

University of Tartu  
Parnu College  
Department of Tourism Studies

Grace Ifeoma Obidiaso

**THE EFFECT OF WELLNESS TREATMENTS  
ON THE PHYSICAL AND MENTAL HEALTH  
OF INDIVIDUALS**

Master's thesis

Supervisor: Monika Kumm, PhD

Parnu, 2021

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)

Kai Tomasberg

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)

Grace Obidiaso

## TABLE OF CONTENTS

Introduction .....	5
1. Literature overview .....	8
1.1. The Dimensions of Wellness .....	8
1.2. Holistic Approach to Physical and Mental Health Improvement .....	10
1.3. Understanding and Promoting Physical and Mental Health .....	11
1.4. Determinants of Mental Health Disorders .....	13
1.5. Physical activities are a necessity .....	18
1.6. Relationship between physical and mental health .....	22
1.7. Importance of Wellness and Spa Services to Physical and Mental Health Improvement .....	24
2. Empirical study .....	28
2.1. Research Design.....	28
2.2. Data Collection Methods.....	30
2.3. Population and Sampling Method.....	33
2.4. Data Analysis Method.....	36
2.5. Research Results .....	38
2.5.1. Qualitative Result.....	38
2.5.2. Quantitative data .....	47
2.6. Discussion and Recommendation .....	58
Conclusion .....	62
References .....	65
Appendices .....	74
Appendix 1. The dimension of wellness .....	74
Appendix 2. Interview.....	75
Appendix 3. Questionnaire.....	76
Appendix 4. Map of study area .....	81

Appendix 5. Sample size for $\pm 3\%$ , $\pm 5\%$ , $\pm 7\%$ and $\pm 10\%$ Precision Levels Where Confidence Level is 95% and $p = 0.5$ .....	82
Resümee .....	83

## INTRODUCTION

There is a need to enlighten people about the importance of taking charge of their body, health and general holistic well-being, instead of the idea of leaving it all at the mercy of the doctors. People still see wellness as the absence of a disease, and therefore see no reason or have no idea about the available methods of promoting individual wellness or maintaining a stable health and general well-being.

According to the constitution of the World Health Organization (1946, p. 1) “Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity”. Health involves the integration of different aspects, for one to be healthy; all the involved aspects have to be in a balanced and a complete state of wellness.

A lot of people suffer from stress, anxiety, depression and even lack of proper sleep etc. due to various reasons. Moreover, Bodeker (2018c, p. 42) clearly pointed out that poor sleep is closely related with anxiety and depression, which can further deteriorate health and lead to chronic illness. In India, almost half of its elderly population suffer from mental distress as a result of loneliness, poor association or family relation cases (Alphonsa et al., 2018, p. 907). A recent study (Galea et al., 2020, p. 817) shows that due to the recent pandemic issue, there will be an increase in anxiety, depression, substance use, loneliness, and the likes, with schools and workplaces closed as a result of the lockdown and social distancing, even young children and adults are likely to be affected. Emotional, behavioural, and social challenges are well known and common, they are not new and they are not just a minority problem (Weare, 2005, p. 122). They can lead to different mental issues and even though there are lots of past literatures about these problems, they still appear to pose a challenge in this recent time. It is unknown whether the young people suffering from mental illness and disorders are well-informed and educated about it; especially the understanding about the essential part of physical health maintenance, concerns, and improvements (McCloughen et al., 2016, p. 300). Research studies have shown that a lot of issues can lead to depression and mental health disorders;

till date, there hasn't been a decent positive change on the issue of depression associated with economic costs as a recent research study (Ormel et al., 2019, p. 348) still found that depressive disorders are common issues amongst people around the globe. Frascuilho, Salonna, et al. (2016, pp. 1–2) found that periods of economic crisis are likely to cause a high level of mental health problems including common mental disorders, anxiety, substance abuse, and suicidal behaviour; and countries hit by recession and high levels of unemployment are likely to have the most number of unhealthy people. A French study by Kwiatkowski et al. (2013, p. 1536) on the benefits of a two-week spa program with women who had gone through a disease treatment uncovered that the quality of life of people is affected because of various side effects such as depression, weight gain, and fatigue. Unfortunately, the word 'mental health' has been interchanged repeatedly as a synonym for mental illness and therefore, seen as a case for only mental health professionals (Weare, 2005, pp. 119–120). These issues can be threatening to human health; hence, the need for methods and positive measures to promote and combat these challenges and enhance the health of individuals. According to the problem statement, the thesis problem therefore is that mental health disorders are costly illnesses but the use of relaxing wellness treatments in this field is understudied.

Considering the above mentioned physical and mental health problems which could affect any individual without exceptions, it is important to seek for new knowledge regarding how these challenges could be combated. This brings about the thesis goal which is to analyse the effect of wellness treatments on the physical and mental health of individuals in Lagos Island, Ibeju Lekki (Nigeria); and to offer recommendations to wellness/Spa centres in Lagos Island, Ibeju Lekki (Nigeria), on how or where to improve.

According to the research problems and goal, the following research questions were framed for the study:

- How do wellness treatments/activities help to maintain physical and mental health?
- What are the main reasons why people seldom engage in any form of wellness activities?

This master's thesis assigned the following research tasks in order to accomplish the thesis goal:

- compiling a literature review on the understandings of a good physical and mental health and various approaches for physical and mental health improvement;
- designing and conducting the research using mixed approach to analyse the mental and physical health of individuals in Lagos Island, Ibeju Lekki;
- analysing the results and presenting recommendations to wellness/spa centres.

This thesis contains an introduction, two main chapters and conclusion. The introduction described the essence of the study; it clearly defined the study problem and gaps, and stated the study goal with the support of adopted literature related to physical and mental health. The literature review is further categorised into sub-chapters for broader understanding. It made use of over eighty related literature focused on understanding the importance of maintaining a good physical and mental health, the determinants, and various approaches for physical and mental health improvement. Contributions, discussions and findings from other studies were used to support the current study. The empirical chapter covers well detailed research methods, methodology and design used in the study. It also disclosed the research area, and population sample of the study. The thesis adopted a mixed study approach; a well-structured questionnaire was used as the research instrument for quantitative data collection, while an in-depth interview was used to obtain qualitative data. A convenience non-random sampling method was used to reach the survey respondents, while a snowball sampling method was used to reach the interview respondents. The study also used a descriptive, correlation and cross-tabulation analysis to interpret the survey data, while a thematic analysis was applied to the qualitative data. Results and Discussion are sub-sections from the empirical part of the study. It includes the findings from the data after it has been analysed using both MS-Excel and SPSS programs. The findings helped to fulfil the research objectives and answered the research questions. Recommendations and conclusions were then made afterwards.

# **1. LITERATURE OVERVIEW**

## **1.1. The Dimensions of Wellness**

This part of the study will cover areas related to the study subject matter; the wellness dimensions, and other literature related to physical and mental health will be reviewed to obtain some answers related to the study gap. Wellness literature and theories are numerous today with a lot of announced models which are believed to be very important in human existence (Oliver et al., 2018, p. 42).

This subject matter will clearly describe and explain the wellness areas, and how they connect together to make up the entire human health, with more reference to the physical and mental health. According to Hettler, (1976, p. 2) six dimensions of wellness (see Appendix 1), the interconnection and a great sense of wellness is achieved when the model is properly applied. The dimensions of wellness have to be considered in order to achieve holistic health (Stoewen, 2017, p. 861); although the priorities may differ from person to person according to their personal view and approach to life. This means that each dimension is considered differently and not equally, with an aim to have a ‘personal harmony’ in the quest for a holistic approach to physical and mental health. In this case, the master thesis will elaborate on how these wellness dimensions are intertwined and how each of the dimensions points a finger or acts as a contributing factor to the physical and mental health of individuals.

Physical wellness (Melnyk & Neale, 2018, p. 10) is not only focused on engaging in exercises. Although, it is necessary where cardio-vascular, fitness, flexibility and strength are involved (Miller & Foster, 2010, p. 5). It however includes; eating healthy, giving prompt attention to medical issues that may occur, and to keep up with a healthy daily lifestyle and habit (Melnyk & Neale, 2018, p. 10), such as avoiding tobacco and excessive alcohol use which are harmful to the health (Miller & Foster, 2010, p. 5). This simply



means that maintaining good physical wellness is very crucial in order to possess a stable mental health.

Spiritual wellness has a lot of different views from different scholars. However, various research studies have shown that spiritual wellness is closely related with recognising and understanding the purpose of life. Miller & Foster (2010, p. 6) pointed out that spirituality and religion are very different, and it is very necessary for people to first have an understanding of this fact from the initial stage. Hettler (1976, p. 2) said that one can actually recognise when they are spiritually sound by observing the balance between their actions and their beliefs and values.

