to be part of the normal everyday activity of the general human condition in this city as individuals try to juggle their work and personal lives due to the harsh financial situation, thus deteriorating in mental health and general wellness. According to Idoko et al. (2015, p. 1), stress have a tremendous impact on the immune system which protects the body from viruses and anything that is different or not recognized by the body in many ways. It was also said by Devi et al. (2019, p. 795), stress can be seen as both physical and emotional and when it continues without any relief, it might lead to a condition called distress, which is a negative stress reaction and can disturb the body's internal balance or equilibrium leading to physical symptoms like headaches, chest pain, elevated blood pressure, sleeping problems, emotional trauma like depression, anxiety and panic attack. They also stated that stress can be seen as the leading causes of death. O'Connor et al. (2021, p. 665) also

stated that stress may indirectly contribute to obesity, cardiovascular disease, and cancer risk to the extent that it produces deleterious changes in diet and/or helps maintain unhealthy eating behaviours such as high fat intake or low fiber or fruit/vegetable intake. Ranging from the hectic traffic under the scorching sun to polluted and poor lifestyle of the people, this has been a growing issue and it is still on the rise. Based on the above stated problems, the thesis problem therefore is the impact high populated city and lack of green spaces on human health.

The goal of this master's thesis is to analyse the benefits of spa activities on the mental health and physical wellness of individuals residing in Victoria Island, Lagos, Nigeria, and to provide recommendations to spas on the types of services they should offer in order to meet the needs and expectations of their clients.

Research question was formed according to the research problem and purpose: What affect individuals in Victoria Island to choose spa visit for dealing with mental health and physical wellness?

In order to achieve these goals, the following research tasks are set:

- a compelling literature review on understanding the health benefits of spa activities on human physically and mentally, also providing more insight on the benefits of physical wellness;
- having an inadept understanding of the chaotic Lagos lifestyle of the people and identifying numerous health challenges caused by stress which is on the rise in Victoria Island Lagos;
- conducting research through a quantitative approach to analyse how spa services can contribute to the maintenance of individuals' mental health by examining their lifestyle patterns;
- collecting and analysing data gathered to enable proper presentation of the research findings;
- to present recommendations to the spa managers in Lagos.

This research conducted a sampling of spa-goers in Victoria Island, Lagos State, Nigeria. Participants were selected based on the criterion of having visited a spa during the research period, with questionnaires distributed via the customer databases of three

different spas located in Victoria Island Lagos. Specifically, the study focused on day spas, which offer spa services on a day-use basis and are the most common type of spa in Nigeria. The research will consist of an introduction, two main chapters, conclusion, and recommendations, which will be publicly available to spa businesses in the industry. The findings of this study will also benefit other stakeholders in the industry, such as spa-goers, by providing insights into how spa activities can enhance their physical and mental health and inform their decision-making.

The literature review is divided into sub-sections to provide a comprehensive understanding of the topic, drawing on contributions, discussions, and findings from other sources to support the study. The Empirical chapter, on the other hand, details the research methods, methodology, and research design used, as well as the study's population sample, which employs a quantitative approach through a structured questionnaire.

# **1. LITERATURE REVIEW**

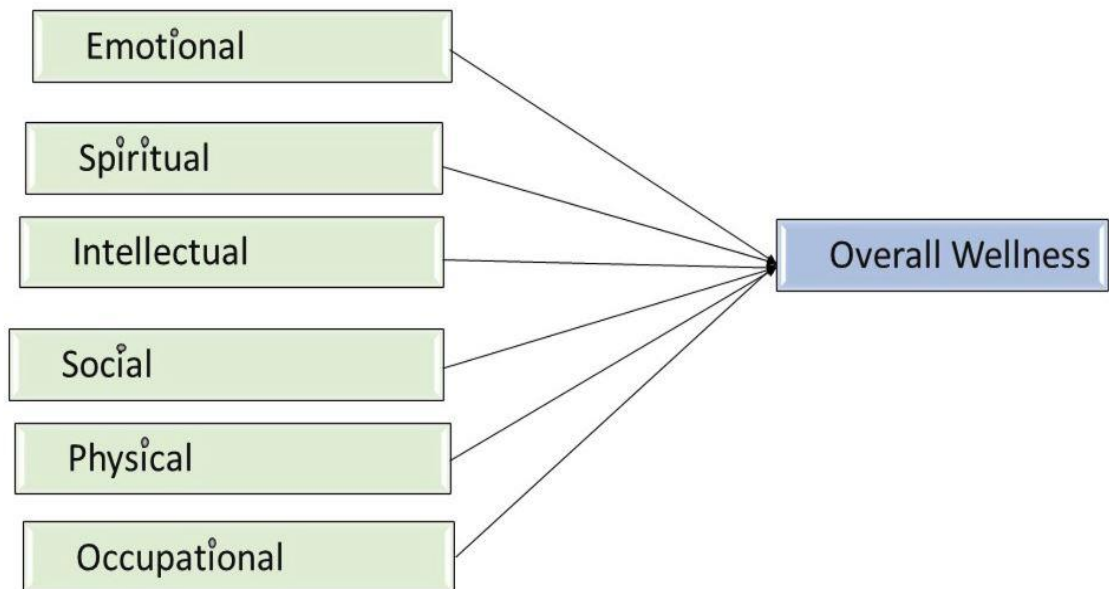
## **1.1. The Concept of Wellness**

The objective of this chapter is to gain an understanding of the concept of wellness, and to explore the topics relevant to the subject matter that form the core focus of this study. The author will be explaining the concept of wellness.

The term wellness has gained significant popularity in recent years, primarily among healthcare professionals, tourism-related services, and the general public. However, it is often misused due to a lack of in-depth understanding and proper guidance regarding its significance. Many individuals perceive it as merely a buzzword, primarily because companies frequently employ it to enhance their reputation and increase product sales. Wellness is however bigger than that as it incorporates various aspects such as stress management, ample fitness, acceptable diet and nutrition, prevention of disease, personal safety, ability control to substance abuse, proficient level of spirituality, etc. (Olufemi & Musa, 2016, p. 299). Also Cook (2019, p. 28), stated that wellness has become more of a buzzword due to its constant usage by professional organizations over the past decades. Dunn (as cited in Wickramarathne et al., 2020, p. 189), the founder of wellness, defines wellness by emphasizing that it is a method of functioning for individuals within the surroundings that he/she functions. That is, he explained wellness to be associated with prevention of disease. Wellness is the process where an individual firstly identifies an aspect of his or her life that can be improved e.g., physical fitness, then proceeds in making chooses to actively strive for improvement on that part of their life that is declining e.g., regular physical activity (Oliver et al., 2018, p. 42).

On the other hand, Dillette et al. (2021, p. 795), stated that the National Wellness Institute defines wellness to be an active process for individuals which create awareness and push people to make better choices toward a more successful existence and lifestyle. Based on this definition, the authors further explained that wellness is a conscious effort put in by

an individual in order to achieve a full potential through an encompassing lifestyle and environment with the aim of thriving in all dimensions. The concept of wellness encompasses various factors and takes a holistic approach, considering healthy lifestyle behaviors and exploring the interplay between the individual and their environment (Owen & Çelik, 2018, p. 442). Oliver et al. (2018, p. 42) described wellness to be an active process of self-enrichment attained by making appropriate and right decision, this implies wellness to be a state where individuals have the opportunity and option to become more well when a path of healthy lifestyle is chosen. That is, people are responsible for their health via their actions. Also, it is important to note the interconnectedness of all dimensions (see Figure 1) and how they could contribute to the healthy living of individuals.



**Figure 1.** Six Dimensions Model of Wellness. Source: Hetler, 1977, as cited in Wickramarathne et al., 2020, p. 190

Wickramarathne et al. (2020, p. 196) opined that wellness dimension components are important as it directs individuals to lead their lives in the best way as it would help individuals to maintain a well balance and better life and improve relational and occupational life of people. Hetler (1977, as cited in Wickramarathne et al., 2020, p. 190) further illustrated using a diagram to introduce the six wellness dimensions, namely emotional, social, physical, spiritual, intellectual, and occupational was introduced and

was called the six dimensions of a wellness model (see Figure 1). According to Oliver et al. (2018, p. 41), the innate drive of humans is to strive for an improved standard of living, as a favourable quality of life encompasses the overall welfare of individuals and society and can manifest in various forms. For instance, endeavours to enhance one's quality of life may involve pursuits such as enhancing physical fitness, achieving emotional equilibrium, fostering spiritual growth, ensuring financial stability, and nurturing social connections. While the process of improving these aspects, along with several others, is intricate and scientifically grounded, they can collectively be encapsulated by the term wellness.

The determinant of one's health status is derived from the combination of how favorable their environment is, as well as his/her individual health status or being able-bodied and disease-free. Achieving optimal health status involves embracing the six domains of wellness (Oliver et al., 2018, p. 42). Subject to understanding more on the wellness concept, the author will briefly discuss the importance of each dimension independently as they all have their respective roles which could influence individuals' decision in attaining a certain level of wellness.

Physical wellness relates to how well an individual takes care of their body and recognizes the need for regular physical activities. According to Meikassandra et al. (2020, p. 83), physical wellness pertains to elements of the body that have a direct correlation to the body itself as it signifies the state in which an individual possesses sufficient energy to carry out daily tasks and engage in recreational activities. They further stated that when people contemplate wellness, this dimension is typically the foremost aspect that comes to mind. Owen and Çelik (2018, p. 444) concluded that in professions related to health, the condition of being in good health is addressed through efforts to enhance, safeguard, and sustain wellness. They further stated that based on research, there appears to be a strong correlation between maintaining a healthy lifestyle and an individual's overall wellness. Williams et al. (2011, p. 133) stated that physical wellness can be described as signs of physical wellbeing, which encompass health habits such as tobacco consumption, dietary choices, exercise, medication compliance, susceptibility to illnesses, and current health condition. As opined by Ohuruogu et al. (2019, pp. 47–48), physical wellness incorporates diverse aspects such as maintaining hydration through adequate water

consumption, embracing a nourishing diet, embracing beneficial tactile practices like massage, and actively participating in physical activities. In essence, physical wellness entails involvement in physical activities, adherence to proper nutritional practices, and the implementation of self-care measures. It involves the adoption of preventive and proactive measures to nurture and sustain one's physical body. The various activities that surround individuals over time can have a significant impact on their health, encompassing both their physical and psychological wellness (Chow, 2020, p. 1). Improving physical wellness on the other hand can be achieved by adopting healthy eating habits and paying attention to how the body reacts to different situations, stress, and emotions, which can be monitored through internal and external physical indicators (Ohuruogu et al., 2019, p. 48). Thus, for the sake of this research study, the author will be throwing more light on various factors that can improve physical wellness and health.

Maintaining a regular pattern of sufficient sleep is crucial for promoting optimal health and wellness. According to Yang et al. (2022, p. 1) sleep plays a crucial role in promoting both physical and mental health and is considered a fundamental necessity, similar to the indispensability of air, food, and water. Inadequate sleep quality or sleep deprivation can significantly impact cognitive functioning and lead to physiological changes. They further stated that sleep-related concerns can significantly affect not only an individual's health but also their social relationships and societal roles, considering that an average person spends approximately one-third of their lifetime sleeping. Better and more restful sleep has been observed to be linked with physical activity (Ohuruogu, 2016, p. 127).

Physical wellness involves taking care of cardiovascular fitness, flexibility, and strength (Ohuruogu et al., 2019, p. 48). Gualdi-Russo and Zaccagni (2021, p. 2) further stated that it is widely recognized that lack of physical activity diminishes cardiorespiratory capacity, encourages physical deterioration, and triggers health problems such as obesity, metabolic syndrome, and osteoporosis. Additionally, physical activity generates various favourable psychological effects. They further stated that consistent exercise has a positive influence on depression and anxiety, mitigates stress, and enhances general health and happiness. Ohuruogu (2016, p. 123) opined that a considerable proportion of the population is knowledgeable about the advantages of incorporating regular physical activity into a healthy lifestyle, while also recognizing the detrimental impact of physical

inactivity and poor fitness levels on global health. It has been highlighted that there are three primary means by which consistent physical activity and good fitness levels can enhance overall health and wellness: prevention of illnesses and diseases, support for disease treatment, and promotion of health and wellness. In his research study, Ohuruogu (2016, p. 127) determined that engaging in suitable and consistent physical activity and fitness programs can assist in alleviating the adverse effects of being overweight by decreasing the likelihood of cardiovascular diseases, obesity, hypertension, and other related conditions. Also, taking part in physical activities has also been associated with a decrease in stress, anxiety, and depression, resulting in an improved sense of wellness and a lower incidence rate in both developed and developing nations globally.

Another key component of physical wellness is the adoption of healthy habits, such as maintaining balanced nutrition. Nutrition, health, and wellness are deeply interconnected, as nutrition plays a substantial role in shaping our health and overall wellness. The food one consumes exerts a profound impact on one's holistic wellness; therefore, ensuring sufficient nutrition is vital for optimal growth and development (Ohuruogu et al., 2019, p. 46). Balanced nutrition is essential for providing the body with the necessary nutrients, vitamins, and minerals it needs to function optimally. An optimal nutritional status is achieved when the body's daily requirements for nutrients and metabolic demands are consumed in a balanced manner, with neither insufficient nor excessive amounts. This supports growth, development, appropriate cell and tissue turnovers, and overall health, leading to a healthy state (Picó et al., 2019, p. 1). Nutrition is a well-established factor that determines both health and productivity (Zavitsanou & Drigas, 2021, p. 67). These foods provide the body with energy, promote proper growth and development, support organ function, and help maintain a healthy weight. A widely accepted fact is that maintaining a healthy diet and engaging in physical activity are crucial lifestyle elements that have a significant impact on lifelong health by enhancing body composition, musculoskeletal health, physical and cognitive performance, and also by reducing the risk of metabolic diseases such as obesity, diabetes mellitus, and cardiovascular disease throughout one's life (Koehler & Drenowatz, 2019, p. 1). According to Zavitsanou and Drigas (2021, p. 74) in their concluding remarks, a well-balanced diet can contribute to achieving optimal levels of hormones, relaxation, stress management, and metacognition, all of which are crucial factors for maintaining good health. Amidu et al. (2017, p. 2) also

stated that there is a connection between poor eating habits and both obesity and cardiovascular disease. On the other hand, undernutrition can lead to other health risks, although the possibility of genetic predisposition cannot be disregarded. Ohuruogu et al. (2019, pp. 51–52), also opined that inadequate nutritional intake can detrimentally impact a person's overall mental and physical wellness, diminishing one's capacity to lead a fulfilling and active lifestyle. They further stated that poor nutrition can lead to heightened stress levels, persistent fatigue, decreased productivity, and over time, an increased susceptibility to various illnesses and health complications, including but not limited to obesity, dental decay, hypertension, elevated cholesterol levels, cardiovascular diseases, stroke, type-2 diabetes, osteoporosis, certain forms of cancer, depression, and eating disorders.

Throughout the years, researchers have recorded the impacts of alcohol on numerous bodily systems and its contribution to the emergence of various health issues, such as cardiovascular diseases, liver cirrhosis, and fatal abnormalities. According to Brellenthin and Lee (2018, p. 1) perspective, substance use disorders are mental health conditions that result from the persistent consumption of a substance (such as alcohol, tobacco, or drugs) that leads to significant psychological and physical suffering and functional impairment. According to Lardier et al. (2021, p. 2) the condition known as alcohol use disorder is characterized by a range of intricate mechanisms and related symptoms. Even without the presence of other mental health disorders, excessive and prolonged alcohol consumption can cause cognitive impairment, resulting in a gradual deterioration of an individual's ability to control their behaviour. They further stated that heavy and chronic alcohol use can have negative impacts on health, such as causing direct harm to the liver and gastrointestinal tract. Additionally, it has been linked to an increased risk of heart disease and cancer. Based on the evidence presented, it can be concluded that physical wellness is a crucial aspect of one's overall wellness, encompassing the adoption of healthy habits, including regular exercise, balanced nutrition, and sufficient sleep. By prioritizing physical wellness, individuals can enhance their overall health, reduce the risk of chronic diseases, boost energy and productivity, and improve both their mood and mental health.

Spiritual wellness is known to be about spirituality as it includes the belief in a higher power, but not necessarily aligned with a religion. Spiritual wellness according to Alabadi et al. (2019, p. 4), encompasses a collection of beliefs, values, and principles that foster the authentic existence of each individual. It involves a profound curiosity and search for meaning and purpose in life, as well as the capacity to question and comprehend aspects that may not be easily understood or interpreted. True spiritual wellness entails seeking a harmonious balance between one's inner and outer powers. It is a deeply personal aspect of wellness that contributes to overall fulfillment and a sense of interconnectedness with the larger universe. According to Meikassandra et al. (2020, p. 83), spiritual wellness encompasses an individual's connection with fellow living beings and the significance of spiritual guidance in their life journey. It refers to the pursuit of spiritual growth and the attainment of harmony in life. Stoewen (2017, p. 862) also opined that spiritual wellness dimension is all about finding purpose, value, and meaning of life for an individual. He also stated that this could be with or without organized religion while the individual also participates in activities that are consistent with his/her belief and values.

Emotional wellness is a process of having the required knowledge and skills that will help identify a person's feeling and the ability to handle such emotions. Alabadi et al. (2019, p. 4), stated that emotional wellness is a dynamic state that interacts with all other dimensions of wellness as optimal emotional wellness is often characterized by the ability to experience and express a wide range of human emotions, such as happiness, sadness, and anger, while also encompassing the capacity for love, connection, and a sense of purpose in life. They further stated that this aspect of wellness dimension typically involves having enthusiasm, self-esteem, self-awareness, and the ability to empathize and connect with others on an emotional level. According to Stoewen (2017, p. 862) emotional wellness pertains to an individual's capacity to acknowledge and comprehend the emotional experiences of others, as well as their own ability to effectively regulate and manage their emotions. It involves maintaining a positive and optimistic outlook towards life and developing a deeper understanding of one's emotional responses and coping mechanisms. Meikassandra et al. (2020, p. 83), also stated that emotional wellness encompasses a sense of self-worth and embracing diverse experiences. It entails being receptive to learning and embracing new ideas, which enables individuals to effectively

cope with stress and regard it as a natural aspect of life. In essence, emotional wellness involves the ability to manage and express emotions appropriately.