Emotional wellness from the view of various writers (Foster et al., 2011, p. 11; Printz-Markó & Horváth, 2017, p. 829; Swarbrick & Yudof, 2017, p. 14) has shown its connection to human's ability to express their feelings and improve their happiness. Melnyk and Neale (2018, p. 10) stated that to maintain emotional wellness, it's important for a person to immediately seek help when they find that they are overpowered by stress, anxiety and the likes.

Social wellness has to do with maintaining relationships with people around us, showing concern for people around us and showing concern for humanity as a whole (Hettler, 1976, p. 1; Swarbrick & Yudof, 2017, p. 12). Foster et al. (2011, p. 12) pointed out that humans' need for one another, nature, as well as their contribution towards society, environments and the feeling of connection toward friends, family and the community, demonstrates social wellness.

Occupational wellness has been defined by several scholars, Foster (2011, p. 13), Hettler (1976, p. 1), Miller and Foster (2010, p. 6) and each insight agrees that occupational wellness has a lot to do with the level of contentment and enhancement which is earned by one's work or career. These writers also agree that occupational wellness connects with humans' engagement to work that leads to self-satisfaction. This means that the contribution of one's ability and talent, to the improvement of his/her community and the satisfaction which is derived from such results is occupational wellness (Foster, 2011, p. 13; Hettler, 1976, p. 1; Miller & Foster, 2010, p. 6).

According to Swarbrick and Yudof, (2017, p. 6), and Melnyk and Neale (2018, p. 11) intellectual wellness centres on life-long learning, putting into practice what has been learned and sharing the knowledge learnt. Swarbrick and Yudof, (2017, p. 6), and Melnyk and Neale (2018, p. 11) says that an intellectually healthy person appreciates life-long learning and welcomes diverse knowledge, and each time a person tries to do something new intellectual well-being is improved. Intellectual wellness is beneficial for both an individual and their society (Melnyk & Neale, 2018, p. 11; Swarbrick & Yudof, 2017, p. 6).

According to the gathered information, it is clearly understood that the dimensions of wellness are intertwined, and need to be in harmony in order to be in a good state of physical and mental health. This is because each one of the wellness dimensions can pose as a determining factor of mental health disorders. This brings about the reasons for a holistic way of maintaining health in order to ensure a stable level of physical and mental health.

## **1.2. Holistic Approach to Physical and Mental Health Improvement**

The need for a holistic approach to health has become more popular, due to its focus on body, mind and soul. Modern approaches to holistic health incorporate maintaining adequate physical activities, healthy diet, and consciously maintaining healthy activities (Itharat et al., 2017, p. 82), and studies have shown holistic health being an approach to life. Thomas (2016, p. 6) remarked that a holistic approach to maintaining mental and physical health is significantly required, as individuals need to be sound in body and mind in order to achieve optimum productivity in life activities (Ndung'u, 2015, p. 1). The World Health Organization (2018, p. 4) recently reported on the growing cases of diseases associated with mental health disorders mostly in low and middle income earning countries. According to Itharat et al. (2017, p. 84), the current approach of treatment is limited to healing just the symptoms or disease however, a holistic approach pays attention to the whole human being, giving less attention to the symptom and more emphasis is paid to the mental, social and spiritual health of an individual. The World Health Organization's definition of health connects health to physical, mental and social

well-being which means that in order to maintain a stable health, there needs to be a balance between the mental, physical, and social health of a person (Sainju, 2018, p. 1). Currently, many nations are adopting the holistic health care approach and even making its available to the people (Sainju, 2018, p. 1) moreover, studies has shown that yoga, meditation, physical and spiritual activities can reduce the risk factors that can pose as a threat to human health and can promote the health and quality of life of the individuals (Itharat et al., 2017, p. 90; Sainju, 2018, p. 2) people can now easily access and consult with professionals of Ayurveda, Naturopathy, yoga, and other complementary alternative treatments from healthcare centres, which is a positive action to the well-being of individuals (Sainju, 2018, p. 2). A research by Toomela (2014) shows that a holistic approach to health has a positive impact on the quality of life of women, and the demand for holistic practices is on the rise. The study also found that spas play a major role in promoting a holistic health (Toomela, 2014, p. 62), although it is in the best interest to review the service design of the spas before incorporating it with the holistic features (Toomela, 2014, p. 61).

According to this knowledge, it is understood that for an individual to enjoy a high level of wellness, it is wise to engage in wellness programs that considers humans as a holistic entity. Holistic wellness activities can also actively enhance the physical and mental health of individuals.

### **1.3. Understanding and Promoting Physical and Mental Health**

Physical and mental health is a very important subject that cannot be overlooked or ignored. It involves all the living beings on earth and can drastically affect individuals' life performance. The World Health Organization (2004, p. 13) has long added mental well-being in the description of health. According to the World Health Organization (2019, p. 1), mental health is: "A state of well-being in which the individual realizes his or her own abilities can cope with the normal stress of life, can work productively and fruitfully and is able to make a contribution to his or her community."

It is important to understand that even though psychological and physical health is interdependent, it is also possible for health and illness to exist side-by-side (World Health Organization, 2004, p. 13). The World Health Organisation also revealed that

people with mental illness are faced with a premature mortality of 15–20 years. In India, almost half of the elderly people suffer from psychological distress as a result of loneliness, isolation, and other kinds of association or family relationship issues (Alphonsa et al., 2018, p. 907). The World Health Organization (2004, p. 15) included that mental health is closely related with individuals' behaviour all through life stages, and the social factors are mainly related with alcohol abuse, drug abuse, legal offence, educational failure etc., lack of health factors and the adoption of toxic or harmful factors, play a major role in mental health risk conduct including road trauma, dangerous behaviours and sedentary habits. There are several life factors that can trigger the adoption of an unhealthy behaviour, for instance; The World Health Organization (2004, p. 15) pointed out that the inability to secure a relevant employment may be related with depression, alcohol and drug use. Lin (2015, p. 9) expressed that the subject of mental health is unavoidable both in developing and developed nations and it continues to be recognized all around the world. The matter is very relevant and involves all humankind with various cultures, ethnic groups and the likes (Lin, 2015, p. 9). Mental health disorder varies from stages to stages from childhood and adolescent stage down to the elderly years for example; in the earlier stage (childhood and adolescent years) children are likely to suffer from Attention Deficit Hyperactivity Disorder (ADHD), Autism Spectrum Disorder (ASD), self-harm, drug abuse or suicide among others (Lin, 2015, p. 12). In the elderly years, the senior individuals are mostly faced with Alzheimer disorder which is associated with memory loss, physical inability, emotional trauma and the likes (Lin, 2015, p. 13). Hempel (2015, p. 14) revealed evidence that women who recently put to bed are likely to go through postpartum depression, However, prompt detection, prevention and therapies can enhance the recovery process. Chan (2015, p. 17) in an investigation, mentioned that students are considered as a vulnerable group, likely to undergo depression as a result of the struggle between education and social life balance. However, people tend to miss the point or even fail to observe the developing symptoms of mental disorders amongst students (Chan, 2015, p. 17).

The World Health Organization (2004, p. 59) declared various key recommendations to tackle the unending cases of mental health disorders amongst individuals. These recommendations include; Promotion of mental health by efficient involvement of the social and public health care, which will involve childhood interference. Enabling and

equipping women in lucrative and public aspects. For instance, increasing educational access or engaging them in money-lending programs. The World Health Organization (2004, p. 59) further mentioned the significance of social assistance to the senior individuals in the quest to mental health. For example, social care and adequate day Centre facilities will go a long way in improving the mental health of the elderly individuals. The efficient integration of various sectors in both developing and developed countries and the implementation of effective mental health programs will intensely impact mental health promotion in individuals (World Health Organization, 2004, p. 59). Ndung'u (2015, p. 2) mentions that workplace wellness programs are now being implemented in multiple organizations in Kenya because many organizations recognize that the majority of workers spend most of their time at work.

Interventions of prominent associates in the community and advanced access to resources can ensure the sustainability of health promotional programs and improve the mental health of people. Ndung'u (2015, p. 46) further recommends that the public officials should motivate organizations to engage and take up wellness activities in order to maintain a healthy state of physical and mental health of their employees. It is also crucial to conduct more scientific studies on mental health and promotional programs in order to acquire multiple evidences and as well find out the best methods to apply in the cases of diverse cultures, perceptions and experiences (World Health Organization, 2004, p. 59).

In line with the above information, it is clear that nations, organizations, communities and individuals need to work together to combat the challenges linked with physical and mental health disorders. Adequate measures are also required in order to promote this subject and encourage people on the right path to sound mental health. This brings about a new discussion which will throw more light on the contributing factors of mental health disorders.

#### **1.4. Determinants of Mental Health Disorders**

This area of the thesis is included in order to have an understanding of what triggers or may be a contributing factor to mental health disorders. Mental health is also determined by various multiple factors which includes: social, psychological, biological and behavioural factors. Wang and Rajwani (2015, p. 19); World Health Organization (2004,

p. 12) described mental health as a very integral aspect of individual health that makes up psychological well-being. It is capable of enhancing the body, mind and soul when properly managed and maintained (Wang & Rajwani, 2015, p. 19). The authors (Wang & Rajwani, 2015, p. 20) further elaborate on the factors and stressors of mental health and categorized the factors into various groups.