Intellectual wellness is said to be the wellness of the mind as it involves critical thinking using one's intellectual abilities meaningfully. When an individual possesses intellectual wellness, they actively seek opportunities to expand their knowledge base. Meikassandra et al. (2020, p. 83) stated that intellectual wellness encompasses an individual's capacity to acquire knowledge and effectively apply it in various contexts. It refers to the state of being receptive to experiences that expand one's knowledge base and understanding. Strout et al. (2016, p. 945), further opined that this wellness dimension is a commitment to lifelong learning through continuous acquisition of skills and knowledge. This dimension encompasses all that pertains to brain health and growth through mental activities. Alabadi et al. (2019, p. 4) opined that intellectual wellness encourages innovation and stimulates mental engagement, fostering creativity and intellectual exercise. Individuals with a strong level of mental wellness possess an agile mind that constantly seeks opportunities for learning, broadening their understanding, and enhancing their abilities. Such individuals effectively utilize their intellectual capital to its fullest potential. In summary, intellectual wellness encompasses the ability to acquire, utilize, and apply knowledge effectively.

Social wellness encompasses the aspect of engaging in positive and wholesome interactions with various social circles, including family, friends, colleagues, and the wider community. Social wellness encompasses the act of engaging with others and the surrounding environment, fostering meaningful relationships. It entails the presence of supportive friendships, where individuals can openly communicate and share their concerns, as well as enjoy quality time together (Meikassandra et al., 2020, p. 83). This dimension of wellness entails all aspects of wellness in terms of social connections, relationships, and personal expression as it is needed for a healthy society. Strout et al. (2016, p. 945), also stated that social wellness is the ability to form and maintain positive personal and community relationships. Social wellness is crucial for overall wellness as it provides a sense of belonging, support, and connection.

Occupational wellness involves the full participation in daily activities that provide meaning and purpose, reflecting personal values, interests, and beliefs, including

employment. According to Stoewen (2017, p. 862), this dimension involves preparing for and taking part in work activities that gives personal satisfaction and life enrichment that is consistent with values, goals, and lifestyle of an individual. Occupational wellness according to Oliver et al. (2018, p. 44) refers to personal satisfaction and enrichment that one derives from one's work life and this further reflects on the person's attitude towards their work. This wellness dimension encompasses utilizing one's talents, skills, and abilities to pursue personal goals, happiness, and fulfillment. It involves blending one's commitment to their profession with a balanced and fulfilling lifestyle that supports job security, enabling individuals to prioritize leisure and pleasure (Alabadi et al., 2019, p. 4). They further stated that attaining occupational health involves establishing a harmonious equilibrium that allows one to experience fulfillment from their job while also enjoying leisurely pursuits and indulgences.

These six components of wellness dimensions significantly guide individuals in leading their lives in the right direction (Wickramarathne et al., 2020, p. 196). The integration of the six wellness dimensions makes a person complete as all dimensions are interconnected and work with each other to attain an optimum level of health and wellness. The dimensions could influence each other so as one can reach an optimal level by understanding how to maintain, balance and optimize each of the dimensions. In order to achieve optimum wellness, it is imperative for none of the dimensions to be neglected as addressing all six dimensions of wellness in will help build a holistic sense of wellness and fulfillment, although in some cases, one dimension may be more prominent than the others.

## **1.2. Environmental Impact on Mental Health**

Mental health disorder has a wide range of causes just like any other health situation but for the purpose of this study, the researcher will be focusing on the negativity the environment has so far contributed to the mental health of humans. According to Fusar-Poli et al. (2020, p. 34), there is no accord of what a good mental health should be. Keller (2020, p. 229) also stated that on all conceptions, mental health is a condition of the mind. He also went further to explain that evaluating a person's mental health is to consider their mental states and this includes how one feels, their emotions, one's belief, desires,

addictions, drives, their motives, their fears, ambitions etc. According to the World Health Organization (2004, p. 10), mental health is “a state of wellness in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community”. As stated by Galderisi et al. (2015, pp. 231–232), mental health is characterized as a dynamic condition of inner stability that empowers individuals to utilize their capacities in congruity with the accepted social norms of the society. They further stated that components such as basic cognitive and social skills, the ability to identify, communicate, and regulate one’s own emotions, capacity for empathy towards others, flexibility, coping skills, social functioning, and a harmonious connection between the body and mind all contribute to varying degrees to the state of internal equilibrium in mental health. Fusar-Poli et al. (2020, pp. 41–42) also put forward by saying a good mental health is a state of wellness which enables individuals to adhere to the normal stress of life while being productive and it also provides people with skills to face and deal with abnormal and possibly destructive stressors they might encounter daily. Keller (2020, p. 229) stated that mental health concerns the mind of an individual and if a particular thing does not concern the mind, then it has nothing to do with mental health. When a particular person among a family has a problem with their mental health, this will impact on other family members health (Wykes et al., 2021, p. 1).

Gładka et al. (2018, p. 711) observed that environmental factors can impact mental health, as confirmed by research. Manisalidis et al. (2020, p. 1) suggested that the connection between humans and their physical surroundings has been extensively researched due to the significant impact that human activities have on the environment. The authors added that these activities can have a negative impact on the environment, affecting the quality of drinkable water, breathable air, and soil where plants are cultivated. Mental health is a vital part of an individual’s health, which is of great importance in terms of promoting individual happiness as well as social harmony and stability (Zhu et al., 2021, p. 1). The astonishing fact of wellness symbolize the relationship between health and one’s quality of life (Oliver et al., 2018, p. 41). The components of mental health and illness include individual, social and societal factors, and the connectivity each has to do with the other (Sturgeon, 2007, as cited in Eriksson, 2018, p. 415). According to World Health Organization (2017, p. 7), depression is a common mental disorder, having to do with

persistent sadness and a loss of zeal in activities that are normally enjoyable, loss of energy, coupled with the inability to perform daily tasks for some period. They also added some symptoms of depression which include experiencing change in appetite, lack of sleep or excess sleeping, anxiety, lack of concentration, indecisiveness, worthlessness feeling, loss of hope, and self-harm or suicidal thoughts. Mental disorder is a global public health problem which is growing rapidly (Eriksson, 2018, p. 415). Additionally, Gładka et al. (2018, p. 711) stated that research has established that mental health can be influenced by environmental factors.

Bhugra et al. (2019, as cited in Ventriglio et al. 2021, p. 43) opined that the effects of globalization on mental health are not well-defined. However, it has been proposed that urbanization may act as a mediator, as any alterations in environmental, social, and economic factors can have an impact on the prevalence of mental health disorders. Living in urban areas can be associated with increased rates of mental health problems, including depression and anxiety. As stated by Chidi and Ideh (2018, p. 173), traffic congestion is a common characteristic of urbanization and city living, which can have significant implications for different stakeholders. While with the accelerated pace of urbanization, Gruebner et al. (2017, p. 121) have reported that an increasing number of people are vulnerable to risk factors associated with the urban environment, such as poverty and traffic noise. These factors can result in elevated stress levels, which, in turn, can have detrimental effects on mental health. Manisalidis et al. (2020, p. 2) pointed out that those living in large urban areas are mostly the victim of air pollution as this is where road emissions contribute the most to the degradation of air quality. In China, the swift urbanization and industrialization stage couple with the fast-growing production and lifestyle brought about a lot of negative impact on people's health as it reduced large number of people into a state of sub-health, making the demand for physical and mental health being constantly upgraded (Zhu et al., 2021, p. 2). Gruebner et al. (2017, p. 124) indicated that urban air, water, and noise pollution can have significant effects on the mental health of urban populations. World Health Organization (2017, p. 6), also made it known that depression, anxiety, and stress are more reputed as global public health problems are enormous in developing countries. On a global scale it was estimated that a profound number of humans are suffering due to mental health concerns, and only a relative amount of it is being addressed regardless of the public and private investments

in solutions, most people still don't get the help they need to overcome this situation (Chorpita, 2019, p. 473). According to World Health Organization (2022, p. 10), mental health is said to be an essential aspect of human's general health and wellness as it is a crucial human right. It is also noted that having access to standard mental health care is almost impossible in most countries, possibly decreasing adherence to pharmacological and psychological treatments (Vinkers et al., 2020, p. 14).

Furthermore, Gładka et al. (2018, p. 711) stated that environmental issues such as poor air quality have become a significant concern worldwide. In recent years, the potential significance of air pollution as an environmental risk factor for mental disorders has been increasingly acknowledged (Ju et al., 2023, p. 2). Kobus et al. (2020, p. 1) suggest that air quality is a significant factor that can impact an individual's health both directly and indirectly. This is because it plays a crucial role in determining an individual's overall health, which is essential for the proper functioning of human organs and maintaining good mental health. Air pollution can cause detrimental health effects, particularly for individuals who have heightened sensitivity to even the slightest levels of air pollution exposure, as indicated by Manisalidis et al. (2020, p. 1). According to Braithwaite et al. (2019, p. 1), air pollution encompasses various types of contaminants that exist in the air, including particulate matter (PM), gaseous substances, and metallic and organic compounds. However, this research study will be explaining more on the environmental effect of particulate matter to individuals' mental health. Liu et al. (2020, p. 438), stated that particulate matter which is one of the major types of air pollution, presents a significant risk to both human health and the environment as it is a complex mixture of organic materials like elemental carbon and organic carbon, as well as inorganic materials such as  $\text{NO}_3^-$ ,  $\text{SO}_4^{2-}$ , and  $\text{SiO}_2$ . They further explained that the composition of particulate matter consists of liquid droplets and small particles, which exist in various sizes. Among them,  $\text{PM}_{2.5}$  and  $\text{PM}_{10}$  refer to particles with diameters smaller than 2.5 and 10  $\mu\text{m}$ , respectively.  $\text{PM}_{2.5}$  particles are particularly harmful to human health because they can penetrate through the lungs and bronchi. However,  $\text{PM}_{2.5}$  particles can remain in the air for an extended period and travel further under atmospheric circulation. According to the research conducted by Buoli et al. (2018, pp. 165–166) air pollutants may contribute to the development of mental disorders, specifically depressive disorders. This is because increased levels of PM in the air have been linked to a deterioration of mental health, with

prolonged exposure to PM<sub>2.5</sub> particles increasing the risk of experiencing symptoms of depression. Manisalidis et al. (2020, p. 7) also reported that people exposed to high levels of air pollution may develop disease symptoms, which can have both short-term and long-term effects on their health. Air pollution has diverse health consequences. Even on days with low levels of air pollution, vulnerable and sensitive individuals can be affected. Short-term exposure to air pollutants is strongly linked to respiratory issues such as COPD (Chronic Obstructive Pulmonary Disease), cough, shortness of breath, wheezing, asthma, and respiratory disease. It is also associated with high rates of hospitalization, which measures morbidity. Meanwhile, the long-term effects of air pollution include chronic asthma, pulmonary insufficiency, cardiovascular diseases, and cardiovascular mortality (Manisalidis et al., 2020, p. 2). According to a factsheet by the European Lung Foundation (2020, p. 1), individuals with lung conditions are susceptible to adverse effects on their mental health. The presence of a lung condition may increase the likelihood of experiencing diminished mental or developing a mental health condition. Several factors contribute to this correlation, including the challenges faced in performing previously effortless activities, concerns regarding breathing difficulties, feelings of frustration arising from the need for regular medical treatment and increased reliance on support from others, as well as anxieties related to the future implications of the lung condition.

As per the research conducted by Watts et al. (2018, p. 583), the impact of climate change extends beyond environmental concerns and poses a significant threat to physical and mental health, overall wellbeing, livelihoods, and societal organization. This is due to the direct consequences of increasing temperatures and alterations in the frequency and intensity of weather events such as storms, floods, droughts, and heatwaves. Negative mental health outcomes can also arise from the impacts of climate change, such as increased temperatures and the occurrence of severe weather events. According to Cianconi et al. (2020, p. 5), a significant proportion of individuals who have been exposed to climate or weather-related natural disasters suffer from stress and severe mental health implications. Climate change may potentially result in an increase in the frequency of certain natural disasters. The effects of climate change on mental health are increasing at a fast pace, leading to a range of direct, indirect, and overall impacts that have a greater impact on individuals who are already marginalized (Hayes et al., 2018, p. 2). According to the findings of Hayes et al. (2018, p. 9), it was determined that the impact of climate

change on mental health is evident through several direct, indirect, and overall pathways, with marginalized individuals being disproportionately affected. The consequences of climate change on mental health may lead to both negative outcomes such as mental illness and positive psychosocial effects.

Irrespective of the mental health implications of a changing climate, the prevalence of mental health problems is alarmingly high worldwide (Hayes et al., 2018, p. 2). Another factor which commonly impact on mental health negatively is noise pollution which can disrupt sleep and cause irritation and stress, leading to mental health problems like anxiety and depression. According to Jensen et al. (2018, p. 1050), it was concluded in their research result that noise annoyance have an adverse impact on an individual's mental health. Berglund et al. (1999, p. 48) states that environmental noise is not considered a primary factor in causing mental illness. However, it is suggested that it may hasten and amplify the progression of underlying mental disorders. Various studies have examined the harmful impacts of environmental noise on mental health, encompassing a range of symptoms such as anxiety, emotional strain, nervous ailments, queasiness, headaches, instability, irritability, sexual dysfunction, mood fluctuations, heightened social tensions, as well as broader psychiatric conditions like neurosis, psychosis, and hysteria. There is a wealth of evidence suggesting that regular exposure to traffic noise can have adverse effects on a person's health (Zhu et al., 2021, p. 1). Hahad et al. (2019, p. 9) assert that environmental noise should be recognized as a significant risk factor for both cerebrocardiovascular and psychological health. Moreover, the authors suggest that exposure to environmental noise can trigger cerebrocardiovascular and psychological disorders. This is because noise hampers communication, interrupts daily routines, and interferes with sleep, ultimately causing mental stress.

Overall, negative environmental factors can have significant negative impacts on mental health. According to Ventriglio et al. (2021, p. 48), mental health is impacted by urbanization through various factors such as social, economic, and environmental factors. They also noted the unfortunate lack of universally recognized guidelines for enhancing mental health within urban areas. Reducing exposure to these factors and understanding the impact of the environment on mental health is important for developing effective strategies for preventing and treating mental health disorders.

### 1.3. Importance and Origin of Spa

As individuals strive to meet the various expectations and obligations imposed by society, their mental health and physical wellness may become significantly compromised, resulting in elevated stress levels and potential disarray. Consequently, an increasing number of people are recognizing the importance of adopting a holistic health approach, which is gaining popularity as a means of mitigating these adverse effects. Spas have a long history and have been used for thousands of years as places of healing and relaxation. The origin of the term spa can be traced back as far as Egyptian times (Thorne, 2021, p. 9). According to Van & Van (2002, as cited in Somkeatkun & Wongsurawat, 2017, p. 418), the word spa itself was originated from the 14th century Belgian town of Spa and they also said that “this may be derived from either the Latin ‘*spagere* (to scatter, sprinkle or moisten)’ or ‘the Latin phrase *sanitas per aquas* (health through water)”. Schlessinger (2008, as cited in Patterson & Balderas-Cejudo, 2022, p. 240) also opined that it the Romans are the main reason for the popularity and wide spread of spa therapy throughout the world. Patterson and Balderas-Cejudo (2022, p. 240) went further to explain that during the Roman Empire, an estimate of 1352 public fountains and 962 public baths were constructed for the Rome citizens, and it was known that for the Roman soldiers, after fighting, they use hot baths to recuperate. It was stated by Gianfaldoni et al. (2017, p. 566) that way back, Egyptian used water for hygienic and cosmetology purposes as it seems that Egyptian women indulge in the practice of water vapours in order to acquire more beautiful look, and it was also said that the legendary Cleopatra made wraps using dead sea mud as this was believed to help her retain her legendary beauty. Also, thermal cures are well-known since the ancient time for their beneficial effects, this was during the time men discovered the importance of water as a vital element for human life and constructed the first civilities near to seas and rivers (Cancellieri, 1995, as cited in Gianfaldoni et al., 2017, p. 566). Ancient Greeks also discovered that sulphurous springs contained some beneficial properties which are effective for healing skin diseases, relieving muscular and joint pains (Gianfaldoni et al., 2017, p. 567). Thus, they also stated this was why some famous Greece’s philosophers like Hippocrates and Plato wrote of the benefits of hydrotherapy.

According to Trihas & Konstantarou (2016, pp. 122–123) spas are locations where spring water with high mineral content is used for therapeutic or healing purposes, and the spa and wellness tourism sector has become a valuable niche market in the tourism industry that offers customers benefits such as relaxation, rejuvenation, and improved health. International SPA Association (2022a, p. 2) defines a spa as an establishment that promotes the overall wellness of an individual by providing a range of professional spa services aimed at rejuvenating the mind, body, and soul. Additionally, for a business to be classified as a spa, it must offer a minimum of two of the following services: full body massage, skin care treatments such as facials, or body treatments such as hydrotherapy or body wraps/scrubs. The International Spa Associations also categorized spas into several types:

1. Club spa: Focused on fitness and offers a range of spa services for day-use clients.
2. Day spa: Provides spa services to clients on a day-use basis. This is achieved through a comprehensive program that includes spa services, physical fitness activities, wellness education, healthy eating, and special interest programs.
3. Destination spa: Traditionally requires a seven-day stay and offers a program to guide individuals towards healthy habits through spa services.
4. Medical spa: Operates under the supervision of licensed healthcare professionals, providing medical and wellness care integrated with spa services.
5. Mineral Springs spa: Provides a comprehensive range of hydrotherapy services that incorporate natural minerals, thermal or sea water sourced on-site and delivered through professional administration.
6. Resort/Hotel spa: This refers to a spa facility situated within the premises of a resort or hotel. (International SPA Association, 2022a, p. 2)

While there seems to be different categories of spas ranging from organizational structure, all the spas aim to provide an utmost level of therapeutic relief from the services they offer, the equipment they use and the design and layout of the spa facilities as this tie the spa to its classical root of origin (Somkeatkun & Wongsurawat, 2017, p. 418). As per Ljubisavljević & Leković (2020, p. 218), the various types of spas have a shared feature where they employ natural healing elements to improve one's wellness, regardless of whether it's for preventive, therapeutic, or rehabilitative objectives. Over the past few years, consumer conduct has transformed to align with the increasing inclination towards

pursuits that contribute to improving an individual's standard of living (Ahani et al., 2019, p. 53). In recent world, day spas that have a combination of natural therapies are very common and seen as a means of providing physical and spiritual balance to an individual's body as the services are generally provided in numerous hotels and resorts (Patterson & Balderas-Cejudo, 2022, p. 241).