The risk factors can occur when mental health is compromised. It can lead to serious mental illness such as; depression, schizophrenia, autism which may arise as a result of poor behaviour and lifestyle like smoking, drug/substance abuse and unhealthy diet consumption (World Health Organization, 2004, p. 10; Wang & Raywani, 2015, p. 19). The risk factors of mental health disorders further sub-classified by Wang & Rajwani (2015, p. 19) also include biological factors that the authors described as a genetic defect which an individual can inherit from its relatives. Biological factors can also be a condition a person exists from birth, according to this knowledge, it is understood that biological factors are natural conditions which are hereditary and not as a result of an individual's life contributions or doings. Biological factors could therefore be considered as an internal factor (Wang & Rajwani, 2015, p. 19). The authors described the psychological factors as external situations or outcomes that can affect an individual in a negative manner. Examples include: changing political conditions, crisis, separation or death of loved ones and so on. Properly understood, it can be said that psychological factors of mental health challenges are influenced by emotional, physical and social situations (Wang & Rajwani, 2015, p. 20). The exposure of these triggers increases an individual's chances of anxiety, stress and mood disorder. Wang & Rajwani (2015, p. 20) further described the behavioral factors as correlative to habits and lifestyle which are controllable. Habits are crucial steps to wellness and can positively or negatively influence health (Stowen, 2017, p. 861). Adopting a healthy habit or lifestyle such as engaging in active physical activities and exercises, maintaining a healthy diet, drinking responsibly and abstaining from substance abuse can efficiently enhance mental health and improve sleep quality (Wang & Rajwani 2015, p. 20).

The social-economic factors of health and the relationship between social capital, health and mental health as well as the ability of mental health improvement to promote social capital have been thoroughly studied and are still being researched (World Health

Organization, 2004, pp. 22, 29). Frasilho, de Matos, et al. (2016, p. 484) studied the effect of the unemployment situation on families and found that unemployment and economic strain reduces the quality of life of families and increases the overall mental health distress. Parents agreed that being unable to provide for their children's needs increased their mental stress, for instance sadness, worry, anxiety, bad temper and anger. (Frasquilho, de Matos, et al. 2016, p. 484). Another evidence on the impact of economic recession and crises Frasilho, Salonna, et al. (2016, p. 35) found that countries affected the most by economic recession are likely to have a large number of its population at a high risk of increased mental health problems. The study also found that unemployment, debt, unstable jobs and financial limitations are very closely related with mental health issues. Wang & Rajwani, (2015, p. 21) also mentioned that studies exist from developed countries which shows that poverty, financial deficiencies and common mental health problems are closely associated. Furthermore, the authors pointed out that deprivations, lack and loss leads to physical health challenges, which can as well multiply the risks of mental disorders. In addition, lack of family support and care, poor housing and environment as well as racial or sexual discrimination pose as the social determinants of mental health challenges (Wang & Rajwani, 2015, p. 22). Moreover, Allen et al. (2014, p. 39) demonstrated evidence in a study of how individuals' social situations can affect them all through their existence for instance, the case of the novel coronavirus disease 2019 required an immediate implementation of limited physical contact also commonly known as social distancing (Galea et al., 2020, p. 817). Different authors, Galea et al. (2020, p. 817); Puyat et al. (2020, p. 1) have found evidence that the sudden occurrence of the disease globally and the efforts made by different governments to ease the situation is certain to have a negative effect on the population's mental well-being. It is therefore necessary to design an organized scheme to combat some elements such as loneliness, anxiety and depression which comes with social isolation and distancing (Galea et al., 2020, p. 817).

Defenceless and helpless children and adolescents are also at a high risk of poor mental health cases. Wang & Rajwani (2015, p. 2) stated that various studies point out that broken homes and abnormal or fatherless families can be linked to low self-esteem and mental health disorders. Also, children and adolescents with learning disabilities as well as people with historical disadvantage especially the native people of various states have

a high rate of mental health disturbances (Wang & Rajwani 2015, p. 22). World Health Organization (2004, p. 30) makes it clear that extreme mental health problems like suicide-related conduct, can be attributed to social events. Considering the social-economic factors, it is important for people who are saddled with economic pressure and unemployment to be especially cared for and serious attention be given to these individuals (Frasquilho, Salonna, et al., 2016, p. 37). Frasilho, de Matos, et al. (2016, p. 484) in their study found a high level of mental and psychological danger amongst people and therefore, encouraged that actions should be taken to improve the mental health condition of people and families. Galea et al. (2020, p. 817) warns that it is essential to plan for mental health problems and its determinants and establish methods of intervention. Especially when there happens to be an outbreak of a disease and social interaction is limited.

Environmental factors and an integration of genetic factors adds to mental health illness and outcome, Wang & Rajwani (2015, p. 24) adds that advancements have pointed out the high role of environmental risk factors in contributing to mental health problems. The authors stated that the environmental factors are mostly triggered by social inequality, racism and the likes.

Inequality and racism, Wang & Rajwani (2015, p. 24) considered as one of the major environmental factors which causes mental stress problems. The World Health Organization (2004, p. 18) commented that health inequalities connect with a variety of social factors and can lead to a level of variation amongst people. The organization further pointed out that inequalities and inequity are in existence, and the repercussions are social oppression and crime. Eylem et al. (2020, p. 10) in their research, found that people who differ racially and are subordinate to a more dominant group tend to face higher mental disease stigma. Arday (2018, p. 2) also stated that mental health is understood, recognized and accepted in certain ways amongst racial minorities. Wang & Rajwani (2015, p. 4) found that the minority group and majority group receive different mental health services and in most cases the minority ethnic groups receive low quality or inferior standard services. Arday (2018, p. 12) expressed some sub-categories of personal and environmental factors which stand as a barrier for ethnic minorities to receive mental health services. The author mentioned that individuals from minority ethnic groups worry



about mental health stigmatization and therefore refrain from asking for assistance from mental health services. Gender differences, social networks, cultural recognition, oppression and stigma are other barriers of receiving mental health services amongst individuals within the ethnic minority (Arday, 2018, p. 13). Culture and beliefs were found to have significant impact on individuals whose culture involved religion and ethnic confidence (Arday, 2018, p. 17). Moreover, Hempel (2015, p. 15) mentioned that mental health factors linked with culture are problematic and involve feelings of fear and shame which are related with mental illness. Eylem et al. (2020, p. 14) added that stigma is also an essential element that has a negative impact on individual's physical, mental and social well-being, and it is good to know that mental disorder is highly stigmatized by many cultures (Hempel, 2015, p. 14) . Meanwhile, Wang and Rajwani (2015, p. 23) additionally mentioned racism as a certain aggravation for mental disorders as individuals who experience racism tend to become vulnerable and likely to experience major mental disorders. Other stressors of chronic mental disorders according to Wang & Rajwani (2015, pp. 24, 25), include but not limited to discrimination or bigotry among individual with different sexual perspective, like lesbian, homosexuals etc. The authors found in their study that these individuals suffer from high level of discrimination stigma as well as physical and sexual attacks. The authors in addition further explained the effect of war and natural disaster on an individual's mental health and identified war as an important environmental factor of mental health disorder. Various countries around the globe have experienced and are still currently undergoing conflicts. For example, Afghanistan, Palestine and Gaza have passed through years of conflict and evidence has shown that the population of these countries demonstrated signs of depression, post-traumatic disorders, anxiety and other chronic mental problems (Wang & Rajwani, 2020, p. 25). Allen et al. (2014, p. 39) mentioned that the awareness of the population's mental health condition on communities and countries' economies is on the increase, however, the difference in the insurance scheme of high-income and low-income nations is very clear. For instance; the authors mentioned that the leadership of some developed English countries like England, Scotland, New Zealand and Australia has integrated some mental health schemes into their state program and regulations (Allen et al., 2014, p. 37). The authors in their study further explained some approaches which nations could adopt to tackle the challenges faced with mental and physical health and improve the mental health

and wellbeing of the population. According to the study, Allen et al. (2014, p. 39) affirmed that although concentrating on the most affected people is advantageous, it however has numerous limitations and will be unable to achieve the goal of reducing health inequalities which is significant to minimize mental health challenges associated with social factors. Hence, the need for a proportionate universalism, one of the concepts suggested by the authors Allen et al. (2014, p. 39) to eliminate selected programs and services for specific people and instead, concentrating on all parties universally. This area of the research has thrown more light on the factors that contribute to mental health disorders. In order to solve a situation, it is always important to understand the root causes. Understanding the determinants of mental health disorders will help individuals on how to manage these causes and adopt a healthier lifestyle. The retrieved information also explains why it is important to have a harmonised dimension of wellness in order to attain a stable physical and mental health.