Spas activities are based on a holistic approach to health. Smith and Wallace (2019, p. 127) stated that spa customers are always in search of unique spa experience, which makes them take a more proactive and holistic approach towards their health while exploring different spa destinations. As a result of the high wellness trend, there are now several types of spas with each focusing on helping individuals achieve their various wellness desire. According to Yurcu (2017, p. 1), there is quite an awareness that spa treatments are effective for various form of discomforts and a spa facility is not only for bathing but also can serve as a crucial tool for leisure time evaluation. According to the International SPA Association (2022b, p. 7), Millennials have been the primary users of both in-person and at home spas in the past year. The millennial generation refers to individuals born between the early 1980s and the late 1990s or early 2000s (Stout et al, 2020, p. 25). Furthermore, Kavwele (2021, pp. 26–27) states that the spa industry primarily targets women aged 26 to 35 who have a bachelor's degree and are predominantly employed either full-time or self-employed. This finding aligns with the conclusions drawn by Trihas and Konstantarou (2016, p. 33) in their study, which identified educated, employed women as the primary customer base for spas. Papadopoulou (2020, p. 135) also stated in his article that each service offered in spa is meant to fulfil the desire and specific needs of individuals or rather serve a specific purpose to the individual requesting for it. It has also been noted that private companies and business owners are increasingly offering opportunities for their staff to visit spas as a means of incorporation. This approach not only serves to motivate employees but also aids in addressing health-related concerns they may be facing (Thorne, 2021, p. 9). Variety of spas now are known to devote so much attention to details that are aesthetically pleasing and soothing ambience, which are created to design their environments and also appeal to each of the four senses in ways that relax, relieve, and restore (Thaiways, 2007, as cited in Somkeatkun & Wongsurawat, 2017, p. 418).

Overall, the origin and importance of spas can be traced back to ancient times when people recognized the healing properties of natural hot springs. Today, spas continue to provide a wide range of treatments and therapies that promote physical and mental wellness and offer individuals an opportunity to focus on self-care and relaxation.

#### **1.4. Perceived Health Benefits of Spa Treatments**

This area of the thesis is included in order to provide more understanding on what the health benefits one can derive from receiving a spa treatment occasionally. Patterson and Balderas-Cejudo (2022, p. 242) explained in their article that a spa visit was about physical and mental relaxation, as it helps one relax physically and mentally by creating a means for one to unwind and relax the mind. According to the International SPA Association (2016, p. 4), individuals typically frequent spas with the specific goal of reducing their stress levels and indulging in self-care. Marwiyah and Apriyani (2018, p. 1) stated that people require physical and mental relaxation due to their living routines and stress, and spa services are suitable for meeting these needs through physical and mental therapy. For centuries, spas have been used for various forms of healing, and this tends to attract people for either rejuvenation or healing purposes. The oldest and most powerful motivating factor for tourists to visit destinations is their health (Ljubisavljević & Leković, 2020, p. 215). Sangpikul (2022, p. 277), according to the authors' opinion, customers visiting spas have distinct objectives and anticipate both physical and mental benefits, such as relief from muscle tension, decreased stress levels, improved skin quality, and overall relaxation. Todd (2011, as cited in Thorne, 2021, p. 11) discovered that people visit spas with the intention of satisfying their need for indulgence, escapism, and enhancing their mental health and physical wellness. On the other hand, Ljubisavljević and Leković (2020, p. 219) noted that the primary drivers of demand for spa products and destinations are the desire to reduce stress and pain, combat aging, manage weight, and improve overall health. Yurcu (2017, p. 1), outlined a range of spa treatments that utilize water-based therapies, including hydrotherapy, thalassotherapy, balneotherapy, and cosmetic therapies. She also included a list of supportive and complementary spa therapies such as massages, peloid therapy, climatotherapy, sound therapy, mud, colour therapy, heliotherapy, and exercise. These spa treatments have become increasingly popular in modern society as people seek to care for themselves,

revitalize, and unwind. The most common spa complementary activities and their benefits are listed below.

Massage is one of the common received spas complementary activities in the world and it is considered as part of an integrative medicine as it provides relief to individuals. International SPA Association's (2022a, p. 26) report that massage is the most commonly offered service, followed by facials, couples services, and body services. According to Urtnowska-Joppek et al. (2019, p. 431), massage is explained to be a procedure which involves a vigorous massaging deformed of tissues in one's body. They also contributed that a massage process entails the massager using suitable techniques like stroking, rubbing, shaking, kneading, vibration, patting etc. Ooi & Pak (2020, p. 403) opined that a single treatment of massage can significantly lower salivary cortisol and heart rate, whereas multiple treatments will lower diastolic blood pressure. This is to say that a pleasant body massage relieves varieties of health conditions, the most prevalent being stress related tension, which is the highest contributing factor to many illnesses and diseases.

According to Kolankowska-Trzcińska (2022, pp. 124–125), a massage can positively affect physiological processes such as blood pressure and the variability of a heart rate and mental processes. It was also discovered by Hassan et al. (2019, p. 397) that massage therapy could bring a decrease to pain and improve the mood of a patient after the post cardiac catheterization in their study group, which were characterized by a reduction in anxiety, depression, anger, fatigue, and confusion, while increase in patient's ability state. In addition to the above-mentioned Ooi & Pak (2020, p. 403) opined that there is current evidence which point towards four main beneficial effects of massage which they stated to be the reducing of stress and anxiety, to alleviate pain, to aid in tissue repair, and lastly to enhance immunity. They went further and said in terms of reducing stress and anxiety, massage is believed to promote relaxation by stimulating the parasympathetic branch of the autonomic nervous system, which facilitates the return to homeostasis from a stressful "fight-or-flight" state. According to Arsita et al. (2021, p. 780) back massage specifically offers numerous benefits such as reducing pain, increasing milk production for postpartum mothers, improving memory for the elderly, and enhancing sleep quality to prevent disruptions. Khalid & Madvin (2021, p. 2) also stated that massage causes local

biochemical change by contributing to the increase of neural activities in the spinal cord, which in turn influences the mood and pain perception.

As a result of this, massage therapy can reduce anxiety, depression, and pain by increasing serotonin and endorphin levels in the body. Ooi & Pak (2020, p. 403) also explained that massage aids in tissue repair as it initiates a mechanical transduction to reduce cellular infiltration by mast cells and subsequent inflammation and edema. In respect to immunity enhancement, massage is also known to positively affect innate immunity, especially the activity of natural killer cells (Ooi & Pak, 2020, p. 403). They further explained that this cells activity increases after one received a massage treatment. Chompoopan et al. (2022, pp. 3–6) also contributed that part of the benefits of a traditional Thai massage is that it reduces pain for individuals that indulge in it, reduces stress and increases the quality of life and they further explained that this type of massage might also be used as an alternative therapy to treat people with sleep disorder. Massage therapy is an excellent choice as a complementary therapy as its positive attributes are beneficial to individuals, irrespective of the age, race, gender, or location.

Meditation is a form of spa activity that is done with or without moving the body. According Kolankowska-Trzcńska (2022, p. 125), meditation is explained to be a mind-body practice that helps to increase sense of calmness and physical relaxation, improve mental balance, manage the disease, and develop overall health and physical wellness. She went further to explain that this treatment is a healing and spiritual practice that can be traced back to over 5,000 years ago and its main aim is to train the mind and body to practices focus on the interactions between the brain, mind, body, and behaviour. Meditation is a process of mental training that entails calming the mind in order to achieve a state of “detached observation” (Saeed et al., 2019, p. 624). They also proceeded in their study and concluded that mindfulness-based meditation training is effective in reducing anxiety, depression, and stress which are the major symptoms of mental disorder.

Yoga on the other hand is a form of exercise that uses specific body postures to achieve physical and mental health benefits. Yoga is an ancient Western practice that combines physical postures, breath control exercises, and meditation (Kolankowska-Trzcńska, 2022, p. 126). She also proceeded to say the practice of yoga is beneficial to the physiological and mental spheres as it aids sleep quality, strengthen muscle tissue,

improve mood, alleviate depression, and improve blood circulation in an individual's body. In a general context, both meditation and yoga can be viewed as therapies for stress management that is, they are commonly known as anti-stress, antiaging and relaxation therapies (Smith & Wallace, 2019, p. 125). Park & Slattery (2021, p. 398) stated in their conclusion that there are various types of yoga, and this gives people options regarding the styles and intensities of what they want to find a favourable fit for developing a yoga lifestyle in order to achieve and maintain better mental health.

Another common spa complementary therapy is the use of water therapy, and this is either in form of pool, jacuzzi or thermal baths. It is also known as hydrotherapy which means the use of both warm and cold water in a therapeutic way to promote one's health. According to Devkate et al. (2016, p. 118), hydrotherapy has been in existence in the past fifth century B.C., and it was said to be first cited by a Greek physician in use for therapeutic purposes. However, its medicinal benefits were also noticed by the ancient Egyptians and Romans. Devkate et al. (2016, p. 134), therefore defines the term Hydrotherapy as the medicinal use of water, including hot tubs, cold water treatments, ice packs, vapours, saunas, mineral springs, hot springs, sitz baths, wet towel applications, water exercises, and water massage. They also stated the process involves the use of water of any temperature or form for pain relieving and to treat illness. Chowdhury et al. (2021, pp. 139–140), similarly refer to use hydrotherapy for various illness which includes arthritis, back pain, insomnia, stress, joint pain, stomach problems, circulation etc. They went further to explain the usefulness of hydrotherapy in treating wide variety of discomforts and disorders and how it also helps in releasing of endorphins which function as a natural pain reliever and reduces muscle soreness. Chandolias et al. (2022, p. 32), concluded that when considering mental health related outcome hydrotherapy seems to improve not only motor skill of an individual, but it also improves the functionality of patients with various diseases and their mental health.

Overall, the literature suggests that spa treatments can have a positive impact on individuals' mental health and physical wellness. Spa treatments can reduce symptoms of anxiety, depression, and stress, improve sleep quality, reduce pain levels, and promote relaxation. Additionally, spa treatments can improve cardiovascular health, immune function, and physical functioning in individuals with various health conditions.

## **1.5. Effect of Spa Design and Atmosphere on Visitors' overall wellness**

The design and atmosphere of a spa are crucial in promoting an individual's health and rejuvenation. Thus, this study section will meticulously outline the significance and criteria of spa design and environment to one's mental health and physical wellness. The peaceful and tranquil environment, infused with fresh aromatic air, offers immense benefits to mental health and overall health. In their study discussion, Guillet and Kucukusta (2019, p. 79) identified three main attributes of a spa: cleanliness and condition, ambience, and appearance of spa personnel. These attributes were found to be the respondents' initial impressions of the spa before treatment. The primary impressions of the treatment room were comprised of the cleanliness and condition, as well as the ambience. A treatment room that is well-organized and well-designed, with hygienic furnishings and equipment, can significantly increase customers' confidence and goodwill towards the spa. Additionally, appropriate temperatures and background music should be provided to ensure customers that their upcoming treatments will be comfortable and suitable.

The appearance of spa personnel also plays a role in the primary impression that therapists give to customers, all of which can help to increase customers' confidence in meeting their demands. In their study, Smith and Wallace (2019, p. 121) asserted that the spa's significance extended beyond its destination and encompassed factors such as the environment, atmosphere, and the availability of nutritious cuisine. A spa is a place of health and beauty, design to make its guests feel homey while enjoying the natural light and atmosphere of each visit. According to Aditya et al. (2020, p. 379), a spa is designed with reference to the natural atmosphere to assist in the relaxation process, as the atmosphere or scenery can create various kinds of effects that will have a profound effect on the state of a particular space user. They also stated that the atmosphere and the environment, which the customer is exposed to while at the spa will impact on their experience. Therefore, design complementing the spa's theme, the colour, music, lighting, natural materials, landscapes, and architectural styles which also appeal to the five senses, will help to create a place for quiet escape and seclusion for the clients (Pehlivanğlu, 2012, as cited in Lo et al., 2015, p. 171). It was determined that an improved

architectural design, a setting abundant in natural light, a secure and serene atmosphere, and access to a community can improve the healing process and promote swift recovery by establishing a psychologically supportive environment for individuals (Chappe, 2021, p. 25).

Numerous studies and research have shed light on the positive impact of spa visits on individual health. It has been observed that spa treatments create an environment that promotes relaxation and helps individuals to alleviate stress and anxiety. The overall ambiance of a spa plays a crucial role in the guests' experience, which includes factors such as lighting, temperature, music, fragrance, and furniture, all aimed at providing a holistic wellness journey.

## **2. EMPIRICAL STUDY**

### **2.1. Chaotic Lifestyle of Lagos State, Nigeria**

Lagos City popularly known as “Èkó” or “Lasgidi” is the busiest city in Nigerian, as well as one of the largest on the African continent. With the population estimated to be around 22,500,000, the cosmopolitan city has twenty districts covering a total area of 3,577.28 km<sup>2</sup>, of which 22% is wetland (Shiru et al., 2020, p. 1069). According to Osho & Adishi (2019, p. 1), Lagos is said to have the fifth largest economy in Africa, the city generates about 90% of Nigeria’s overall trade flows and an estimate of 65% of the Nigeria entire manufacturing sector. They also stated that Lagos is the economic hub and the epicentre of most economic and trade activities in Nigeria however, 60% of its residence still lives in high level of poverty with less access to basic infrastructures. According to Uduku et al. (2021, p. 2) Lagos State, which spans over an area of 3,345 km<sup>2</sup>, holds the distinction of being the smallest state in Nigeria. Despite its size, Lagos boasts the highest population density in Nigeria, with an average of 4,713 individuals per km<sup>2</sup>. They further stated that in some of its low-income areas, this number can rise up to 12,000, making it the most densely populated conurbation in the country.

Akindejoye et al. (2021), also stated that the population density and urban centre design are increasing risk factors for mental health disorders, and this is a well-known case of Lagos city as the state continues to attract interstate migration, which puts pressure on limited resources including housing, transportation, and urban design, and this brings about high level of stress and exhaustion, especially around daily commuting. Traffic congestion on the other hand is a distress which affects not only physical but also the mental health of workers and other road users in Lagos City and this was ranked first by the respondents on their research (Chidi & Ideh, 2018, pp. 159–160).

This research focuses on Victoria Island, Lagos, Nigeria, due to the scarcity of resources and previous studies regarding the benefits of spas on the mental health and physical

wellness of residents in the area. The results of this study would hold significant value for a range of stakeholders in the industry, such as spa enthusiasts, spa managers, professionals in the hospitality and tourism sectors, as well as researchers and academics. By providing them with insights into how spa activities can improve their mental health and physical wellness, the study could enable them to make informed decisions. According to Google search, there are about 23 registered spa businesses in Victoria Island with majority offering a full day spa package which include massage, facials, body wraps/scrubs, manicure and pedicure, steam room, yoga, and meditation classes etc. Peter and Kunle (2019, p. 62) stated that Victoria Island, situated in Lagos state, spans approximately 8 square kilometres. The locality is enclosed by the Creek five cowries to the North and West, Lekki Peninsula to the East, and the Atlantic Ocean to the South. It was once a constituent part of the former Federal Capital of Nigeria until the government seat was moved to Abuja. Eti-Osa Local Government Area administers this area which was initially designed to be a high-end residential area with minimal institutional and recreational amenities, emphasizing a low-density settlement. This region is characterized by a professional and upscale atmosphere.

## **2.2. Research Design**

The research design constitutes the comprehensive framework for conducting research, encompassing all requisite measures and procedures essential for the systematic collection and analysis of data. An effective research design creates a blueprint that outlines the research problem, research queries, data collection methodology, organization, and analysis techniques, as well as compelling evidence of the answers to the research questions and can even persuade users to accept the findings as reasonable conclusions (Asenahabi 2019, p. 87). Ranganathan and Aggarwal (2018, p. 184), explained research study design as a framework, method or a procedure used by the researcher in collection and analysing data on variables specified in a particular research problem. They also went further to state that there are varieties of research design, and each has its own specific advantages and limitations. Asenahabi (2019, p. 77), also stated that a research design reflects a researcher's ideas as it guides the researcher and prevent frustration by bringing together the research work through a structure plan that shows the unison of all parts of the work and addresses the research questions. Dawadi et al. (2021,

p. 26) opined that historically the main research method was guided by a quantitative research design or the positivistic approach, this study will be adopting the same approach.

Taherdoost (2022, p. 54) emphasized that the primary objective of a quantitative research design is to gather numerical data to investigate specific research questions, thereby defining a particular phenomenon. Similarly, Mehrad and Zangeneh (2019, p. 2) stated that the principal goal of a quantitative research design is to establish the relationship between an independent variable and a dependent or outcome variable in a population. Goertzen (2017, p. 13) states that quantitative research findings reveal patterns and trends in behaviours. However, it's crucial to understand that they don't explain the underlying reasons for why people think, feel, or act in a certain way. Quantitative research primarily focuses on identifying trends across data sets or study groups. Quantitative research methods are utilized to obtain numerical data that can be employed for measuring variables. Nardi (2018, pp. 21–22) suggests that in order to describe the prevalence of certain behaviours or beliefs, as well as to provide explanations and predictions for future actions, researchers often rely on the systematic measurement and scientific assessment of social phenomena. This approach assumes that social phenomena can be quantitatively measured and analysed, and therefore, quantitative methods are commonly used in addressing such questions and assumptions. Zou et al. (2018, p. 245) suggested that quantitative research results and findings are widely accepted due to the rigorous procedure of data collection and analysis, which can be standardized and replicated. Taherdoost (2022, p. 57) classified various strategies utilized in quantitative research, such as Survey research, Descriptive research, Experimental research, Correlational research, and Causal-Comparative research, and this particular research will focus on Survey research. Asenahabi (2019, p. 80) emphasized that survey research provides a cost-effective and effortless method of obtaining information on large groups of people, which is beneficial in this research. The survey in this study will cover sampling, questionnaire design, questionnaire administration, and data analysis.