### **1.5. Physical activities are a necessity**

Physical activities are very important to general health; it is a necessity that cannot be ignored. According to the World Health Organization (2019, p. 7) there is a proven significance and growth on the effect of physical activity on mental health cases. Depression is one of the most frequent and known mental disorders (World Health Organization, 2019, p. 6) which has certain features like extreme sedentary behavior, low self-esteem or self-worth, disturbed sleep, lack of interest and pleasure, feelings of fatigue etc. (World Health Organization, 2017, p. 7). The World Health Organization (2017, p. 7) further warns that depression can last a long while or even reoccur and can result to suicide when severe. Over 300 million of people suffer from various kinds of depression (World Health Organization, 2017, p. 6) and it continues to increase. This information justifies the need and relevance for this present study as it seeks to retrieve more relevant information on this subject matter.

The positive effect and benefit of physical exercise on general health has long been known and acknowledged (Stănescu & Vasile, 2014, p. 923). It makes it more understandable that the World Health Organization (2019, p. 5) presents physical activity as an alternative or complementary remedy to prevent and maintain mental health situations. Various

studies, according to Stănescu and Vasile, (2014, p. 923) have in a while proved that exercise has an important tendency to maintain and balance mental disorders. The authors further explained that the most common exercises were found to be: walking, running, lifting weights, swimming, cycling, dancing and aerobics. However, it is advised to consult with medical practitioners before engaging in any form of exercise, to receive proper guidance on the specific kind of exercises required for the situation (Stănescu & Vasile, 2014, p. 923). For example, it was found that exercise programs that last up to nine weeks or longer which involve various sessions per-week in a moderate to high intensity have a significant antidepressant effect (Stănescu & Vasile, 2014, p. 924). Firth et al. (2016, p. 10) examined the propelling factors and barriers of exercises amongst people suffering from mental health disorders and found that the main drive for engaging in exercises was to promote physical health. The authors also found that the positive effect of exercise on the mental health of patients served as another factor, as people valued the stress reduction and mood improvement. Another study Schuch et al. (2016, p. 251) found exercise to be an antidepressant among mentally challenged people who engage in active or moderate level of exercise; Furthermore, exercise has shown major positive impact on mental health (Puyat et al., 2020, p. 16; Stănescu & Vasile, 2014, p. 4) especially due to its physical and mental qualities (Puyat et al., 2020, p. 16).

A Korean study by Sim et al. (2016, p. 2) on health behaviours and status classified a stable health in four ways; physical, mental, social, and spiritual in order to understand their inter-relationship. The study showed that people hardly maintain a balance of the four elements; even though Greenberg's High-Level wellness concept as cited by Oliver (2018, p. 45) refers to a balance of these four components. Sim et al. (2016, p. 8) found that the major reason for the unbalanced health component in Korean population is as a result of lack of public awareness; since more of the population showed major interest to physical health compared to the other elements of health, it is therefore important to continuously educate people on the need and importance of these four components of health in order to modify the individuals' perception of health. The importance of physical health behaviour for instance; regular exercises cannot be overruled as it equally shows the connection between physical and mental health status (Sim et al., 2016, p. 8). The survey pointed out the importance of physical activities and suggests that people should be continually educated and encouraged to engage in active physical activities. Perkins et

al. (2016, p. 13) study showed the positive impact of music on the mental health of individuals; the study found that group drumming can very-well enhance the mental health of individuals. Also, Puyat et al. (2020, p. 14) stated that being exposed or having regular access to relaxing music daily has a rapid positive effect on individuals' mental health. Relaxing music has been found to reduce anxiety, mood disorders and several common mental disorders (Puyat et al., 2020, p. 14). Bodeker (2018d, p. 70) further disclosed that music has a strong effect on the mind and emotions. Its effects have long been recognized and implemented through human existence.

Laughter yoga has also been found to improve quality of life and elevate the mood, by decreasing stress and depression and enhancing mental health of people (Nia & Mohajer, 2019, p. 13). As a result of various occurring elements like stress, depression, anxiety, sleep deprivation and the likes, people are hindered from seeing the positive part of life or even appreciating themselves and efforts, expressing tenderness at one's own thoughts or even smiling at something else has become more of a challenge due to these life struggles (Vijayalakshmi et al., 2018, p. 19). Kheirandish et al. (2015, p. 1489) mentioned that implementing laughter therapy has shown a significant positive effect in reducing stress and depression in people with poor mental health. Laughing can induce the blood circulation and help relax the muscles (Kheirandish et al., 2015, p. 1490). Vijayalakshmi et al. (2018, p. 19) described laughter yoga as one-of-a-kind because of its uniqueness and it involves laughing for no particular reason. The authors expressed the exercise is capable of making a person happier and healthier. It is an exercise which transforms a propelled laughter into a real one and can be very contagious. Kheirandish et al. (2015, p. 1490) and Vijayalakshmi et al. (2018, p. 19), stated that laughter yoga involves deep breathing exercise, laughter exercise, clapping and childish mirth (Nia et al., 2019, p. 7).

Physical activity is widely known to be a conventional remedy for various health issues however, little is known about its effectiveness on mental health (World Health Organization, 2019, p. 5). Vancampfort et al. (2019, p. 2178) study on exercise for people with mental illness found that exercise is highly beneficial to people with mental illness especially when prescribed by an exercise professional. The authors also found that relaxation exercises as well as aerobic exercises were most commonly prescribed. Also,

yoga has been found to have a positive effect on people with post-traumatic stress disorder (PTSD) (Rosenbaum et al., 2018, p. 8).

Stubb et al. (2017, p. 548) suggests that physical inactivity or practicing low physical activity is related to anxiety while demographic factors and depression had little effect on the relationship between physical activity and anxiety. While Edwards et al. (2017, p. 92) pointed out that a sedentary lifestyle would have a harmful effect on people, which still indicates the significance of physical activities on health. It is therefore important for physical activities to be made common and widespread; incorporated in health policies and strategies at all levels (Stubbs et al., 2019, p. 551). The authors further expressed a need for the most favourable physical activity to be investigated and integrated into health care programs (Stubbs et al., 2017, p. 550).

Schuch et al. (2016, p. 25) in a study on physical activity and sedentary behaviour also outlined the relationship between physical activity and depression. The authors agreed that physical activities and exercise can improve depressive qualities, promote life satisfaction of people and also reduce the health issues associated with depression (Suhuch et al., 2016, p. 17). Furthermore, a cohort study, Bell et al. (2019, p. 7) on the correlation between physical activity and mental health in adolescents demonstrated evidence that individuals who tend to increase their physical activities possess the ability to reduce their risk of emotional challenges and mental instability.

Therefore, according to this information and knowledge drawn from the aforementioned studies, it can be understood that the positive impact of physical activities on mental health improvement cannot be overemphasized. The mentioned studies, for example; Stubbs et al. (2017) and Suhuch et al. (2016) showed some agreement in the correlation between physical activities and mental health and the advantages which physical activity adds to mental health improvement. Although Bell et al. (2019, p. 7) in their research study reported that there was no solid association between physical activity and mental health disorders, nonetheless, the study outlined the importance of physical activity as a preventive measure for mental disorders. The compiled knowledge has proved the significance of physical activities in improving not only mental health but general health of individuals.

## **1.6. Relationship between physical and mental health**

This section carefully talks about the relationship between physical and mental. The World Health Organization (2004, p. 16) stated that physical health and mental health are interdependent via several means, neither can exist on its own and various evidences have shown the association connecting depression and vascular disorders. Ohrnberger et al. (2017, p. 42); Rosenbaum et al. (2018, p. 4); World Health Organization (2014, p. 43), NHS England (2014, p. 6) acknowledge that there is an extreme connection between mental health and physical health, and it is highly disastrous to separate them (NHS England, 2014, p. 6). Ohrnberger et al. (2017, p. 42) disclosed that there is no knowledge about how physical and mental health affects one another. The authors analysed how the past mental health directly or indirectly affects the present physical health and vis-à-vis. They concluded that individuals aiming to transform their physical and mental health need to pay careful attention to the cross-effects which are direct and indirect. Using the meditation analysis, while putting into consideration individual's lifestyle choices and social capital, the authors found notable effects for physical and mental health which are direct and indirect. According to the meditation analysis (Ohrnberger et al., 2017, p. 46) physical activities show a positive impact on physical health and current mental health. Also, reduction of cigarette consumption showed an improvement in past mental health which equally improves the present physical health. The indirect effects which were considered by the author to be lifestyle choices and social interaction; proved to be certain as past social interaction indeed positively showed an effect on mental and physical health. While physical activity was considered to be associated with past physical health with present mental health.

McCloughen et al. (2016, p. 300); Ohrnberger et al. (2017, p. 48); World Health Organization, (2019, p. 5), research analysis on young and elderly individuals, points at the same direction, that lifestyle choices, physical activities and social interaction is an essential indicator of an improved or poor mental and physical health on individuals. McCloughen et al. (2016, p. 306) found that young individuals who are mentally ill are equally worried about their physical health. They therefore require human support in order to face the lack of energy and low interest in various life activities which leads to poor self-value and self-appreciation or love. This past research analysis shows that there

is indeed a close relationship between physical and mental health, as the World Health Organization (2014, p. 43) also pointed out that mental disorders affect physical health. Older individual's mental health can be linked to their past lifestyle and experiences, as well as the current (World Health Organization, 2014, p. 27; Ohrnberger, 2017, p. 46). World Health Organization (2014, p. 40) advises on the importance of individuals recognizing that mental health is influenced at every stage of life, by engaging in a life-course approach. This will aid in mental and physical health promotion and lead to a healthier aging process.

Rosenbaum et al. (2018, p. 4) in a study explains that the close relationship between physical activity and mental illness is likely to be as a result of the sedentary behaviour and lack of interest to engage in physical activities amongst people with mental health disorder. Meanwhile, the World Health Organization (2019, p. 9) points out various factors and barriers that could hinder the efficient effect of physical activities amongst people with mental disorders. These barriers vary from personal factors such as low motivation and lack of interest, to environmental factors such as; income, education and general environment. However, the organization equally points out some possibilities of improving and integrating physical activities into people suffering from mental illness. For low motivation, the World Health Organization (2019, p. 10) expressed that creating awareness and recognizing the significance of involving social support (guidance and counselling aid provided by peers) would go a long way in engaging people to participate in exercises and add it to the daily routine. Health and sport professionals should include the positive effects of physical activity on mental health in their program and counselling units, in order to improve physical activity (World Health Organization, 2019, p. 12). The organization further adds that in order to improve physical and mental health, one of the effective strategies to be adopted is therefore, the initiation of physical activity in one's lifestyle.

Moreover, Firth et al. (2016, p. 1) also stated that a good number of people with mental health disorders only engage in little or no physical activities and hardly ever stay devoted to exercise sessions. The authors found that stress, depression and weakness are the major barriers towards engaging in any form of physical activities like; exercises (Firth et al., 2016, p. 10). In the light of this, it is understood that physical and mental health is

intertwined and cannot be separated. It simply means that once physical health is negatively affected the mental health will be affected also and for this reason, it is important for the individuals to meticulously engage in healthy activities in order to improve their health quality.

## **1.7. Importance of Wellness and Spa Services to Physical and Mental Health Improvement**

Spas are mostly based on a holistic approach to health. The spa industry is essential for mental wellness improvement, as it is focused on the body, mind, and soul Bodeker (2018a, p. 93). Kwiatkowski et al. (2013, p. 1536) discovered in a study that a two week spa procedure can quicken the recuperation process of people who undergo mental health issues as a result of a chronic illness. Participants of the study were grouped into a spa group and physical training group. The study found that depression and anxiety reduced as a result of spa and physical training/exercise (Kwiatkowski et al., 2013, p. 1534) although there was more reduction in the spa group.

Karnik and Borkar (2013, p. 7) revealed the importance of spa relaxing treatments and activities that can help promote individuals' mental health and even enhance general health qualities. The researchers further mentioned various spa treatments that people could engage in while they pursue a better mental and physical health, in their quest to reach an optimum peak of a relaxed body, mind and soul.

Radiant support is a kind of spa relaxing treatment that benefits the physical and mental state of an individual (Karnik & Borkar, 2013, p. 7). It proceeds for fifty minutes per session and is known to help the consumer fall asleep, feel revived with lots of energy and enhance meditation flows. As reported by Karnick and Borker (2013, p. 7), radiance spa treatment reduces stress, physical pain or discomfort and enables the body to heal naturally. The authors also described the process as involving the connection of pure light energy to the consumer while the massagers place their hands on a specific position called the 'chakra position'. Radiant treatment is mostly recommended for people going through hard times or any form of stress.



Breathe therapy as described by the researchers Karnik & Borkar (2013, p. 8) enables an individual's body, mind, and soul to acquire, let go and unite feelings, recollections and experiences registered into a person and prevent them from utilizing their full qualities and abilities. The authors explained that breath therapy enhances the physical and mental well-being of people and leaves the consumer feeling relaxed, reassured and happy permanently.

Soft tissue therapy is another significant spa relaxing therapy that is focused on reducing pain, cramps, discomforts or soreness associated with the body soft tissues (Karnik & Borkar, 2013, p. 8). Soft tissue massage is not only good in alleviating pain and aches, it is also proven to enhance circulation, muscles, joints, boosts the immune system, increase mental health and aids relaxation (Karnik & Borker, 2013, p. 8). The researchers additionally commented that the treatment strategies for soft tissue massage includes; physical methods where the healer applies pressure to relax the muscles, stretching is used to reduce stiff or firm muscles and finally exercise prescription which is offered according to clients' situations (Karnik & Borker, 2013, p. 8).

Foot zone therapy as described by the authors Karnik & Borkar (2013, p. 9), is a historical kind of reflexology, focused on the idea that the human foot is connected to the entire body. Evidence has shown that when the foot is pressured, it transfers signals from the brain to the specific body part which enhances body balance and healing. This spa relaxing therapy is beneficial to people of all ages and transforms an individual's point of attention from illness to wellness (Karnik & Borkar, 2013, p. 9). The foot zone therapy is also known for its multiple benefits which the authors outlined as mood brightening and general body relaxation inducement. It is also known to improve sleep quality which is very significant to an improved physical and mental well-being.

Under-water massage therapy is a kind of spa relaxing therapy also known as Hydro massage (Karnik & Borker, 2013, p. 9). It involves the application of massage methods to the body technically, using water. The water temperature pressure and treatment positions is a major factor in the hydro massage therapy, as each factor has to be in place accurately in order to achieve the aim of the treatment (Karnik & Borkar, 2013, p. 9). Hydrotherapies such as hot springs and other kinds of spa facilities are continuously growing in the wellness spa industry globally and various regions have created a

traditional pattern which other modern spas emulate (Karnik & Borkar, 2013, p. 94). Spa relaxing therapies are not only beneficial to the external aspect of human life; it also provides exceptional peace of mind (Karnik & Borkar, 2013, p. 9). The authors concluded that spa therapies should be administered to individuals according to the level of stress or mental health disorder which they suffer from. From this information, it is realised that spas play an efficient role in the health maintenance and improvement of individuals.

Furthermore, Puyat et al. (2020, p. 5) in their study developed proof of the possibility of some wellness activities to significantly promote mental and physical health. These activities which can be practiced both in group or at home by individuals and have demonstrated evidence of promoting mental wellness include: exercises, yoga, progressive muscles relaxation, listening to music and religious activities. Puyat et al. (2020, p. 15) in their study also mentioned qualified evidence which provided strong facts regarding the significant changes connected with these home-based wellness activities on several mental health disorders. The authors added that home-based wellness activities are relevant to regions with low mental health professionals and also relevant in unexpected situations just like the covid-19 pandemic (Puyat et al., 2020, p. 16).

Mental disorders and the common diseases linked to it continue to be on the rise, however, various relaxation methods which are available to curb the effect are currently recognized (Kjellgren & Anderson, 2015, p. 1). An Indian study, Alphonsa et al. (2018, p. 910) revealed evidence that relaxation is very useful in minimizing the physical and mental health challenges faced by individuals. The authors also recorded that continuous muscle relaxation activities on elderly people can reduce mental distress and enhance individuals' performance.

Yoga as expressed by Kale (2015, p. 29) is referred to as holistic exercise that can reconstruct a persons' emotions, thinking, and behaviour by focusing on the entire mental state of the body. Evidence has shown that people who engage in yoga are very likely to feel happy, and peace within, which goes with a feeling of deep relaxation and calmness (Kale, 2015, p. 29). According to various yoga illustrations revealed in several studies, Puyat et al. (2020, p. 11) expressed that the explored yoga sessions have the tendencies to be practiced personally without an adviser or coach. The authors Puyat et al. (2020, p. 14) in the generalized study found that yoga carries multiple valuable properties and

possesses potentials of mitigating symptoms of mental disorders. Studies have shown that yoga is highly efficient in improving sleep quality and efficiency, Bodeker, (2018b, p. 63) and also carries positive psychological effects. Kjellgren & Anderson, (2015, p. 2) in their investigation revealed that yoga exercises have an integration of physical factors as well as a meticulous psychological training by way of an organized breathing method. The authors still mentioned that there are various kinds of yoga; however, they each share a similar significant feature which is the coordinated conscious breathing in-line with the movement and physical spot or posture. The authors also found that the application of yoga exercises can effectively promote the general well-being and quality of life of adults. Kjellgren and Anderson (2015, p. 2) also found yoga practices to alleviate both physical and mental disorders, coupled with a high potential to relieve mental stress and other related pain or illness. According to the retrieved information from various literatures, new ideas and knowledge on physical and mental health have been gained. Although, there have been previous several investigations on wellness activities and mental health, however, there have been very few studies about why people hardly visit the wellness centres or its benefits.