To maintain a systematic and efficient approach, it is essential for the researcher to determine the focus of investigation in this phase of the research process. It is crucial to have a thorough understanding of the population or target population's definition before

selecting the research sample. According to Abutabenjeh & Jaradat (2018, p. 243), the population for a study is the group of individuals from whom the researcher aims to draw conclusions. Pandey and Pandey (2021, pp. 40–41) also state that the population or universe refers to the entire set of observations, which is the parent group from which a sample will be chosen. The term population or universe has a distinct meaning from the traditional use of the word, as it signifies the characteristics of a specific group in research methodology, rather than simply the count of individuals in a census survey. The target population that the study intends to investigate is referred to as the population of interest (Majid, 2018, p. 3).

The choice of sampling type for a quantitative study depends on the research question, the target population, and the available resources. Sampling plays a crucial role in research investigations since the population of concern typically comprises an excessive number of individuals for any research study to incorporate as participants (Majid, 2018, p. 3). As per Bhardwaj (2019, p. 158), sampling refers to the process of selecting a subset of individuals or items from a larger population for research purposes. This method is particularly useful when the population size is large. Sampling can be categorized into two main types: probability and nonprobability sampling, with further subdivisions within each type. Probability sampling involves randomly selecting participants from a population where each individual has an equal chance of being selected. Conversely, nonprobability sampling does not assign a known probability to each member of the population for selection in the sample (Bhardwaj, 2019, p. 161).

According to Majid (2018, p. 5), sampling in epidemiological studies aims to acquire a statistically representative sample of the population of interest, ensuring that the conclusions and research findings drawn from the sample accurately reflect actual associations within the population. Consequently, determining the appropriate sample size is a critical step in quantitative research. Thus, the simplified formula introduced by Yamane (1967, as cited in Islam, 2018, p. 4), was utilized to compute the sample sizes (see Appendix 1), assuming a confidence level of 95% and a probability of success ( $p$ ) of 0.5. To put it simply, this information suggests that to achieve a 95% confidence level with a precision of  $\pm 7\%$  for a population greater than 100,000, a sample size of 204 is required. The population under study will aim at the spa customers in Victoria Island

Lagos, Nigeria, the population of this region is above 100,000 thus, a total of 204 sample size will be used and individuals will be contacted through the distribution of questionnaires. Due to time constraints, the researcher opted for a  $\pm 7\%$  level of precision to meet the deadline while still attaining a 95% confidence level. Therefore, the researcher's decision to use 204 participants with a  $\pm 7\%$  level of accuracy is justified to prevent sampling errors.

In this study, convenience sampling will be employed, which is a nonprobability sampling technique. Convenience sampling involves selecting sample members based on their easy accessibility to the researcher, as described by Bhardwaj (2019, p. 161). The researcher chooses individuals who are readily available and accessible. Examples of convenience sampling include offering challenges or games at shopping malls during different festivals or issuing questionnaires to people in a specific area to determine their knowledge about a certain topic. According to Majid (2018, p. 4), convenience sampling refers to the selection of the most easily accessible respondents. This means that researchers can conveniently access their desired respondents without much difficulty. Considering the time limitation, the researcher has opted for a convenient nonprobability sampling method. This approach will be more effective as the researcher will reach out to the respondents through the WhatsApp platform specifically for spas. As a result, this method of data collection will be less burdensome for the researcher and enable them to meet the desired quota within the given time frame.

According to Nayak and Narayan (2019, p. 31), high-quality data is crucial for conducting research. Regardless of the research methodology employed, data serves as the foundation upon which the study is built and must be analysed and interpreted to produce meaningful information. Since quantitative research primarily involves the collection of primary data through methods such as surveys and questionnaires, it is amenable to statistical analysis (Patel & Patel, 2019, p. 49). This research method requires a large number of participants to reach accurate conclusions during research work (Price & Lovell, 2018, p. 41). They further indicate that if data and information are gathered without using a large sample size, the conclusions are less likely to be accurate as they might not accurately reflect the situation in the target population. The study will employ questionnaires as a means of data collection, where the data will be acquired directly from

the participants via the surveys. Quantitative research involves formulating survey queries, assessing, and categorizing the answers, and executing statistical evaluations on the collected information in a methodical and proficient manner. One widely used approach in quantitative research is to employ a self-administered questionnaire (Nardi, 2018, p. 22). As stated by Pandey and Pandey (2021, p. 58), a questionnaire is a tool designed and circulated to obtain answers to specific queries. The authors further explain that it involves a structured set of questions, serving as a crucial means to collect data from various geographically dispersed sources. They also note that questionnaires are typically utilized in situations where it is not feasible or necessary to interact with every individual from whom the responses are sought. Additionally, they describe a questionnaire as a form that the respondent completes independently. The questionnaire, which has been administered, is included in Appendix 2. The questions in the questionnaire have been derived from various sources, as indicated in Table 1.

**Table 1.** Appendix 2 contains the questionnaire which includes questions sourced from various references.

Topics	Questions	Sources
Gender, age	Q1–Q2	Guillet & Kucukusta (2019, p. 79)
Education, employment	Q3–Q4	Trihas & Konstantarou (2016, p. 122)
Spa visit	Q5	Smith & Wallace (2019, p. 127)
	Q6	Patterson & Balderas-Cejudo (2022, p. 242)
	Q7	International SPA Association (2022a, p. 2)
	Q8	Patterson & Balderas-Cejudo (2022, p. 242)
Spa atmosphere	Q9	Aditya et al. (2020, p. 379)
Spa treatment	Q10	Ooi & Pak (2020, p. 403)
	Q11	Saeed et al. (2019, p. 624)
	Q12	Kolankowska-Trzcińska, (2022, p. 126)
	Q13	Chowdhury et al. (2021, pp. 139–140)
Environment	Q14	Chidi & Ideh (2018, pp. 159–160)
	Q15	Gładka et al. (2018, p. 711)
	Q16	Gruebner et al. (2017, p. 121)
	Q17	Manisalidis et al. (2020, p. 2)
Physical wellness	Q18	Williams et al. (2011, p. 133)

The primary data source for most research studies is surveys, which can be conducted using a variety of methods. One such method is online surveys, which involve creating a questionnaire, reaching out to the sample population, collecting responses, and visualizing the results using online survey tools (Nayak & Narayan, 2019, p. 31). In this

study, a LimeSurvey online survey tool will be utilized to distribute a questionnaire, with the aim of maintaining the anonymity of participants as they provide their responses. The researcher employs social networking platforms, particularly WhatsApp, to distribute questionnaires to the eligible participants who patronize spas within the Victoria Island vicinity of Lagos State, Nigeria. The utilization of WhatsApp as a platform for administering questionnaires involves the creation of a survey using the LimeSurvey tool. The survey was made available to participants from 18th March 2022 to 24th March 2023 for a duration of one week. Subsequently, the survey link was disseminated through designated WhatsApp groups to members of the spa. To ensure the accuracy of the collected data, specific criteria were established that each participant must meet. The essential prerequisites for participation in the quantitative research are visiting spas within Victoria Island, Lagos, Nigeria, and possessing a personal interest in contributing to the study. One of the aims of sampling in research is to acquire a sample that is statistically representative of the population of interest, so that any conclusions and findings drawn from the sample accurately reflect the actual relationships within the population (Majid, 2018, p. 3).

The process of data analysis involves the scrutiny, review, improvement, modernization, and presentation of data with the intention of uncovering meaningful and valuable insights that can inform decision-making when faced with a problem (Sabah et al., 2022, p. 3). The author emphasizes that data analysis serves as the cornerstone of data interpretation, leading to the creation of fresh knowledge. During this stage, the researcher strives to clarify the results of the study.

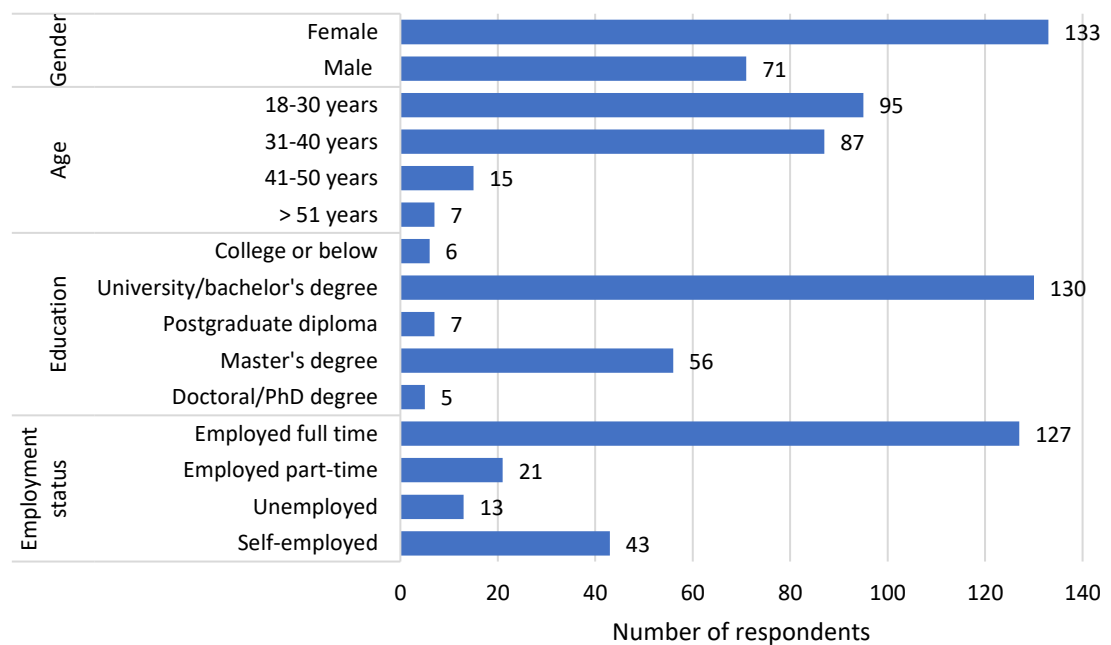
According to Alem (2020, p. 2) data refers to the numerical values, symbols, pictures, or any other means of storing information that can be examined to arrive at a conclusion or plan. He further stated that data analysis, on the other hand, involves transforming raw data into meaningful facts and concepts that can be interpreted qualitatively or quantitatively. The process involves analysing organized information to uncover underlying patterns or meanings. This requires breaking down complex factors into manageable components and reassembling them in new ways for interpretation. The LimeSurvey will be used to administer the questionnaire, and the data obtained will be analysed using Microsoft Excel and Statistical Package for the Social Sciences (SPSS)

software version 26. The collected data will undergo a thorough examination, analysis, comparison, and assessment in accordance with the original research design after completing the data collection phase. Descriptive analysis, charts, and tables will be utilized to answer research inquiries.

### 2.3. Results

In this section, the author presents the numerical summaries of participant responses through charts, based on a sample size of 204 respondents who completed questionnaire. The LimeSurvey tool was utilized by the researcher to track incoming responses and access to the survey was terminated once a fully completed response from 204 participants was obtained. The total response count was 248, with 44 incomplete responses which were not included in the analysis for this survey. The analysis focused solely on the 204 fully completed responses, which were used to analyse the results of this research. Figure 1 encompasses all demographic data of the respondents.

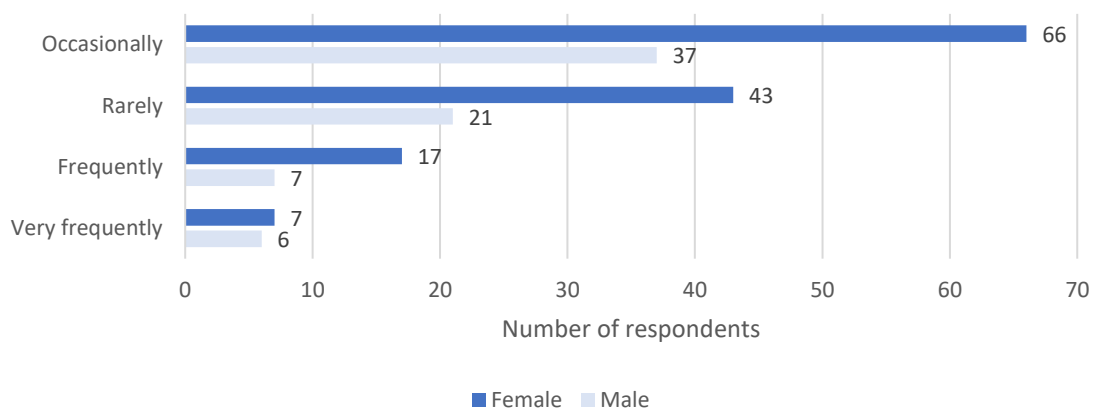
The statistical data depicted in Figure 1 reveals an interesting pattern of spa visitors, with a clear dominance of the female gender comprising 65.2% of the total respondents.



**Figure 1.** Demographic data of respondents (N = 204)

Further analysis of the age distribution demonstrates a noteworthy trend, with most respondents falling within the youthful age brackets of 18–40 years old, comprising an overwhelming 89.2% of the sample size. Moreover, the educational attainment level of the respondents was also notably high, with 91.2% of the participants holding a bachelor’s or a master’s degree. Finally, the employment status of the respondents revealed that the majority, 83.4%, were either employed full-time or self-employed, indicating a potentially high disposable income among this demographic.

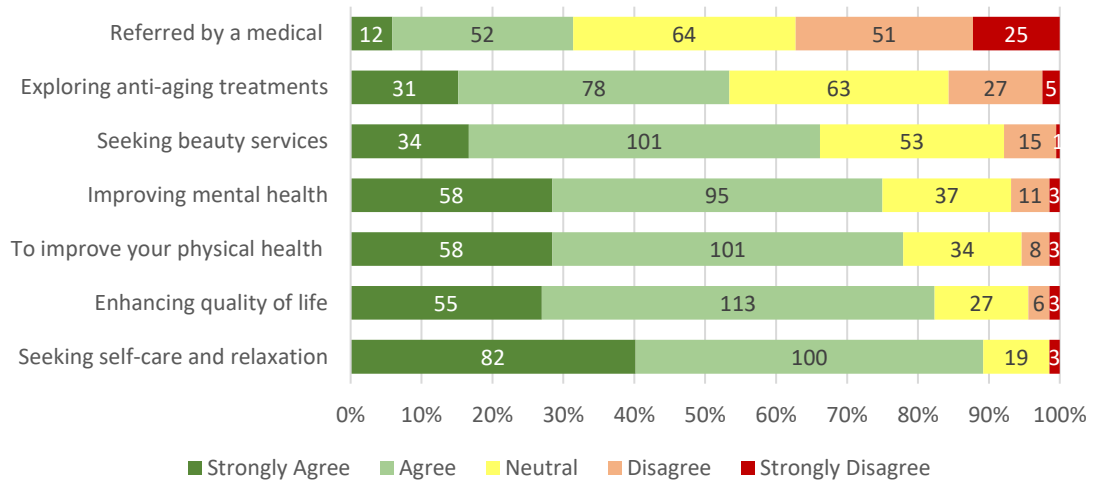
The findings depicted in Figure 2 highlight the patterns of spa visits among participants. According to the data, a noteworthy 18.1% of the total sample size reported frequent or very frequent visits to spas. This group primarily consists of women, comprising of 24 respondents, within the age range of 31–40 years, including 18 respondents, possessing a bachelor’s degree, and employed full-time, accounting for 20 respondents.



**Figure 2.** Spa visit respondents’ (N = 204)

Figure 3 depicts a compelling insight into the motivations behind the spa visitation patterns of the study participants. The analysis indicates that a substantial proportion of individuals are inclined towards utilizing spas as a means of promoting their physical and mental health, as well as enhancing their overall quality of life. Specifically, a staggering 89.2% of participants expressed their preference for indulging in activities that foster self-care and relaxation, while 77.9% reported seeking out spa treatments to improve their physical health, 75% to enhance their mental health, while also enhancing their overall quality of life 82.4%. Notably, majority of respondents who expressed such positive sentiments were female (65%), aged between 18–40 years (89.2%), predominantly either

full-time or self-employed (82.4%), and had attained a bachelor’s or master’s degree (90%).

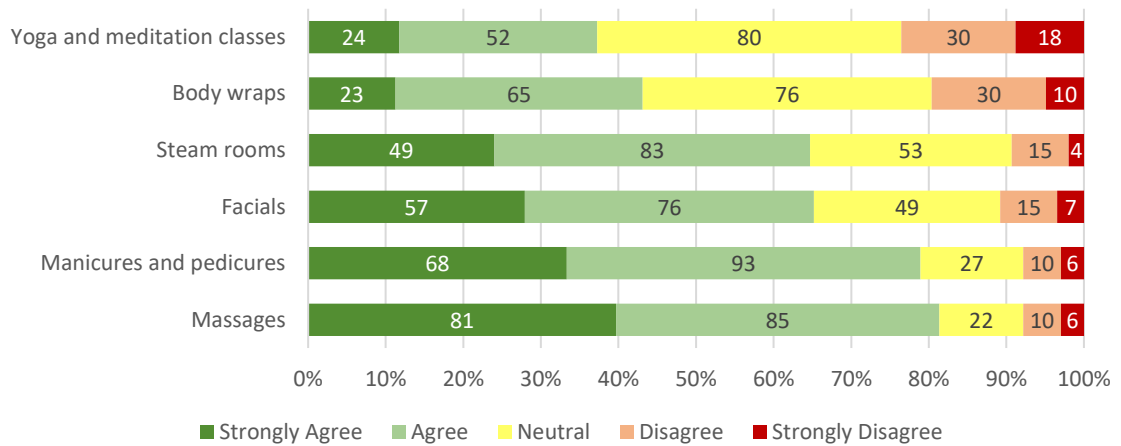


**Figure 3.** Factors that prompt a spa visit respondents (N = 204)

Furthermore, it is noteworthy to highlight that a significant proportion of the total sample size of 204 participants maintained a neutral stance towards Seeking Beauty Services, with 26.0% of the respondents reporting no clear preference. Interestingly, the majority of those who expressed neutrality towards beauty services were within the age range of 18–40 years (81.1%). Similarly, the prospect of anti-aging treatments was met with equivocal responses from 30.9% of the participants, predominantly within the age range of 18–40 years (87.3%). Moreover, the likelihood of visiting a spa on medical recommendation was also met with neutral reactions from 31.4% of the respondents. Strikingly, the strongest disagreement was voiced towards the idea of visiting a spa on medical recommendation, with 37.3% of the participants opposing it. It is worth noting that the majority of those who disagreed with this notion were females (65.8%), employed full-time (73.7%), held a bachelor’s degree (59.2%), and were within the age range of 18–40 years (88.2%).

The presented Figure 4 data sheds light on the diverse preferences of respondents towards a range of spa services, offering valuable insights for the industry. Among the services evaluated, the results indicate that massages were the most favored, with a remarkable response rate of 81.4%. In addition, manicures and pedicures were also well-received with a response rate of 78.9%, while facials and steam rooms had positive response rates

of 65.2% and 64.7%, respectively. The data related to Massages further revealed intriguing demographic information about the respondents who responded positively to this service. Specifically, female respondents constituted the majority of positive responses, with a response rate of 65.1%. Additionally, a large proportion of the respondents who preferred massages were young adults aged between 18 and 40 years, with a response rate of 90.4%, of which 62.0% held a bachelor's degree and 65.1% were employed full-time.

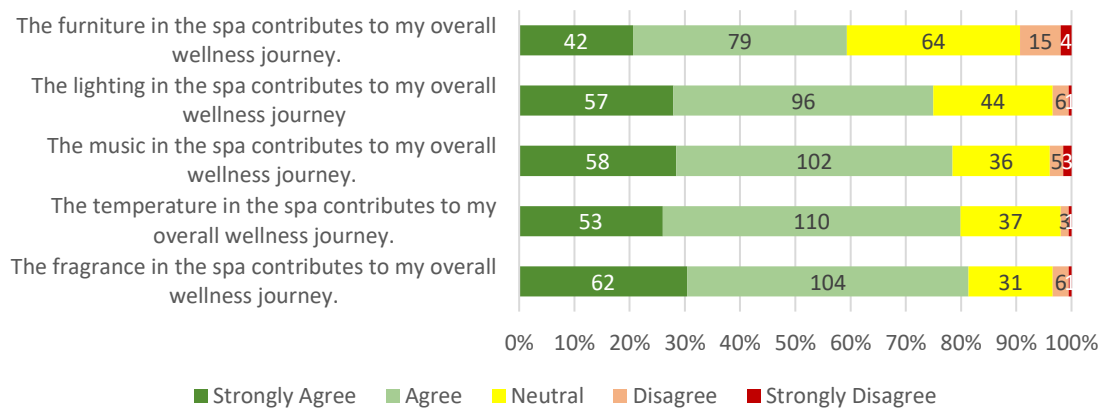


**Figure 4.** Spa treatments sought by respondents during a spa visit (N = 204)

However, the data also highlights that yoga and meditation classes were not as popular, with only a positive response rate of 37.3%, and a relatively high rate of disagreement of 23.5%. Interestingly, among this group, females constituted a significant proportion, with a response rate of 60.4%. Furthermore, respondents aged 18 to 30 years exhibited a higher proportion of negative responses at 52.1%, of which 68.8% held a bachelor's degree and 72.9% were employed full-time. Meanwhile, 39.2% of the respondents were neutral towards body wraps, indicating the need for further education and awareness-raising for customers to understand the benefits of this service.

Figure 5 presents data that sheds light on the participants' perception of the spa atmosphere and its impact on their wellness journey. The results demonstrate a high level of positivity towards the spa atmosphere, with respondents expressing a strong preference for specific elements. Notably, a significant majority favored the use of fragrance (81.4%), temperature (79.9%), and music (78.4%) to create a more soothing and relaxing environment. However, respondents were less enthusiastic about the lighting, with only

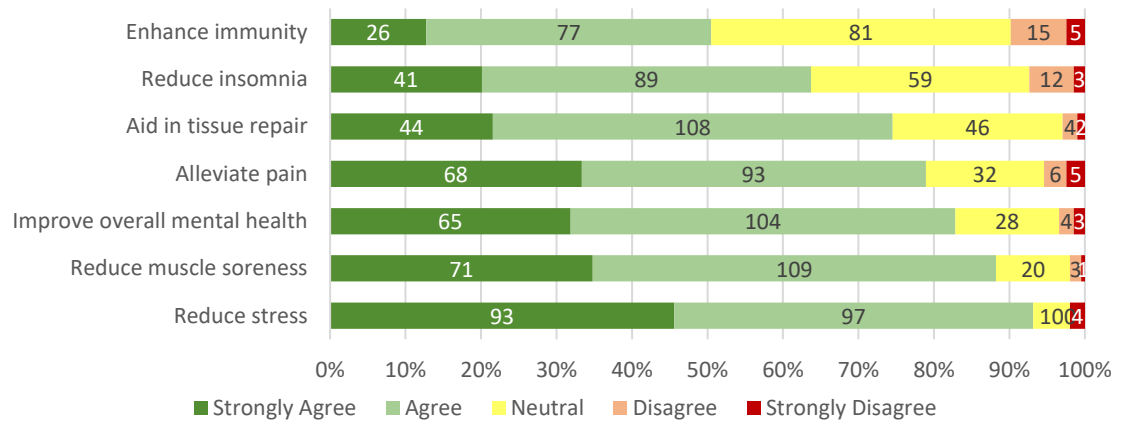
75% expressing a preference. Interestingly, the results pertaining to the furniture preferences of the participants were quite intriguing, with a considerable diversity observed. Notably, a relatively equal distribution of neutral (31.4%) and negative (9.4%) responses was obtained, indicating that some aspects of the furniture design may not be entirely satisfactory to the respondents. Interestingly, the positive responses were dominated by females, accounting for 68.6% of the group, and mostly within the age range of 18–40 years old, with a remarkable response rate of 91.8%. Furthermore, 58.7% of the participants were employed full-time, and a significant proportion 60.3% possessed a University/bachelor’s degree.



**Figure 5.** Impact of spa atmosphere (N = 204)

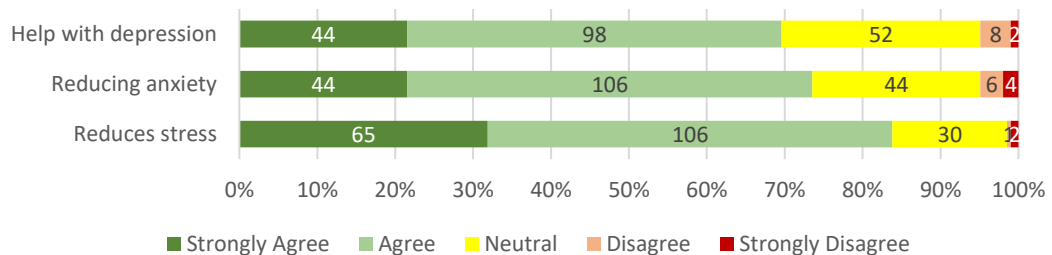
Figure 6 depicts the intriguing insights obtained from the respondents regarding the perceived benefits of massage. A vast majority of the participants (93.1%) acknowledged that massage effectively reduces stress, while 88.2% agreed that it helps alleviate muscle soreness. Moreover, 82.9% of the respondents believed that massage positively impacts overall mental health. Interestingly, respondents showed some degree of skepticism towards the potential benefits of massage in enhancing immunity and reducing insomnia, with 39.7% and 28.9% responding neutrally and 9.9% and 7.4% responding negatively, respectively. Notably, gender played a role in the perceived benefits of massage, with females being more likely to agree on its stress-reducing effects (93.2%) and males showing a greater inclination towards its pain-relieving properties (80.3%). Moreover, the utilization of massage therapy for pain relief among the 18–40 age group is noteworthy, as 88.9% of them have reported using this method. Surprisingly, 64.7% of these individuals are employed full-time, and 63.7% possess a university/bachelor’s

degree. Additionally, the research revealed that massage therapy is experiencing a growing trend in its utilization for immunity enhancement, with a positive response rate of 50.4%. Furthermore, the majority of those who preferred this method (64.1%) hold a university/bachelor’s degree, and interestingly, 59.2% of them are females within the age range of 18–40 years old, making up 88.4% of the total respondents who favored massage for immunity enhancement. It is also intriguing to note that only 56.3% of the respondents who favored this method are employed full-time.



**Figure 6.** Benefits of massage therapy according to the respondents (N = 204)

The data presented in Figure 7 shows the effectiveness of meditation training in reducing anxiety, helping with depression, and reducing.

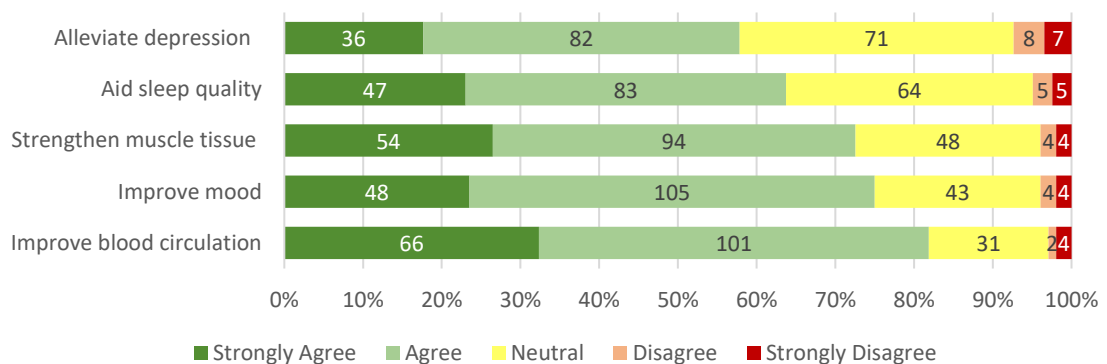


**Figure 7.** Responses on effectiveness of meditation training (N = 204)

The results indicate that 73.6% of the respondents are positive that meditation training is effective in reducing anxiety, with a majority of positive responses coming from females between the ages of 18 and 30. In terms of helping with depression, 69.1% of the respondents also are positive that meditation training is effective, with a significant positive response coming from the male group who are self-employed and have an

educational qualification of college degree or a postgraduate diploma. lastly, the aforementioned chart exhibits data indicating a noteworthy positive correlation between stress reduction and male participants aged 41–50 years old, possessing a postgraduate diploma, and being either unemployed or employed full-time.

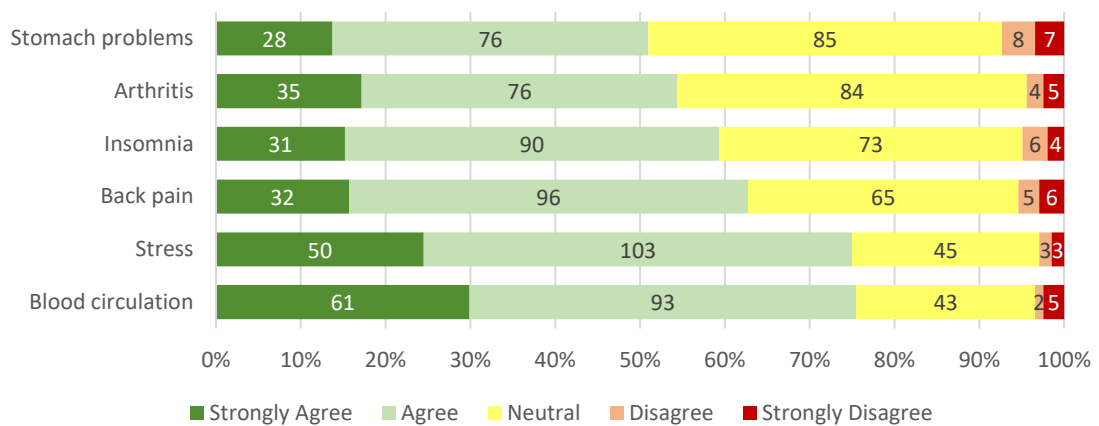
The presented data in Figure 8 illustrates the level of agreement among respondents regarding the potential benefits of yoga practice across various aspects. It can be observed that a substantial proportion of the females between the age of 18–40 participants hold a positive attitude towards the efficacy of yoga. This group of positive respondents possess a university/bachelor’s degree and are employed full-time. Furthermore, 81.9% of the respondents agreed or strongly agreed that yoga can enhance blood circulation, whereas only 3% disagreed. Additionally, 75% of the respondents affirmed the positive impact of yoga on mood improvement, while 72.6% believed it could strengthen their muscles. Moreover, around 64% of the participants agreed that yoga activities promote better quality of sleep. These findings suggest that the majority of the participants acknowledge the potential benefits of practicing yoga in enhancing physical and mental health.



**Figure 8.** Responses on benefits of Yoga (N = 204)

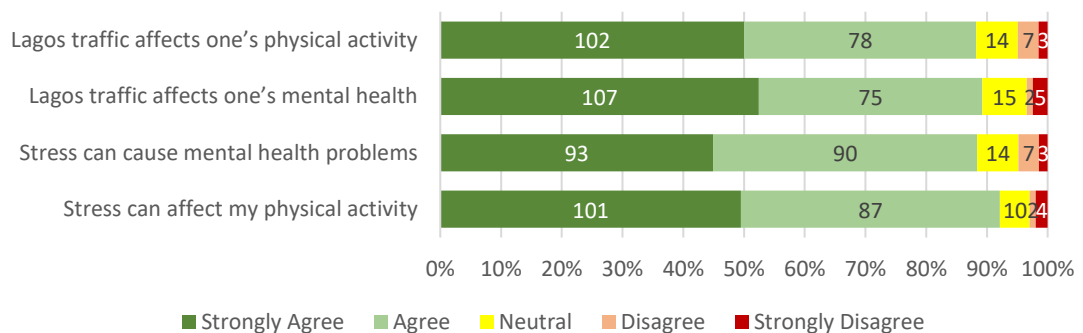
In Figure 9, it is evident that many of the participants hold a positive view towards the effectiveness of hydrotherapy in promoting their overall wellness. The results indicate that a significant number of respondents, approximately 76%, strongly believe that hydrotherapy can improve blood circulation, while 75% of the participants endorse its use as a stress-reducing technique. Additionally, 54% of the respondents acknowledge that hydrotherapy can alleviate symptoms of arthritis, while 63% of them agree that it is an effective treatment for back pain. Interestingly, the study also revealed that a small

proportion of respondents, around 7%, do not have faith in the efficacy of hydrotherapy in treating stomach-related problems. This outcome represents the highest percentage of participants who expressed doubts about the effectiveness of hydrotherapy. In conclusion, the findings of this study indicate that hydrotherapy is generally perceived as a valuable wellness tool by most of the respondents, with the strongest endorsements being for its use in improving blood circulation and reducing stress. However, it is important to acknowledge that there are some individuals who may not share this view, particularly regarding the treatment of certain health conditions.



**Figure 9.** Responses on benefits of Hydrotherapy (N = 204)

The findings presented in Figure 10 reveal a significant proportion of respondents who answered positively to the questions about the effects of stress in Lagos.

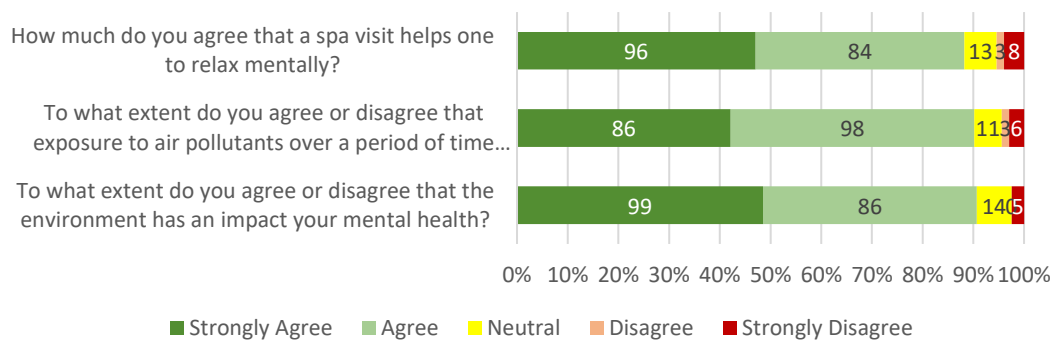


**Figure 10.** Responses on effect of Lagos stress (N = 204)

Specifically, 89.3% of respondents agreed that Lagos traffic has an impact on mental health, while 89.6% agreed that stress can cause mental health problems. Only 2.5% of respondents disagreed with this latter statement. Furthermore, 88.2% of respondents

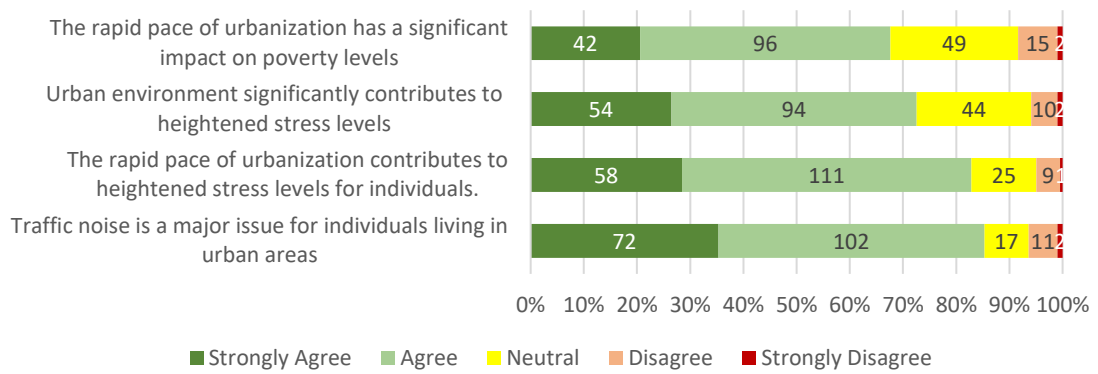
agreed that Lagos traffic has an impact on physical activity, while an overwhelming 92.1% agreed that stress influences physical activity. This latter finding had the highest positive response rate among the group. This analysis of the data presented in Figure 10 supports the thesis that stress has a significant impact on the mental and physical health of individuals in Lagos, particularly in relation to traffic.