## **2. EMPIRICAL STUDY**

### **2.1. Research Design**

There are several research designs available for research, researchers are left with the choice to decide on the best analysis of data and collection which suit their topic of interest (Singh, 2014, p. 324). A research design is an essential plan for empirical research which is aimed at addressing specific research questions or to test hypotheses (Nayak & Singh, 2016, p. 61). Research designs modify consequently as the study progresses and builds deeper knowledge and insights (Nayak & Singh, 2016, p. 61). There are several approaches to acquiring knowledge which includes: Intuition, Authority, Rationalism, and Empiricism (Nayak & Singh, 2016, p. 3). This study is an empirical research project and makes use of the empiricism approach. Goudar (2004, p. 101), Nayak and Singh, (2016, p. 3) stated that empirical research is concerned with gaining knowledge through direct and indirect experience or observation which is an important feature in science. They also stated that science is based on observation and described empiricism as an observation of a certain event which needs to be controlled and applied with systematic strategies in order to promote productivity and reduce biases. Empirical evidence which is also known as direct observation or experience can be analysed quantitatively or qualitatively, by quantifying the facts or giving it a clear meaning in a qualitative manner.

A mixed method according to Tashakkori and Creswell (2007, p. 3) is a research that includes qualitative and quantitative sub-studies. The author further described a mixed study as a research study that uses both qualitative and quantitative methods to collect and analyse data, as well as combine the answers or results found and finally drawing a conclusion. Almeida (2018, p. 137) described a mixed study as the integration of both quantitative and qualitative methods into a single research study so as to establish an elaborate and clearer vision of a problem. According to Almeida (2018, p. 138), a qualitative study possesses a vital aim of gaining in-depth knowledge of specific individuals' conduct and collecting the opinions or viewpoints of people. While, still

according to the author, a quantitative study aims to understand and evaluate the conduct or habit of people from a certain group. The author further informed that in some cases, the study research questions cannot be determined by the application of a single approach alone (Quantitative or Qualitative), hence the need to adopt a mixed approach which is in line with the researchers integrative method (Tobi & Kampen, 2018, p. 1215). The use of mixed methods has continued to grow in scientific studies, even though there are various difficulties in determining and establishing a mixed method strategy that can be maintained in an entire specific study (Almeida, 2018, p. 138). According to Tashakkori & Creswell (2007, p. 4) a mixed study can be identified by various considerations including; a study with two research questions (which adopts a quantitative and qualitative procedure), the way in which the research questions are framed (participatory vs. pre-planned), application of two types of sampling techniques, (convenience and purposive), the use of double methods of data collection (interviews and questionnaires), application of double kinds of data analysis (statistical and thematic), amongst others.

Creswell & Clark (2007, as cited in Almeida, 2018, p. 139) revealed that there are four major types of designs in a mixed method. First is the triangulation design which is the commonly used and well recognised method. The purpose of this design is to acquire diverse integrated information on the same subject matter and the analysis depends on the quantitative and qualitative outcomes. Second is the embedded design which deduces that the use of one data alone is not enough for a given study, thus, the need for the application of a multiple data approach. Third is the explanatory design which is a double step method where the qualitative data is based on the quantitative result. In this kind of approach, quantitative data is the major factor to begin the study. Finally, is the exploratory design, which is alike with the previously mentioned explanatory method; however, in this method, the qualitative data is the major origin of the information. As knowledge constantly develops, the mixed approach has also been broadened even as more researchers come together to incorporate their knowledge on the mixed method strategy (Almeida, 2018, p. 139). According to Almeida (2018, p. 144) a concurrent triangulation design provides an aligned presentation of the quantitative and qualitative methodology. In a concurrent triangulation strategy, the data gathering and examination process of both the qualitative and quantitative data can be carried out at the same time, and the researcher may then compare the retrieved data results at the end (Almeida, 2018, p. 145). According

to the knowledge gained, the present study adopted a mixed approach in order to gain combined knowledge and understanding of the study phenomenon from different approaches, and to answer the research questions which cannot be answered by the quantitative or qualitative method alone. The present study applied the concurrent triangulation design, in order to clearly answer the research questions and fulfil the research goal. The researcher chose the concurrent triangulation design because it best suits the research study, and also it doesn't require as much time as the other kinds of mixed designs which are rather time consuming.

## **2.2. Data Collection Methods**

The present study is a primary study which adopted two methods of data collections, in which the data were obtained directly from the survey respondents and interview participants. This was applied in order for the quantitative data to respond to the 'what' research question, while the qualitative data respond to the 'how' research question. The quantitative data collection method included a well-structured questionnaire, while the qualitative collection method was in the form of an interview.

The first data collection method used in the study is a semi-structured WhatsApp interview (see Appendix 2), to understand how wellness treatments or the kind of wellness treatment that could improve the physical and mental health of people, especially in this present era of social distancing and reduced spa visits. As stated by a MacDonald & Headlam (2008, p. 40) a semi-structured interview is a frequently used interview method which works with a structure that addresses core subjects instead of just certain questions. The authors further mentioned that semi-structured interviews enable a specific amount of openness for a researcher to counter the participants' responses. To ensure the correctness of the qualitative data collection, specific guidelines were provided which must be met before a spa can be selected. The bases of selection are mentioned below:

- The spa is located in Lagos-Island (Ibeju-Lekki) Nigeria.
- The spa also has to offer wellness services to individuals.
- The spa managers are willing to participate and share requested information about the study.

An interview is an oral presentation of questions by an interviewer and verbal responses by interviewees; it could be a form of personal or telephone interviews (Kothari, 2004, p. 97). Interviews are deeper than mere conversations as they involve various opinions, understanding, and knowledge regarding certain events which are not casually conversed (Nayak & Singh, 2015, p. 123). Interviews are not secret recording of discussions, the consent of each participant has to be received before the commencement of the interview (Nayak & Singh, 2015, p. 123). The researcher considers Spa Managers to be well-informed about the topic of interest and made use of WhatsApp for the interview because the interview was conducted virtually and not physically. Also, WhatsApp seemed to be the most preferred tool for the interview as all the contacted spa managers opted for a WhatsApp call. The advantage of adopting an interview method is the fact that it enables the interviewees to address and discuss the points and issues that the interviewer may have missed or unplanned (Sileyew, 2020, p. 32). The interview questions were based on McCloughen et al. (2016) and Vancampfort et al. (2016) research study and ideas related to physical and mental health (see Appendix 2). The interview with the first participant was held on the 25<sup>th</sup> of March 2021, although, due to the poor internet connection in Nigeria, it was a little difficult holding each interview session. However, the final interview was completed on the 28<sup>th</sup> of April. The interview was scheduled to last for about 35–45 min; however, some of the interview sessions lasted almost 60 minute. Each interview session was recorded with the permission of each interviewee. The researcher also ensured that proper research ethics was observed in the course of the study. According to Mack et al. (2004, p. 8), the major role of research ethics lies in the interaction between the researcher and the target population which the researcher intends to study. Therefore, the authors continued that when a research is conducted, the well-being of the participants must be the main priority and not the research questions.

The second part of this research study covered the quantitative study which included a carefully mapped out structured questionnaire. In order to ensure the accuracy of the data collected, certain criteria were set which must be met by every participant. For the quantitative study, the core criteria are that:

- Individuals must be residing in Ibeju-Lekki Nigeria;
- They must have a personal interest to be a participant of the study.

Therefore, a questionnaire was shared among individuals between the ages of 20–40, and people below 20 and above 40 in Lagos Island (Ibeju-Lekki), of different gender who are either working class, student or engaged in any kind of occupation to find out if they consciously engage in any kind of physical activities, and why they wouldn't visit a wellness/ spa centre. The ages between 20-40 were split into different batches with a four years gap for its batch (see Appendix 3), while those below 20 had one group, likewise those above 40. The researcher used these age groups because those within age 20–40 are considered to be youths, mostly independent/working class, and could confidently air their experience or opinion. Those below 20 and above 40 were mentioned so as to find out if they have any sort of information about wellness treatment.

A questionnaire is the main source of gaining primary information in a practical research study (Sileyew, 2020, p. 6). In this current study, each respondent is served with a request to respond to a list of mixed identical questions in order to prevent biases. The questionnaire (see Appendix 3) was designed based on Ndung'u (2015), El Ansari et al., (2011), and Sim et al. (2016) study ideas and sample questions on physical and mental health and well-being. The questionnaires are based on a five-point Likert scale for example; 1 = strongly disagree and 5 = strongly agree in order for the respondent to identify which option closely relates to them.

The questionnaire was constructed using the online Google Form, and distributed to the respondents online through the means of social media including Instagram, Facebook and WhatsApp. After the construction of the questionnaire, the uniform resource locator (URL) was sent to the social media account of the researcher and later distributed to the respondents online. Before distributing the questionnaire, a pre-testing was run between the 6<sup>th</sup> of March to 12<sup>th</sup> of March 2021 by offering it to ten individuals to point out any deviation, inconsistency and puzzle. The questionnaire also was shown to the thesis supervisor who reviewed it and pointed out some final corrections on the 15<sup>th</sup> of March, such as restructuring and rephrasing the questions which were made before the administration of the survey. The questionnaire was distributed on the 18<sup>th</sup> of March and the final response was retrieved on the 5<sup>th</sup> of April. The survey questions are made up of four sections (see Appendix 3) with the first section covering the demographic characteristics of the respondents. The second section of the questionnaire focused on the



details regarding the physical and mental health status and awareness of the participants and their thoughts on maintaining their health. The third section tried to understand the participants' interest in wellness programs, why they hardly visit wellness centres or spas, and what can motivate them to engage more in wellness practices. The fourth part of the survey is focused to understand if time, cost and structure of a wellness programme have any influence on the participants' thoughts about engaging in wellness treatments and activities. The questionnaire has a total of 19 questions with simple options which participants can simply click on to answer a question. The entire question for the survey was constructed in line with the research problems, thesis goal and research questions.

During the research process, the researcher maintained certain ethical qualities of research. Respondents were assured of the confidentiality of their responses which was ensured by the researcher. The questionnaires were anonymous, and respondents had no need to indicate their names or any form of identity. The respondents were neither coerced nor manipulated to respond to the survey, and since it was distributed online participants had the choice to discontinue with the survey if they at any point felt uncomfortable. Also, the researcher was careful not to allow any personal interest to interfere with the research interest. In this current study, it was carefully ensured that information was described as obtained while data was collected; the researcher ensured that the facts were reported as collected and misrepresentation of data was meticulously avoided.

### **2.3. Population and Sampling Method**

Prior to ascertaining the research sample, it is important to thoroughly understand the definition of population or target population. A population is considered to be all the objects within a region of investigation (Kothari, 2004, p. 55). On the other hand, Majid (2018, p. 3), explained the population of interest as the target population which the researcher intends to investigate. In the authors' words, it is inappropriate to make use of the whole target population; therefore, researchers need to adopt a sample from the target population. Sampling is essential in cases where the target population needs to be mapped out, hence the need for a proper sampling method. According to Kothari (2004, p. 56) a sampling plan can be described as a method which a researcher intends to accept in order to pick out objects from a population for a given sample. Furthermore, the author stated

that the method of sampling is to be decided before data collection, also different kinds of sampling techniques are available, and researchers are left with the decision to choose which sampling is adequate for their research.

It is usually impossible to explore each object in a population, while often-times useful and correct answers can be determined by studying just part of the entire population (Kothari, 2004, p. 56). Therefore, it is unnecessary to make use of the entire population in such situations. In agreement with the derived knowledge, the researcher explored Israel (2016, p. 2) study in order to obtain the sufficient sample for the present study.

The current study area is focused on Lagos-Island (Ibeju-Lekki) Nigeria (see Appendix 4). Nigeria was chosen because of the limited studies on mental health issues in Nigeria. According to the World Health Organization (2006, p. 7), it is difficult to retrieve information about the level of mental health service in Nigeria. They also stated that data gathering, documentation, and collection hardly occurs. Therefore, the end result of the present study and information gathered will be highly beneficial to the country; the new information and knowledge found will as well be useful to the spa managers in Nigeria. Lagos-Island is located in the south-west geographical part of Nigeria. Nigeria is located on the western coast of Africa, with an estimate of 10 degree north of the equator, and borders the countries of Benin, Niger, Chad, Ghana, and Cameroon (Fiedorowicz, 2019, p. 1). Nigeria is the most populous country in Africa and the 7<sup>th</sup> most popular in the world with over 200 million of people (Fiedorowicz, 2019, p. 2). Nigeria is made up of thirty-six states, with each state having the responsibility of maintaining law and order, Lagos is one of the thirty-six states and also the most populous in Nigeria (Fiedorowicz, 2019, p. 2). According to Owolabi (2017, p. 74), the population of Lagos continues to increase, as it has risen from 1.44 million to 12.3 million people between 1963 and 2015. United Nations (2018, p. 12) also recorded a total of 13.6 million residents of Lagos in 2018. The researcher chose Lagos-Island (Ibeju-Lekki) Nigeria (see Appendix 4) as the study area because of the availability of a variety of spas in this region, and also the researcher is opportune to pick the spas that will participate in the study.

As reported by the Lagos Bureau of Statistics 2006, the population by gender in Ibeju-Lekki Lagos comprises 58,440 Male and 58,741 Females, making it a total of 117,481 individuals who reside in Ibeju-Lekki local government area (Lagos Bureau of Statistics

2006). The researcher resorted to the data based on census in 2006 because of the unavailability of newer census data. Israel (2016, p. 2) in a study described several means of determining a correct sample size in order to avoid sampling error. One of the mentioned methods includes the adoption of published tables that produce the sample size for a specified standard (Israel 2006, p. 2). In simple terms, this information means that 200 sample surveys are required in order to achieve a 95% confidence level for a sample size of  $\pm 7\%$  level of accuracy (see Appendix 5). The population of the present study shall include people who reside or are located in Lagos-Island Ibeju Lekki (Nigeria). A total of 200 individuals will be contacted through the distribution of questionnaires. However, because of the time constraint, the researcher opted for a  $\pm 7\%$  level of accuracy in order to meet the appointed time and also achieve a 95% confidence level. Thus, the researcher's decision to make use of 200 respondents, by applying a  $\pm 7\%$  level of correctness is justified, in order to avoid sampling error.

A convenience non-probability sampling method will be adopted to pick the representative respondents for the study. Majid (2018, p. 4) described convenience sampling as a method where respondents are easily accessible and available to the researcher. This simply means that researchers could easily access its target respondent at their convenience. The researcher chose a convenience non-probability sampling because of the time constraint. Therefore, this method of data collection will be less strenuous and can enable the researcher to meet the required quota on time.

Regarding the interview, the researcher intends to contact a total of eight spa managers who reside or have their spas located in Lagos-Island (Ibeju-Lekki) Nigeria. According to Mack et al. (2004, p. 5), there is no need to collect data from an entire region just to obtain an accurate finding even if it's a possibility. Furthermore, in qualitative research, only a sample is determined for a specific study in which the study purpose, size, and other characteristics of the population is used to determine the sample (Mack et al., 2004, p. 5).

The researcher planned to reach the targeted population using a snowball sampling technique. As revealed by Mack et al. (2004, p. 5), a snowball sampling method which is also called a chain referral sampling, is a method that enables the researcher to receive referrals from participants whom the researcher has already contacted. The participants

use their social circle and influence to refer the researcher to potential participants who are likely to contribute to the research. In the authors' words, a snowball sampling method is usually used to assess the population that are difficult to reach when using other types of sample. The researcher chose the snowball sampling method because it happens to be the most useful means of accessing the targeted population for the present study in a timely manner.

Ibeju-Lekki is an urban area where people who are knowledgeable and modern reside. Foreign visitors also tend to live in this part of Lagos because of its peaceful environment and tourist attraction. There are varieties of people from various parts of the country who live, work, and are settled in the Ibeju-Lekki region. Most of the record-breaking spas in Lagos are located in this region which is regarded as a prestigious and advanced area. Ibeju-Lekki has various kinds of spas which includes wellness spas, beauty spas, traditional spas and day spas, hotel and resort spas etc.

The researcher chose only eight spas because even though there are sophisticated spas in the area, there are also limited numbers of spas in the region. Moreover, it also requires a lot of time to have direct access to the spa managers. The end result could have been more interesting if the researcher was able to collect data from the entire spas in Ibeju-Lekki, but due to various limiting factors, it was impossible to cover more population. However, the author was able to capture a relative sample which is a fair representative of the entire population.

## **2.4. Data Analysis Method**

Kothari (2004, p. 122) referred to data analysis as the computation of specific measures, which involves a set of processes, methods or procedures that can be applied to collected data in order to achieve one or more sets of results. The author explains that after data collection is completed, it has to be processed and analysed according to the initial research plan. Data analysis is necessary for a scientific study, and has to be processed by editing, coding, classification and tabulation of collected data in order to achieve correct analysis (Kothari 2004, p. 122). In the current study, detailed analysis of the retrieved data will be analysed, discussed, compared and interpreted. The data obtained from the questionnaires will be recorded and coded using the Microsoft Excel sheet, and then

transferred to Statistical Package for the Social Sciences (SPSS) v26 before applying an appropriate statistical test. In order to address the research questions, a descriptive and cross-tabulation analysis will be applied. Furthermore, a regression and correlation model will be applied in order to fulfil the thesis goal. According to Kothari (2006, p. 130), a regression model is usually applied when a research has a dependent variable which is thought to play a significant role on two or more independent variables. Furthermore, the author pointed out that in correlation coefficient, the value of 'r' lies in the middle of  $\pm 1$ . A positive value of 'r' shows that there is a positive correlation between two values, while a negative 'r' value shows a negative correlation. Also, the author continued that when the 'r' value is zero, then there is no relationship between two variables. However, when the 'r' value = (+1), then there is a strong correlation and when it's (-1), then it shows a strong negative correlation Kothari (2006, p. 141).