Figure 11 presents the data on participants' feedback regarding the spa, environment, and mental health related questions. The findings indicate a significant proportion of participants responded positively to all the listed questions. The strongest level of agreement (90.7%) was observed in the impact of the environment on mental health. Furthermore, 90.2% of the respondents acknowledged the association between exposure to air pollutants and respiratory problems, and 88.3% recognized the contribution of spa visits in promoting mental relaxation. Among the total negative responses, 2.4% were from females, whereas males accounted for 1.6%.



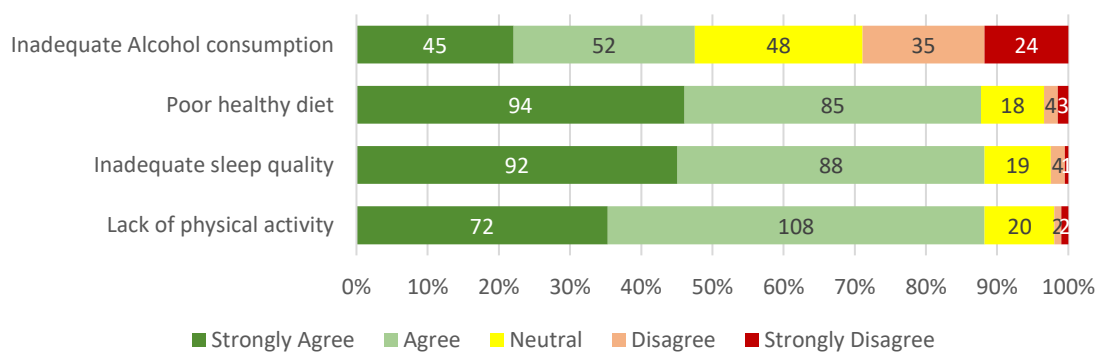
**Figure 11.** Responses on spa, environment, and mental health (N = 204)

The results depicted in Figure 12 demonstrate that a considerable portion of individuals residing in urban areas consider traffic noise to be a major issue. This was evidenced by 85.3% of participants indicating agreement with the statement, making it the highest positive response in the group. In addition, 82.8% of respondents acknowledged that the rapid pace of urbanization contributes to increased stress levels among individuals, a phenomenon observed in Lagos, Nigeria. It is worth noting that 8.4% of participants expressed disagreement with the notion that urbanization has an impact on poverty levels, while 24% were neutral. Nonetheless, a significant majority (72.6%) agreed that the urban environment significantly contributes to heightened stress levels.



**Figure 12.** Responses on effects of urbanization (N = 204)

The data presented in Figure 13 provides insight into the level of agreement or disagreement among survey respondents regarding statements pertaining to their physical wellness. Most responses indicate a significant level of agreement, while a smaller proportion express disagreement. However, the statement about inadequate alcohol intake stands out with a relatively high percentage of negative responses, accounting for 29% of the total response rate. Additionally, 57.6% of participants agreed that inadequate alcohol consumption could have adverse effects on one’s overall physical wellness. Notably, the male group had a higher positive response rate of 50.7% compared to the female group, which had a positive response rate of 45.9% and a disagreement rate of 24.1%. Interestingly, the age group of 18–40 years old had the highest positive response rate, while participants above 51 years old had the most negative response.



**Figure 13.** Responses on contributing factors of physical wellness

In summary, the findings of this study present an analysis of spa-goers, including their demographic profiles, visitation patterns, motivations for visiting spas, and service preferences, in order to address the research question at hand. The results revealed that

most spa visitors are typically well-educated, employed young women. This extensive inquiry sheds light on the characteristics and behaviour of individuals who patronize spas, contributing to a deeper understanding of the spa industry and its clientele.

## **2.4. Discussion**

The study yielded fascinating insights into the characteristics and behaviour of individuals who frequent spas. Specifically, the research investigated the influence of socio-demographic factors on the likelihood of engaging in spa activities. The findings indicated a gender imbalance among spa-goers, with females comprising most respondents. Moreover, individuals between the ages of 18 and 40 represented the predominant age group that occasionally visited spas. The demographic information collected aligns with Trihas & Konstantarou's (2016, p. 33) study, which found that the Spa's primary clientele comprises educated, employed females. However, this research uncovered a discrepancy concerning the age range of this group, as these findings indicate that most of these females fall within the 18 to 40 age range, rather than the 45 to 54 age range reported by the author. Interestingly, this study's results also align with the International SPA Association's (2022b, p. 7) report, which highlights that Millennials are the primary users of spas in the last 12 months, both in-person and at home. The millennial generation consists of individuals who were born between the early 1980s and the late 1990s or early 2000s Stout et al (2020, p. 25). This finding is particularly significant as it reinforces the research's key observation that most individuals who visit spas fall within the age group of 18 to 40 years. Furthermore, the research outcomes on the respondents' demographic characteristics are in alignment with Kavwele (2021, pp. 26–27), which divulged that the spa industry primarily caters to women between the ages of 26 to 35, holding a bachelor's degree, and are predominantly employed full-time or self-employed. Considering the analysis, it is evident that demographic factors such as education, age, gender, and employment significantly influence the spa-goer's preference and behaviour. Therefore, these factors should be considered as critical determinants for developing effective spa marketing strategies and service offerings. Also, this research supports the notion that spas provide substantial benefits for individuals' mental health and physical wellness, with certain demographic factors playing a significant role. That

is, younger individuals who are well-educated and have stable employment are more inclined to prioritize their mental health and physical wellness through spa activities.

The study further investigated the frequency of spa visits and the benefits of spa activities on physical and mental wellness. The results revealed that most respondents visited spas occasionally, which is consistent with the data reported by the International SPA Association (2016, p. 4) stating that specifically, millennials tend to visit spas to reduce stress and treat themselves. These reasons were also found to be the most common across the general population, as indicated by previous consumer snapshot surveys.

Sangpikul (2022, p. 277), noted that spa customers have specific goals when visiting and expect physical and mental benefits such as muscle tension relief, reduced stress, improved skin, and relaxation. To remain competitive in the industry, spas must offer services that cater to clients' needs and expectations. This aligns with this study's findings, as a significant proportion of participants reported visiting spas to improve their physical wellness, mental health, relaxation, and overall quality of life. Interestingly, participants preferred massages, facials, manicures, pedicures, and steam rooms over yoga, meditation, or body wraps. These findings are in line with the report from the International SPA Association (2022a, p. 26) which indicates that massage is the most frequently provided service in spas, followed by facials, couples' services, and body services. However, participants were not particularly interested in seeking beauty services or anti-aging treatments. Additionally, most respondents did not indicate a willingness to visit spas on medical recommendation. In conclusion, individuals seek spas with the expectation of experiencing physical and mental benefits such as muscle tension relief, stress reduction, improved skin, and relaxation. These findings emphasize the importance of tailoring spa services to address individuals' desired outcomes for mental health, physical wellness, relaxation, and overall quality of life.

A comprehensive examination was conducted in this study to assess the influence of spa treatments on mental relaxation and environmental factors that affect mental health. Despite the negative impact of environmental factors on mental health the findings demonstrate that visiting a spa can offer considerable mental relaxation benefits. This finding is consistent with the assertion of Marwiyah and Apriyani (2018, p. 1) that people

require physical and mental relaxation due to their living routines and stress, and spa services are suitable for meeting these needs through physical and mental therapy.

The study's results furthermore indicate a significant percentage of participants recognized the potential benefits of massage spa practices, including stress reduction, pain relief, muscle soreness reduction, and overall improvement of mental health. These findings align with Ooi and Pak (2020, p. 403) report, which states that there is evidence supporting four primary beneficial effects of massage: stress and anxiety reduction, pain alleviation, tissue repair assistance, and immunity enhancement. Notable, the respondents were less optimistic about the potential benefits of massage for tissue repair and insomnia reduction. This study also discovered that many participants perceived hydrotherapy as a promising approach as a means of treating range of illnesses. Specifically, the results demonstrate that respondents recognized hydrotherapy's potential benefits in enhancing blood circulation, reducing stress, alleviating arthritis symptoms, and managing back pain. This is consistent with the findings of Chowdhury et al. (2021, p. 140), which suggests that hydrotherapy is an effective treatment for various discomforts and disorders in both allopathic and complementary medicine. They further stated that low-impact nature of hydrotherapy makes it highly effective in treating bones and muscles, as it speeds up the release of endorphins, acting as a natural pain reliever to reduce muscle soreness. However, a small fraction of respondents had contrasting views on hydrotherapy's effectiveness in addressing gastrointestinal problems. In conclusion, the study highlights that spa practices, including massage and hydrotherapy, have positive effects on individuals' mental health and physical wellness. Hydrotherapy shows promise in improving blood circulation, reducing stress, alleviating arthritis symptoms, and managing back pain.

As per the findings of this study, participants showed a strong preference for the spa atmosphere, indicating a significant inclination towards the impact of different environmental factors on their overall wellness journey. Specifically, the respondents expressed a strong preference for lighting, temperature, music, and fragrance in the spa, all of which were perceived as vital contributors to their wellness experience. In contrast, furniture was found to play a minimal role in enhancing the holistic wellness experience. This finding is in line with Sangpikul's (2022, p. 268) research, which also identified the

environment as a crucial factor that significantly impacts customers' satisfaction with hotel spa services.

The present study also delved deeper into the risk factors of urbanization in Lagos, Nigeria. As per the literature review, the rapid urbanization pace in Lagos has a noteworthy impact on the overall health of its residents. This assertion was substantiated by the high agreement rate among the participants who responded to the relevant question. This finding is consistent with Gruebner et al. (2017, p. 121) research, which revealed that the swift pace of urbanization exposes a growing number of individuals to risk factors associated with the urban environment, such as poverty and traffic noise, resulting in increased stress levels, which negatively affect mental health.

The study findings suggest that the respondents share the view that the chaotic lifestyle in Lagos, primarily characterized by heavy traffic, poses a significant stressor that negatively affects both physical activity and mental health. This finding is in line with that of Chidi & Ideh (2018, p. 173) conclusion that traffic congestion is a hallmark of urbanization and city life, with far-reaching consequences for various stakeholders. Given the enormous costs associated with traffic congestion, it is crucial to mitigate and reduce it to the minimum level, in order to improve the quality of life for workers and residents in Lagos State. Furthermore, the gathered responses, appears to be a consensus that poor sleep quality, lack of physical activity, and an unhealthy diet are significant factors that impact physical wellness. This finding is in line with Williams et al. (2011, p. 133) definition of physical wellness, which encompasses indicators of physical wellbeing, including health behaviours such as smoking habits, dietary preferences, physical activity, adherence to medication, vulnerability to illnesses, and present health status. However, it is worth noting that the respondents' views on inadequate alcohol intake were relatively negative, which is a noteworthy contrast. This could be attributed to the fact that alcohol consumption is relatively common among Nigerians and is easily accessible, leading to a high level of tolerance as individuals may begin consuming it at a young age.

To sum up, the results of the research indicate that participating in diverse spa experiences can bring about favourable outcomes for mental health by inducing relaxation and decreasing stress levels. As a result, it can contribute to an improvement in overall mental health and physical wellness.

## **CONCLUSION**

This study has highlighted the various benefits of spas on individuals' mental health and physical wellness. Through the literature review and case study of Victoria Island, Lagos, Nigeria, it has become clear that spas offer a range of services that promote relaxation, rejuvenation, and improved health. Furthermore, the study has emphasized the importance of adopting a holistic health approach that encompasses all aspects of wellness. Additionally, promoting good mental health should involve addressing environmental factors that may have negative impacts on mental health.

Overall, spas have a long history and have evolved to become an integral part of modern society, offering a variety of services to enhance an individual's mental health and physical wellness. It is essential for spas to prioritize cleanliness, ambience, and appropriate design to create a relaxing and supportive environment for their guests. As individuals continue to navigate their way through the stresses and pressures of daily life, spas will continue to play an important role in promoting relaxation, rejuvenation, and overall wellness.

The study utilizes a quantitative online survey approach to efficiently gather opinions from 204 respondents in Victoria Island, Lagos, Nigeria. The methodology employed convenience sampling to select participants who were eligible, readily available, and accessible to the researcher. This approach was also deemed suitable because the research questions posed were mainly focused on identifying "what" benefits were derived from spa services. Participants were recruited from social media platforms, specifically WhatsApp groups, and were encouraged to provide accurate responses to the provided questionnaires.

The research question about the factors that influence individuals to choose spa activities for improving their mental health and physical wellness was addressed, and the findings emphasize the crucial role of spas in promoting holistic wellness and self-care practices.

The study concludes that by providing a wide range of services and treatments that cater to different needs and preferences, spas can significantly enhance individuals' mental health and physical wellness. The current research highlights the importance of spas as a therapeutic sanctuary for enhancing both mental health and physical wellness. As a result, there is a growing need to reduce stress and improve the quality of life, which serves as a significant motivation for individuals in Victoria Island, Lagos, Nigeria to choose spa activities as a means to enhance their health and wellness.

Notably, while traditional spa activities remain popular among spa-goers, there is potential for innovation and the introduction of new services to attract a broader clientele. To achieve this, the following recommendations are proposed for the spa centers. Thus, this study suggests that spa managers should:

- Communicate the advantages of all spa treatments to clients in a clear and concise manner.
- Provide a variety of services that cater to diverse age groups, genders, and cultures.
- Design the spa's furniture to create a welcoming atmosphere that caters to each client's unique needs.

Future research should expand on the range of spa services and activities to incorporate more stress-reducing and rejuvenating offerings that can benefit individuals. Moreover, there should be increased efforts to educate the public about the importance of spa visits and how frequently one should visit to fully experience the benefits. Therefore, it is recommended that spa practitioners and owners collaborate to develop effective awareness campaigns to promote the significance of spa services in maintaining optimal physical and mental health. To improve the study's validity, future research could incorporate a mixed-methods approach that includes qualitative data collection techniques to obtain a more comprehensive understanding of the benefits of spa services. Furthermore, spa owners and practitioners could use the findings of this study to promote the advantages of their services, especially to individuals living in fast-paced urban environments.

## REFERENCES

- Abutabenjeh, S., & Jaradat, R. (2018). Clarification of research design, research methods, and research methodology: A guide for public administration researchers and practitioners. *Teaching Public Administration, 36*(3), 237–258. <https://doi.org/10.1177/0144739418775787>
- Aditya, C., Nayadilaga, A. R., & Mutiara, M. W. (2020). Contemporary Javanese Interior Design of Martha Tilaar Salon and Day Spa Puri Kembangan. In *Proceedings of the 2nd Tarumanagara International Conference on the Applications of Social Sciences and Humanities (TICASH 2020)* (pp. 379–384). Atlantis Press. <https://doi.org/10.2991/assehr.k.201209.057>
- Ahani, A., Nilashi, M., Ibrahim, O., Sanzogni, L., & Weaven, S. (2019). Market segmentation and travel choice prediction in Spa hotels through TripAdvisor's online reviews. *International Journal of Hospitality Management, 80*, 52–77. <https://doi.org/10.1016/j.ijhm.2019.01.003>
- Akindejoye, F., Ezedinma, U., & Ike, N. (2021). A Case Study of Urban Design for Wellbeing and Mental Health in Lagos, Nigeria. *Journal of Urban Design and Mental Health, 7*(10). <https://www.urbandesignmentalhealth.com/journal-7-lagos.html>
- Alabadi, H. F., Sultan, Y. H., & Alkaseer, N. A. (2019). Integration of strategic wellness and sustainable marketing to achieve competitive advantage in the Tourism Industry: An empirical study in a sample of Iraqi tourism agencies. *African Journal of Hospitality, Tourism and Leisure, 8*(5), 1–12. [https://www.ajhtl.com/uploads/7/1/6/3/7163688/article\\_4\\_vol\\_8\\_5\\_2019\\_iraq.pdf](https://www.ajhtl.com/uploads/7/1/6/3/7163688/article_4_vol_8_5_2019_iraq.pdf)
- Alem, D. D. (2020). An Overview of Data Analysis and Interpretations in Research. *International Journal of Academic Research in Education and Review, 8*(1), 1–27. <https://doi.org/10.14662/IJARER2020.015>

- Amidu, N., Dapare, P. P., & Adams, Y. (2017). Impact of Nutrient Intake and Physical Activity Level on Nutritional Status among University Students in Ghana. *Journal of Advances in Medicine and Medical Research*, 22(4), 1–10. <https://doi.org/10.9734/JAMMR/2017/33335>
- Arsita, R. D., Sari, R. P., & Wibisono, W. (2021). The Effect of Back Massage For Health: Literature Review. *STRADA Jurnal Ilmiah Kesehatan*, 10(1), 779–782. <https://doi.org/10.30994/sjik.v10i1.714>
- Asenahabi, B. M. (2019). Basics of research design: A guide to selecting appropriate research design. *International Journal of Contemporary Applied Researches*, 6(5), 76–89. <https://www.ijcar.net/assets/pdf/Vol6-No5-May2019/07.-Basics-of-Research-Design-A-Guide-to-selecting-appropriate-research-design.pdf>
- Berglund, B., Lindvall, T., & Schwela, D. H. (1999). *Guidelines for community noise*. World Health Organization. <https://apps.who.int/iris/handle/10665/66217>
- Braithwaite, I., Zhang, S., Kirkbride, J. B., Osborn, D. P., & Hayes, J. F. (2019). Air pollution (particulate matter) exposure and associations with depression, anxiety, bipolar, psychosis and suicide risk: a systematic review and meta-analysis. *Environmental Health Perspectives*, 127(12), Article 126002. <https://doi.org/10.1289/EHP4595>
- Bhardwaj, P. (2019). Types of sampling in research. *Journal of the Practice of Cardiovascular Sciences*, 5(3), 157–163. <https://www.jp-cs.org/text.asp?2019/5/3/157/273754>
- Brellenthin, A. G., & Lee, D. (2018). Physical Activity and the Development of Substance Use Disorders: Current Knowledge and Future Directions. *Progress in Preventive Medicine*, 3(3), Article e0018. <https://doi.org/10.1097/pp9.0000000000000018>
- Buoli, M., Grassi, S., Caldiroli, A., Carnevali, G. S., Mucci, F., Iodice, S., Cantone, L., Pergoli, L., & Bollati, V. (2018). Is there a link between air pollution and mental disorders?. *Environment International*, 118, 154–168. <https://doi.org/10.1016/j.envint.2018.05.044>
- Chandolias, K., Tsounia, E. A., Stefanouli, V., Tsokani, A., & Strimpakos, N. (2022). The Effect of Hydrotherapy in Mental Health and Quality of Life of Various

- Diseases. In S. Stathopoulos (Ed.), *Abstracts of the 9th International Organisation of Physical Therapy in Mental Health Conference (IOPTMH 2022) May 4–6, 2022* (pp. 31–32). AIJR Publisher. <https://doi.org/10.21467/abstracts.140>
- Chappe, A. (2021). The Effect of Architecture and Design on Mental Health and Implications for Open Art Studios. *Expressive Therapies Capstone Theses*, 511. [https://digitalcommons.lesley.edu/expressive\\_theses/511](https://digitalcommons.lesley.edu/expressive_theses/511)
- Chidi, C. O., & Ideh, D. A. (2018). The Menace of Traffic Jams and Quality of Work-Life in Lagos State, Nigeria. *E-Journal of International and Comparative Labour Studies*, 7(3), 153–175. [https://ejcls.adapt.it/index.php/ejcls\\_adapt/article/view/594](https://ejcls.adapt.it/index.php/ejcls_adapt/article/view/594)
- Chompoopan, W., Eungpinichpong, W., Chompoopan, W., & Sujimongkol, C. (2022). The Effect of Traditional Thai Massage on Quality of Sleep in Adults with Sleep Problem. *Trends in Sciences*, 19(7), Article 3063. <https://doi.org/10.48048/tis.2022.3063>
- Chorpita, B. F. (2019). Commentary: Metaknowledge is power: Envisioning models to address unmet mental health needs: Reflections on Kazdin (2019). *Journal of Child Psychology and Psychiatry*, 60(4), 473–476. <https://doi.org/10.1111/jcpp.13034>
- Chow, C. M. (2020). Sleep and Wellbeing, Now and in the Future. *International Journal of Environmental Research and Public Health*, 17(8), Article 2883. <https://doi.org/10.3390/ijerph17082883>
- Chowdhury, R. S., Islam, M. D., Akter, K., Sarkar, M. A. S., Roy, T., & Rahman, S. T. (2021). Therapeutic Aspects of Hydrotherapy: A Review. *Bangladesh Journal of Medicine*, 32(2), 138–141. <https://doi.org/10.3329/bjm.v32i2.53791>
- Cianconi, P., Betrò, S., & Janiri, L. (2020). The impact of climate change on mental health: a systematic descriptive review. *Frontiers in Psychiatry*, 11, Article 74. <https://doi.org/10.3389/fpsy.2020.00074>
- Cook, T. (2019). After the Match: The State of Resident Wellness. *Emergency Medicine News*, 41(6), 28.

- Dawadi, S., Shrestha, S., & Giri, R. A. (2021). Mixed-methods research: A discussion on its types, challenges, and criticisms. *Journal of Practical Studies in Education*, 2(2), 25–36. <https://doi.org/10.46809/jpse.v2i2.20>
- Devi, C. B. P., Reddy, M. A, Zahan, O., & Sharma, J. V. C. (2019). The effect of stress on human life. *Adalya Journal*, 8(9), 792–811.
- Dillette, A. K., Douglas, A. C., & Andrzejewski, C. (2021). Dimensions of holistic wellness as a result of international wellness tourism experiences. *Current Issues in Tourism*, 24(6), 794–810. <https://doi.org/10.1080/13683500.2020.1746247>
- Devkate, G. V., Tate, S. S., Deokate, S. B., Bhujbal, A. S., Tupe, A. P., & Patil, R. N. (2016). Hydrotherapy A New Trend in Disease Treatment. *International Journal of Science and Research Methodology*, 5(2), 117–135. <https://ijsrm.humanjournals.com/hydrotherapy-a-new-trend-in-disease-treatment/>
- Eriksson, M., Ghazinour, M., & Hammarström, A. (2018). Different uses of Bronfenbrenner’s ecological theory in public mental health research: what is their value for guiding public mental health policy and practice?. *Social Theory & Health*, 16, 414–433. <https://doi.org/10.1057/s41285-018-0065-6>
- European Lung Foundation. (2020). Mental wellbeing and lung health. *Breathe*, 16(2), 162ELF. <https://doi.org/10.1183/20734735.ELF162>
- Fusar-Poli, P., de Pablo, G. S., De Micheli, A., Nieman, D. H., Correll, C. U., Kessing, L. V., Pfennig, A., Bechdolf, A., Borgwardt, S., Arango, C., & van Amelsvoort, T. (2020). What is good mental health? A scoping review. *European Neuropsychopharmacology*, 31, 33–46. <https://doi.org/10.1016/j.euroneuro.2019.12.105>
- Galderisi, S., Heinz, A., Kastrup, M., Beezhold, J., & Sartorius, N. (2015). Toward a new definition of mental health. *World Psychiatry*, 14(2), 231–233. <https://doi.org/10.1002/wps.20231>
- Gianfaldoni, S., Tchernev, G., Wollina, U., Rocchia, M. G., Fioranelli, M., Gianfaldoni, R., & Lotti, T. (2017). History of the baths and thermal medicine. *Open Access Macedonian Journal of Medical Sciences*, 5(4), 566–568. <https://doi.org/10.3889/oamjms.2017.126>

- Gładka, A., Rymaszewska, J., & Zatoński, T. (2018). Impact of air pollution on depression and suicide. *International Journal of Occupational Medicine and Environmental Health*, 31(6), 711–721. <https://doi.org/10.13075/ijomeh.1896.01277>
- Goertzen, M. J. (2017). Introduction to quantitative research and data. *Library Technology Reports*, 53(4), 12–18.
- Gruebner, O., Rapp, M. A., Adli, M., Kluge, U., Galea, S., & Heinz, A. (2017). Cities and mental health. *Deutsches Ärzteblatt International*, 114(8), 121–127. <https://doi.org/10.3238/arztebl.2017.0121>
- Gualdi-Russo, E., & Zaccagni, L. (2021). Physical activity for health and wellness. *International Journal of Environmental Research and Public Health*, 18(15), Article 7823. <https://doi.org/10.3390/ijerph18157823>
- Guillet, B. D., & Kucukusta, D. (2019). Analyzing attributes of the spa service experience: perceptions of spa-goers traveling to Hong Kong. *Journal of China Tourism Research*, 15(1), 66–83. <https://doi.org/10.1080/19388160.2018.1516585>
- Hahad, O., Prochaska, J. H., Daiber, A., & Muenzel, T. (2019). Environmental noise-induced effects on stress hormones, oxidative stress, and vascular dysfunction: key factors in the relationship between cerebrocardiovascular and psychological disorders. *Oxidative Medicine and Cellular Longevity*, 2019, Article 4623109. <https://doi.org/10.1155/2019/4623109>
- Hassan, H. E., Mokabel, F. M., & AL\_Radwan, N. A. (2019). Effect of massage therapy on the mood and pain of post cardiac catheterization patients. *American Journal of Nursing Research*, 7(3), 392–399. <https://doi.org/10.12691/ajnr-7-3-21>
- Hayes, K., Blashki, G., Wiseman, J., Burke, S., & Reifels, L. (2018). Climate change and mental health: Risks, impacts and priority actions. *International Journal of Mental Health Systems*, 12(1), Article 28. <https://doi.org/10.1186/s13033-018-0210-6>
- Idoko, J. O., Agoha, B. C. E., Muyiwa, A. S., & Oyeyemi, A. A. (2015). Stress and Its Management. *Open Access Library Journal*, 2, Article e1940. <https://doi.org/10.4236/oalib.1101940>

- Islam, M. R. (2018). Sample size and its role in Central Limit Theorem (CLT). *Computational and Applied Mathematics Journal*, 4(1), 1–7. <http://www.aascit.org/journal/archive2?journalId=928&paperId=6214>
- International SPA Association. (2016). Millennial Perceptions + Preferences: *International SPA Association Foundation VII*. [https://experienceispa.com/wp-content/uploads/2016/09/ConsumerSnapshot\\_Vol-7\\_28pg-FINAL.pdf](https://experienceispa.com/wp-content/uploads/2016/09/ConsumerSnapshot_Vol-7_28pg-FINAL.pdf)
- International SPA Association. (2022a). *Now you have the advantage: U.S. Spa Industry Study*. <https://experienceispa.com/wp-content/uploads/2022/08/2022-Industry-Study-FINAL.pdf>
- International SPA Association. (2022b). *New era, new consumer: ISPA consumer snapshot xi*. <https://experienceispa.com/wp-content/uploads/2020/04/2022-Consumer-Snapshot-Report-FINAL.pdf>
- Jensen, H. A., Rasmussen, B., & Ekholm, O. (2018). Neighbour and traffic noise annoyance: a nationwide study of associated mental health and perceived stress. *European Journal of Public Health*, 28(6), 1050–1055. <https://doi.org/10.1093/eurpub/cky091>
- Ju, K., Lu, L., Wang, W., Chen, T., Yang, C., Zhang, E., Xu, Z., Li, S., Song, J., Pan, J., & Guo, Y. (2023). Causal effects of air pollution on mental health among Adults—An exploration of susceptible populations and the role of physical activity based on a longitudinal nationwide cohort in China. *Environmental Research*, 217, Article 114761. <https://doi.org/10.1016/j.envres.2022.114761>
- Kavwele, F. K. (2021). Therapist Quality as an Influence of Spa Choice Decisions Amongst Customers in Eldoret Town, Kenya. *International Journal of Research in Tourism and Hospitality (IJRTH)*, 7(2), 24–31. <https://doi.org/10.20431/2455-0043.0702003>
- Keller, S. (2020). What does mental health have to do with well-being?. *Bioethics*, 34(3), 228–234. <https://doi.org/10.1111/bioe.12702>
- Khalid, M., & Madvin, J. (2021). Mechanisms Lead towards Improved Health: Massage with Earthing. *European Journal of Medical and Health Sciences*, 3(3), 1–5. <https://doi.org/10.24018/ejmed.2021.3.3.812>
- Kobus, D., Merenda, B., Sówka, I., Chlebowska-Styś, A., & Wroniszewska, A. (2020). Ambient air quality as a condition of effective healthcare therapy on the example

- of selected Polish health resorts. *Atmosphere*, *11*(8), Article 882. <https://doi.org/10.3390/atmos11080882>
- Koehler, K., & Drenowatz, C. (2019). Integrated role of nutrition and physical activity for lifelong health. *Nutrients*, *11*(7), Article 1437. <https://doi.org/10.3390/nu11071437>
- Kolankowska-Trzcińska, M. (2022). Psychocosmetology – the opportunity to reduce stress in a beauty salon with the use of music therapy, massage, yoga, and meditation. *Aesthetic Cosmetology and Medicine*, *11*(4), 123–130. <https://doi.org/10.52336/acm.2022.019>
- Lardier, D. T., Coakley, K. E., Holladay, K. R., Amorim, F. T., & Zuhl, M. N. (2021). Exercise as a useful intervention to reduce alcohol consumption and improve physical fitness in individuals with alcohol use disorder: a systematic review and meta-analysis. *Frontiers in Psychology*, *12*, Article 675285. <https://doi.org/10.3389/fpsyg.2021.675285>
- Liu, H., Cao, C., Huang, J., Chen, Z., Chen, G., & Lai, Y. (2020). Progress on particulate matter filtration technology: basic concepts, advanced materials, and performances. *Nanoscale*, *12*(2), 437–453. <https://doi.org/10.1039/C9NR08851B>
- Ljubisavljević, T., & Leković, M. (2020). Contemporary spa tourism development trends with reference to the Republic of Serbia. *Tourism International Scientific Conference Vrnjačka Banja – TISC*, *5*(1), 215–230. <http://www.tisc.rs/proceedings/index.php/hitmc/article/view/338>
- Lo, A., Wu, C., & Tsai, H. (2015). The impact of service quality on positive consumption emotions in resort and hotel spa experiences. *Journal of Hospitality Marketing & Management*, *24*(2), 155–179. <https://doi.org/10.1080/19368623.2014.885872>
- Majid, U. (2018). Research fundamentals: Study design, population, and sample size. *Undergraduate Research in Natural and Clinical Science and Technology Journal*, *2*, 1–7. <https://doi.org/10.26685/urncst.16>
- Manisalidis, I., Stavropoulou, E., Stavropoulos, A., & Bezirtzoglou, E. (2020). Environmental and health impacts of air pollution: a review. *Frontiers in Public Health*, *8*, Article 14. <https://doi.org/10.3389/fpubh.2020.00014>

- Marwiyah, & Apriyani, D. (2018). SPA (Solus per Aqua) service industry: An entrepreneurship opportunity to beauty education department. *AIP Conference Proceedings*, 1941(1), Article 020015. <https://doi.org/10.1063/1.5028073>
- Mehrad, A., & Zangeneh, M. H. T. (2019). Comparison between qualitative and quantitative research approaches: Social sciences. *International Journal for Research in Educational Studies*, 5(7), 1–7. <https://doi.org/10.53555/es.v5i7.998>
- Meikassandra, P., Prabawa, I. W. S. W., & Mertha, I. W. (2020). Wellness Tourism in Ubud. “A Qualitative Approach To Study the Aspects of Wellness Tourism Development”. *Journal of Business on Hospitality and Tourism*, 6(1), 79–93. <https://doi.org/10.22334/jbhost.v6i1.191>
- Nardi, P. M. (2018). *Doing survey research: A guide to quantitative methods* (4<sup>th</sup> ed.). Routledge. <https://doi.org/10.4324/9781315172231>
- Nayak, M. S. D. P., & Narayan, K. A. (2019). Strengths and weaknesses of online surveys. *IOSR Journal of Humanities and Social Science*, 24(5, Ser. 5), 31–38. <https://doi.org/10.9790/0837-2405053138>
- O’Connor, D. B., Thayer, J. F., & Vedhara, K. (2021). Stress and health: A review of psychobiological processes. *Annual Review of Psychology*, 72, 663–688. <https://doi.org/10.1146/annurev-psych-062520-122331>
- Ohuruogu, B. (2016). The Contributions of Physical Activity and Fitness to Optimal Health and Wellness. *Journal of Education and Practice*, 7(20), 123–128. <https://iiste.org/Journals/index.php/JEP/article/view/31939>
- Ohuruogu, B., Chinyere, A. R., & BO, B. N. (2019). The Role of Nutrition in Health and Wellness. *Nutrition*, 9(24), 46–54. <https://doi.org/10.7176/JNSR/9-24-06>
- Oliver, M. D., Baldwin, D. R., & Datta, S. (2018). Health to wellness: A review of wellness models and transitioning back to health. *The International Journal of Health, Wellness and Society*, 9(1), 41–56. <http://doi.org/10.18848/2156-8960/CGP/v09i01/41-56>
- Olowoporoku, A. O., Longhurst, J. W. S., & Barnes, J. H. (2012). Framing air pollution as a major health risk in Lagos, Nigeria. *WIT Transactions on Ecology and the Environment*, 157, 479–486. <https://doi.org/10.2495/AIR120421>
- Olufemi, A. J., & Musa, R. M. (2016). Assessment of wellness status among a multi-ethnic based adult sample. *International Journal of Physical Education, Sports*

- Health*, 3(4), 299–301.  
<https://www.kheljournal.com/archives/2016/vol3issue4/PartF/3-4-28-929.pdf>
- Ooi, S. L., & Pak, S. C. (2020). Massage, Humour and Music. In W. IsHak (Ed.), *The Handbook of Wellness Medicine* (pp. 403–412). Cambridge University Press.  
<https://doi.org/10.1017/9781108650182.033>
- Osho, G. S., & Adishi, O. (2019). The effects of macroeconomic variables on Lagos state economy; as Lagos economy goes, so goes the economy of Nigeria. *Journal of Economics and Development Studies*, 7(1), 1–9. <http://jedsnet.com/vol-7-no-1-march-2019-abstract-1-jeds>
- Owen, F. K., & Çelik, N. D. (2018). Lifelong Healthy Lifestyle and Wellness. *Current Approaches in Psychiatry/Psikiyatride Guncel Yaklasimlar*, 10(4), 440–453.  
<https://doi.org/10.18863/pgy.364108>
- Pandey, P., & Pandey, M. M. (2021). *Research methodology tools and techniques*. Bridge Center.
- Papadopoulou, G. (2020). Spa Tourism in Europe: An Economic Approach. *Athens Journal of Tourism*, 7(3), 133–144. <https://doi.org/10.30958/ajt.7-3-1>
- Park, C. L., & Slattery, J. M. (2021). Yoga as an integrative therapy for mental health concerns: An overview of current research evidence. *Psychiatry International*, 2(4), 386–401. <https://doi.org/10.3390/psychiatryint2040030>
- Patel, M., & Patel, N. (2019). Exploring Research Methodology. *International Journal of Research and Review*, 6(3), 48–55.  
[https://www.ijrrjournal.com/IJRR\\_Vol.6\\_Issue.3\\_March2019/IJRR0011.pdf](https://www.ijrrjournal.com/IJRR_Vol.6_Issue.3_March2019/IJRR0011.pdf)
- Patterson, I., & Balderas-Cejudo, A. (2022). Baby boomers and their growing interest in spa and wellness tourism. *International Journal of Spa and Wellness*, 5(3), 237–249. <https://doi.org/10.1080/24721735.2022.2107801>
- Peter, T. S. O., & Kunle, G. A. (2019). Impact of Waterfront Site and Service Schemes on Land Values in Victoria Island, Lagos, Nigeria. *International Journal of Business and Economics*, 7(1), 60–77.
- Picó, C., Serra, F., Rodríguez, A. M., Keijer, J., & Palou, A. (2019). Biomarkers of nutrition and health: new tools for new approaches. *Nutrients*, 11(5), Article 1092.  
<https://doi.org/10.3390/nu11051092>

- Price, O., & Lovell, K. (2018). Quantitative research design. In P. Bee, H. Brooks, P. Callaghan & K. Lovell (Eds.), *A research handbook for patient and public involvement researchers* (pp. 40–50). Manchester University Press. <https://doi.org/10.7765/9781526136527.00008>
- Ranganathan, P., & Aggarwal, R. (2018). Study designs: Part 1 – An overview and classification. *Perspectives in Clinical Research*, 9(4), 184–186. [https://doi.org/10.4103/picr.PICR\\_124\\_18](https://doi.org/10.4103/picr.PICR_124_18)
- Sabah, R., Hassan, M., & Qadri, S. S. (2022). Research Process and Steps Involved in Data Analysis. *Journal of Xidian University*, 16(3), 1–5. <https://doi.org/10.37896/jxu16.3/001>
- Saeed, S. A., Cunningham, K., & Bloch, R. M. (2019). Depression and anxiety disorders: benefits of exercise, yoga, and meditation. *American Family Physician*, 99(10), 620–627.
- Sanbe, M. T. (2019). *Perceived Stress and hardiness as predictors of psychological wellbeing among State civil servants in Lagos* [Doctoral dissertation, Obafemi Awolowo University]. OAU Institutional Repository. <https://ir.oauife.edu.ng/handle/123456789/5886>
- Sangpikul, A. (2022). Understanding Dissatisfied Customers' Expectations of Spa Service Quality. *Academica Turistica-Tourism and Innovation Journal*, 15(2), 265–279. <https://doi.org/10.26493/2335-4194.15.265-279>
- Shiru, M. S., Shahid, S., Shiru, S., Chung, E. S., Alias, N., Ahmed, K., Dioha, E. C., Sa'adi, Z., Salman, S., Noor, M., Nashwan, M. S., Idran, M. K., Khan, N., Momade, M. H., Houmsi, M. R., Iqbal, Z., Ishanch, Q., & Sediqi, M. N. (2020). Challenges in water resources of Lagos mega city of Nigeria in the context of climate change. *Journal of Water and Climate Change*, 11(4), 1067–1083. <https://doi.org/10.2166/wcc.2019.047>
- Smith, M., & Wallace, M. (2019). An analysis of key issues in spa management: Viewpoints from international industry professionals. *International Journal of Spa and Wellness*, 2(3), 119–134. <https://doi.org/10.1080/24721735.2020.1819706>

- Somkeatkun, W., & Wongsurawat, W. (2017). Perceptions of the spa industry: An importance performance analysis. *Journal of Quality Assurance in Hospitality & Tourism*, 18(4), 416–436. <https://doi.org/10.1080/1528008X.2016.1250241>
- Stoewen, D. L. (2017). Dimensions of wellness: Change your habits, change your life. *The Canadian Veterinary Journal*, 58(8), 861–862.
- Stout, K., Montague, I., & Shmulsky, R. (2020). Millennial generation perceptions surrounding the wood products industry. *BioProducts Business*, 5(3) 25–36. <https://doi.org/10.22382/bpb-2020-003>
- Strout, K. A., David, D. J., Dyer, E. J., Gray, R. C., Robnett, R. H., & Howard, E. P. (2016). Behavioral interventions in six dimensions of wellness that protect the cognitive health of community-dwelling older adults: a systematic review. *Journal of the American Geriatrics Society*, 64(5), 944–958. <https://doi.org/10.1111/jgs.14129>
- Taherdoost, H. (2022). What are different research approaches? Comprehensive review of qualitative, quantitative, and mixed method research, their applications, types, and limitations. *Journal of Management Science & Engineering Research*, 5(1), 53–63. <https://doi.org/10.30564/jmsr.v5i1.4538>
- Thorne, S. (2021). Are spas and wellness still considered luxurious in today's world? *Research in Hospitality Management*, 11(1), 9–14. <https://doi.org/10.1080/22243534.2020.1867379>
- Trihas, N., & Konstantarou, A. (2016). Spa-goers' characteristics, motivations, preferences and perceptions: Evidence from Elounda, Crete. *Almatourism-Journal of Tourism, Culture and Territorial Development*, 7(14), 106–127. <https://doi.org/10.6092/issn.2036-5195/6300>
- Uduku, O., Lawanson, T., & Ogodo, O. (2021). *Lagos: City scoping study*. African Cities Research Consortium. [https://www.african-cities.org/wp-content/uploads/2021/12/ACRC\\_Lagos\\_City-Scoping-Study.pdf](https://www.african-cities.org/wp-content/uploads/2021/12/ACRC_Lagos_City-Scoping-Study.pdf).
- Urtnowska-Joppek, K., Gajc, A., & Goździeniak, M. (2019). History of wellness, massage and reflexotherapy. *Journal of Education, Health and Sport*, 9(9), 430–442. <https://doi.org/10.5281/zenodo.3408525>

- Ventriglio, A., Torales, J., Castaldelli-Maia, J. M., De Berardis, D., & Bhugra, D. (2021). Urbanization and emerging mental health issues. *CNS Spectrums*, *26*(1), 43–50. <https://doi.org/10.1017/S1092852920001236>
- Vinkers, C. H., van Amelsvoort, T., Bisson, J. I., Branchi, I., Cryan, J. F., Domschke, K., Howes, O. D., Manchia, M., Pinto, L., de Quervain, D., Schmidt, M. V., & van der Wee, N. J. (2020). Stress resilience during the coronavirus pandemic. *European Neuropsychopharmacology*, *35*, 12–16. <https://doi.org/10.1016/j.euroneuro.2020.05.003>
- Watts, N., Amann, M., Ayeb-Karlsson, S., Belesova, K., Bouley, T., Boykoff, M., Byass, P., Cai, W., Campbell-Lendrum, D., Chambers, J., Cox, P. M., Daly, M., Dasandi, N., Davies, M., Depledge, M., Depoux, A., Dominguez-Salas, P., Drummond, P., Ekins, P., Flahault, A., ... Costello, A. (2018). The Lancet Countdown on health and climate change: from 25 years of inaction to a global transformation for public health. *The Lancet*, *391*(10120), 581–630. [https://doi.org/10.1016/S0140-6736\(17\)32464-9](https://doi.org/10.1016/S0140-6736(17)32464-9)
- Wickramarathne, P. C., Phuoc, J. C., & Albattat, A. R. S. (2020). A review of Wellness Dimension models: For the advancement of the Society. *European Journal of Social Sciences Studies*, *5*(1), 189–196. <https://doi.org/10.5281/zenodo.3841435>
- Williams, G. C., Teixeira, P. J., Carraça, E. V., & Resnicow, K. (2011). Physical wellness, health care, and personal autonomy. In V. Chirkov, R. Ryan & K. Sheldon (Eds.), *Human autonomy in cross-cultural context: Perspectives on the psychology of agency, freedom, and well-being* (pp. 133–162). Springer. [https://doi.org/10.1007/978-90-481-9667-8\\_7](https://doi.org/10.1007/978-90-481-9667-8_7)
- World Health Organization. (2004). *Promoting mental health: concepts, emerging evidence, practice*. <https://apps.who.int/iris/handle/10665/42940>
- World Health Organization. (2017). *Depression and other common mental disorders: global health estimates*. <httpsh://www.who.int/publications/i/item/depression-global-health-estimates>
- World Health Organization. (2022). *World mental health report: transforming mental health for all*. <https://www.who.int/publications/i/item/9789240049338>
- Wykes, T., Bell, A., Carr, S., Coldham, T., Gilbody, S., Hotopf, M., Johnson, S., Kabir, T., Pinfold, V., Sweeney, A., Jones, P. B., & Creswell, C. (2021). Shared goals

for mental health research: What, why and when for the 2020s. *Journal of Mental Health*. Advance online publication.

<https://doi.org/10.1080/09638237.2021.1898552>

Yang, Y. C., Liu, J. W., Chi, C. P., Chang, S. P., & Chang, K. M. (2022). Investigation the Relation between Sleep and Quality of Life for College Students in Taiwan by Association Rule Mining. *Sustainability*, *14*(21), Article 13801. <https://doi.org/10.3390/su142113801>

Yurcu, G. (2017). Wellness and Spa Tourism. *Journal of Tourism & Hospitality*, *6*(2), Article 274. <https://doi.org/10.4172/2167-0269.1000274>

Zavitsanou, A., & Drigas, A. (2021). Nutrition in mental and physical health. *Technium Social Sciences Journal*, *23*, 67–77. <https://doi.org/10.47577/tssj.v23i1.4126>

Zhu, D., Zhong, L., & Yu, H. (2021). Progress on relationship between natural environment and mental health in China. *Sustainability*, *13*(2), Article 991. <https://doi.org/10.3390/su13020991>

Zou, P. X., Xu, X., Sanjayan, J., & Wang, J. (2018). A mixed methods design for building occupants' energy behavior research. *Energy and Buildings*, *166*, 239–249. <https://doi.org/10.1016/j.enbuild.2018.01.068>

## Appendix 1. Sample Size Calculation Table

Table for Calculating Sample Size for large population where Precision Levels of  $\pm 3\%$ ,  $\pm 5\%$ ,  $\pm 7\%$ , and  $\pm 10\%$  with a Confidence Level of 95% and a p-value of 0.5.

Size of Population	Sample Size (n) for Precision (e) of:			
	$\pm 3\%$	$\pm 5\%$	$\pm 7\%$	$\pm 10\%$
500	a	222	145	83
600	a	240	152	86
700	a	255	158	88
800	a	267	163	89
900	a	277	166	90
1000	a	286	169	91
2000	714	333	185	95
3000	811	353	191	97
4000	870	364	194	98
5000	909	370	196	98
6000	938	375	197	98
7000	959	378	198	99
8000	976	381	199	99
9000	989	383	200	99
10,000	1000	385	200	99
15,000	1034	390	201	99
20,000	1053	392	204	100
25,000	1064	394	204	100
50,000	1087	397	204	100
100,000	1099	398	204	100
>100,000	1111	400	204	100

a = Assumption of the normal population is poor. The entire population should be sampled.

Source: Yamane, 1967, as cited in Islam, 2018, p. 4

## **Appendix 2. Research questionnaire**

Analyzing the benefits of spas on individuals' mental health and physical wellness: A case study of Victoria Island, Lagos, Nigeria

Dear Respondents,

My name is Afam Nneka, a wellness and spa service design and management student at the University of Tartu, Estonia. The purpose of this research is to analyse the benefits of spas on individuals' mental health and physical wellness: A case study of Victoria Island, Lagos, Nigeria.

This questionnaire comprises two sections with different questions and will take about 10–15 minutes to complete. Your contribution to this survey is significant and completely optional. All information collected from this survey will be unnamed, kept confidential and will be strictly used for academic purposes alone. Completed questionnaires will be collected, analysed, and kept in such a manner as to guarantee your privacy.

Thanks for your contribution!

### **Section A. Demographic Characteristics**

1. Please indicate your gender by selecting one of the following options:
  - a) Female
  - b) Male
  - c) Prefer not to say
  - d) Gender neutral
  - e) Other (please specify)
2. Please indicate your age range:
  - a) Below 18 years old
  - b) 18–30 years old
  - c) 31–40 years old
  - d) 41–50 years old
  - e) Above 51 years old

**Appendix 2 continued**

3. Please indicate your highest level of education:
- a) College or below
  - b) University/bachelor’s degree
  - c) Postgraduate diploma
  - d) Master’s degree
  - e) Doctoral/PhD degree
4. Please indicate your current employment status by selecting one of the following options:
- a) Employed full time.
  - b) Employed part-time.
  - c) Unemployed
  - d) Self-employed
  - e) Other (Please specify: \_\_\_\_\_)

**Section B: Spa activities for dealing with mental health and physical wellness**

5. How frequently do you visit spas?
- 1. Never
  - 2. Rarely
  - 3. Occasionally
  - 4. Frequently
  - 5. Very frequently
6. Please select all that apply: What are the factors that prompt you to visit a spa?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Seeking self-care and relaxation					
To improve your physical health					
Seeking beauty services					
Exploring anti-aging treatments					
Improving mental health					
Referred by a medical professional					
Enhancing quality of life					

**Appendix 2 continued**

7. What are the spa treatments you seek mostly when you visit a spa?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Massages					
Facials					
Body wraps					
Manicures and pedicures					
Steam rooms					
Yoga and meditation classes					

8. How much do you agree that a spa visit helps one to relax mentally?

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree

9. Please rate by choosing to agree or disagree based on the following factors listed below: How well does the impact of spa atmosphere contributes to your spa experience?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The lighting in the spa contributes to my overall wellness journey					
The temperature in the spa contributes to my overall wellness journey.					
The music in the spa contributes to my overall wellness journey.					
The fragrance in the spa contributes to my overall wellness journey.					
The furniture in the spa contributes to my overall wellness journey.					

**Appendix 2 continued**

10. Which among the following does a massage help you with?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Reduce stress					
Alleviate pain					
Reduce insomnia					
Reduce muscle soreness					
Improve overall mental health					
Aid in tissue repair					
Enhance immunity					

11. To what extent do you agree or disagree that meditation training is effective in the following?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Reducing anxiety					
Help with depression					
Reduces stress					

12. To what extent do you agree or disagree that the practice of yoga is beneficial the following?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Aid sleep quality					
Strengthen muscle tissue					
Improve mood					
Alleviate depression					
Improve blood circulation					

13. To what extent do you agree or disagree that hydrotherapy (the use of water) is an effective treatment for the range of illnesses listed below?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Arthritis					
Back pain					
Insomnia					
Stress					
Stomach problems					
Blood circulation					

**Appendix 2 continued**

14. To what extent do you agree or disagree with the following effect of Lagos stress listed below?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Lagos traffic affects one's mental health					
Stress can cause mental health problems					
Lagos traffic affects one's physical activity					
Stress can affect my physical activity					

15. To what extent do you agree or disagree that the environment has an impact your mental health?

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree

16. Which of the following risk factors do you agree or disagree is an effect of Urbanization?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The rapid pace of urbanization has a significant impact on poverty levels					
Traffic noise is a major issue for individuals living in urban areas					
The rapid pace of urbanization contributes to heightened stress levels for individuals.					
Urban environment significantly contributes to heightened stress levels					

**Appendix 2 continued**

17. To what extent do you agree or disagree that exposure to air pollutants over a period of time is significantly correlated with respiratory problems?

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

18. Physical wellness refers to indications of physical wellbeing, including health behaviours like smoking habits, dietary preferences, physical activity, adherence to medication, vulnerability to illnesses, and present health status.

To what extent do you agree that the statements below contribute to your overall physical wellness?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Inadequate Alcohol consumption					
Inadequate sleep quality					
Lack of physical activity					
Poor healthy diet					

## RESÜMEE

### SPAADE KASUTEGURID INIMESTE VAIMSELE TERVISELE JA FÜÜSILISELE HEAOLULE: JUHTUMIUURING VICTORIA SAAREL, LAGOS, NIGEERIA

Nneka Afam

Spaad on omandanud maailmas populaarsust, kuna inimesed üha enam tunnistavad nende potentsiaalseid eeliseid lõõgastumiseks ja stressi vähendamiseks. Spaa eeliste uurimine Victoria saare, Lagos, Nigeeria, kontekstis võib anda väärtuslikke teadmisi spaateenuste mõju kohta inimeste tervisele selles konkreetses piirkonnas. Vaimne tervis ja füüsiline heaolu on mõlemad üldise heaolu olulised aspektid. Üldise heaolu parandamiseks on inimestele oluline mõista, kuidas spaad aitavad neid selles valdkonnas.

Käesoleva magistritöö eesmärk oli analüüsida spaateenuste eeliseid inimeste vaimsele tervisele ja füüsilisele heaolule ning ettepanekute tegemine Victoria saare spaadele, teenuste kohta, mida na peaksid pakkuma, et rahuldada klientide vajadusi ja ootusi. Eesmärkide saavutamiseks anti ülevaade heaolu kontseptsioonist, vaimset tervist mõjutavatest faktoritest ning erinevate spaateenuste mõjust heaolule. Lisaks anti ülevaade stressirohkemast elustiilist Victoria saarel, mis põhjustab erinevaid terviseprobleeme.

Eesmärgi täitmiseks viidi läbi Victoria saare spaaklientide seas veebiküsitlus, kasutades mugavusvalimit, kus osales 204 vastajat. Osalejad valiti järgmiste kriteeriumite alusel: olid uurimisperioodi jooksul külastanud spaad, olid kergesti kättesaadavad ja nõus osalema. Osalejaid värvati sotsiaalmeedia (WhatsApp) gruppidest. Uuring keskendus päevaspaale, kuna see on Nigeerias kõige levinum spaa tüüp.

Selle uuringu tulemused näitavad, et pakkudes mitmekesisest hoolitsuste valikut, mis on kohandatud klientide erinevatele vajadustele ja eelistustele, võivad spaad parandada inimeste füüsilist ja vaimset heaolu. Olulist rolli mängivad demograafilised tegurid. Nooremad inimesed, kes on haritud ja kellel on stabiilne töökoht, seavad spaategevuste

kaudu tõenäolisemalt esikohale oma tervise ja heaolu. Kokkuvõttes näitavad selle uuringu tulemused, et erinevate spaa külastamisega inimene lõõgastub, mille tulemusena langeb stressitase ning paraneb füüsiline heaolu ja vaimne tervis. Spaaprotseduuride kasulikkuse selgitamiseks on vaja selgitada kliendile nende vajalikkust erinevate terviseprobleemide korral. Lisaks peavad spaad pakkuma erinevaid teenuseid erinevatele sihtrühmadele. Kliendi vajadustele on vaja kujundada spaa interjööri.

## **Non-exclusive licence to reproduce thesis and make the thesis public**

I, Afam Nneka,

1. grant the University of Tartu a free permit (non-exclusive licence) to reproduce, for the purpose of preservation, including for addition to the DSpace digital archives until expiry of the term of copyright, my thesis  
BENEFITS OF SPAS ON INDIVIDUALS' MENTAL HEALTH AND PHYSICAL WELLNESS: A CASE STUDY OF VICTORIA ISLAND, LAGOS, NIGERIA,  
supervised by Monika Kumm.
2. I grant the University of Tartu a permit to make the work specified in point 1 available to the public via the web environment of the University of Tartu, including via the DSpace digital archives, under the Creative Commons licence CC BY NC ND 4.0, which allows, by giving appropriate credit to the author, to reproduce, distribute the work and communicate it to the public, and prohibits the creation of derivative works and any commercial use of the work until the expiry of the term of copyright.
3. I am aware of the fact that the author retains these rights specified in points 1 and 2.
4. I confirm that granting the non-exclusive licence does not infringe other persons' intellectual property rights or rights arising from the personal data protection legislation.

Nneka Afam

19/05/2023