Also, Data obtained from the interviews will be coded before applying a thematic analysis, in order to easily analyse the data. As mentioned by Kingler & Varpio (2020, p. 2), a thematic analysis is a technique for reporting and analysing data by determining codes and creating themes. It is thought to be the most useful for studies that try to find information with the use of interpretations such as a qualitative study which involves the comprehension and gathering of various data (Alhojailan, 2012, p. 40). Thematic analysis is very flexible and can be used in a wide level of research questions, designs and sample sizes (Kingler & Varpio 2020, p. 2).

In the current study, the audio-taped interview was transcribed. Transcripts were read severally in order to gain in-depth understanding of the content and the script was later categorised into various areas related to the guiding interview questions. The scripts were then split up into meaningful sections (sentences, paragraphs and scenes that contained associated contents). The texts were coded, and codes were investigated for similarities before they were combined into themes and sub-themes. Five main themes were developed; thoughts about physical and mental health, physical and mental health management, wellness treatments and activities, facts behind less spa visits, and offers from spa managers.

## 2.5. Research Results

### 2.5.1. Qualitative Result

In order to respond to the 'How' research questions, the qualitative data was utilised. Initially, the researcher planned to interview 8 spa managers, however, two more participants were referred by the 8<sup>th</sup> participant, and the referees were pleased to participate thereby making it ten participants in total. Out of the 10 spa managers who were interviewed, only two (P6, Jenny's Day spa, and P8, The Beauty Alcove spa) were opened to disclose their names, the rest were anonymous except for P5 who only mentioned their spa to be a traditional spa. Also, all the spa managers (P1, P2, P3, P4, P5, P6, P7, P8, P9, and P10) who took the interview were female. Results are presented according to the developed themes.

The first theme is thoughts about physical and mental health; Participants agreed that physical and mental health refers to the general well being of one's body, mind and soul. They pointed out that physical health begins with maintaining fitness, being able to do things for one's self, and being healthy not just in appearance of beauty, but the appearance of a person as a whole. They also agreed that mental health has more to do with one's emotional and psychological well-being. This concept provided a template they all agreed with P6 explained: "physical health means being physically well, being fit, having the strength to do things daily without being tired while mental health is having a positive mindset towards daily problems and also being emotionally well at all times".

Participants revealed that various factors determine good physical and mental health, like taking regular walks, consumption of nutritious diet, abstaining from substance abuse, engaging in regular exercises, good sleep, and socializing with friends and family.

I try to take walks every day, if I'm able to take five thousand steps daily, I will be in a good physical state, I ensure that I have adequate sleep, and I relate with friends and family when I need companionship or feel sad. I also maintain a healthy diet, never smoke but drink responsibly. (P3)

Taking care of the body and looking good was a major indicator of being in good physical health, and having a good social network where you could easily reach out to friends and

relatives in case of a mental breakdown was considered a good way of maintaining mental health. Doing something you are good at, staying happy, and taking a break when things seem overwhelming was also described as a way to maintain a good mental and physical health. Participants acknowledged that when one is not in a good mental state, they will also have a depreciated physical health; hence, there is the need to ensure that one is healthy in the body, mind and soul.

People often differentiate the mind and body, but this is incorrect because when you talk about physical and mental health, then they both work together. When one's physical health is ill, it can lead to a severe mental health disorder. For example, if a person feels very fat, they lose confidence and this affects them mentally, they don't want to go out or be seen by other people. (P1)

Participants stated that a good physical health is attainable if people are willing to do the work. When people are ready to pay more attention to their health and are determined, then there will surely be a positive difference in the state of their health.

The second theme is physical and mental health management. Participants acknowledged that a major importance for good physical and mental health begins with maintaining a proper metabolism in the body, which begins with identifying one's body type. While some people may have a high body metabolism, others tend to be lower therefore it is important to understand body metabolism before engaging in exercises. Regular exercises were addressed as a major important factor by the participants, as they all mentioned that they engage in various kinds of exercises regularly.

“During workouts and exercises, endorphins are secreted which helps to relax oneself and keep their mind calm which in turn counteracts with the stress producing hormone called cortisol” (P7).

Dieting and staying hydrated was also pointed out by the participants as an importance. In cases where being active is not possible, substitutes should be made like taking the staircase instead of the lift and walking instead of using the bus or driving. Self-love was also an important factor of physical and mental health, doing what makes one happy, and staying away from toxicity. Walking, laughing, dancing, aerobics journaling, and going

to the spa regularly was mentioned frequently as very important ways to maintain physical and mental health. However, in the presence of the pandemic where the social distance rules must be applied and spa services are limited, participants advised that it's important to practise some wellness treatments and activities personally.

“Even this period of covid-19, people can't go to the spa anymore because of social distancing and all. My clients sometimes call me and ask me what they could practice at home to relieve them of stress and anxiety.” (P10)

Another major important factor of physical and mental health pointed out by participants was finance; participants acknowledged that employment status and being able take care of financial responsibilities without stress can elevate one's mental state. Also, those who are financially stable can be easily encouraged to take care of their health by visiting the spa.

You can't tell a person who has barely eaten to visit the Spa, their major priority at that moment is not the spa which they even view as a place of luxury and prestige. An average Nigerian person doesn't really understand the health benefits of a spa. (P9)

Participants also advised that an individual's daily routine and behaviours are important points to consider about their physical and mental health, their attitude and habit have a major role to play in the physical and mental health. In order to manage good physical and mental health, people need to adopt a healthy lifestyle and give up the habits that put their health in a bad or threatening state.

“People should take breaks from their phones, people tend to go to bed with their phones, use their phones even while walking on the road without concentration. The sitting posture also matters; improper sitting positions affect the neck.” (P1)

The third theme is related to wellness treatment and activities. Participants mentioned that wellness treatments and activities are very important to physical and mental health, and proper administration of the treatment can eliminate or reduce physical and mental health disorders effectively. All the participants mentioned that wellness treatment has a lot of



benefits which includes enhanced sleep quality, relieves muscle pains and cramps, and rejuvenates a person's body, mind and soul. As mentioned by P3:

When you involve yourself in spa treatment, like classical massages, bathing in carbonated mineral water; those things are really important. It does more good to your mental and physical health because whatever you do to your body also affects your mind.

Participants mentioned various kinds of wellness treatments and activities that are very effective in enhancing the physical and mental health of individuals. However, in the cases where people would like to practice some kind of wellness treatments at home, it is advisable for them to first consult with their wellness coach and find out what is best for them and how they can apply these treatments personally.

Participants made high reference to yoga, and they also mentioned that it is an efficient exercise that can relax the body and mind and also, put the person practicing it in a very calm and serene state, participants mentioned that yoga is considered both a physical and mental exercise, and the breathing exercise incorporated in it makes it even more effective. Yoga helps people meditate and can put people in the right state of mind. It is an effective remedy for anxiety as the deep breathing associated with it can calm the nerves and relax the mind. Participants revealed that yoga, if administered properly, is not just good for the mind, but could also help those who try to lose weight and/or regain their confidence. Also, they mentioned that yoga is very effective in this pandemic because it doesn't require being touched like a massage. Individuals can even practice it at home individually with any supervision.

“Yoga should be included in the daily routine. Nigerians have currently started to understand what yoga is all about, and this is a good improvement” (P1)

Participants also made continuous references to massage treatments and pointed out that there are several kinds of massage which should be well understood before administering them to individuals. Participants pointed out that massage treatment is very beneficial to physical and mental health as they possess several healing qualities. P1 specifically mentioned foot massage/ reflexology and how the feet are connected with the entire body. Soft tissue massage was mentioned, and participants gave several healing qualities

attached to it such as pain relief, soothing of muscle cramps, enhancing blood circulation and promoting mental health. Participants also stated that massage enhances sleep quality and relieves the body from stress and aches.

Massages relieve toxins from the body and help you live a better lifestyle. However, there are different kinds of massage treatments for a person who has been taking a massage for a very long time and the person who has never taken it initially and wants it for the first time. (P5)

Participants also pointed out that massages need to be taken regularly in order to digest the full effect. However, an average Nigerian, who has never received a massage treatment all their life, expects a 100% result and complete elimination of pain and aches by receiving just one massage. They fail to understand that massage treatment is not just a one-time thing but a continuous activity that should be made a lifestyle.

Participants advised that the idea of self-administered wellness treatment and activities is very essential, and it is important for people to be aware of how to go about it. However, participants also cautioned that before taking up any kind of self-administered wellness treatment, it is very important to mention it to your wellness coach for the right advice on what to apply and how to apply them in order to get an optimum result and not harm the body. Participants also mentioned some kinds of activity that could enhance and lift individuals' mood and spirit some of which are listening to music or playing some kind of music instruments, painting, journaling, swimming, dancing and laughing. Very consistently mentioned also was staying hydrated and drinking adequate water. Participants mentioned that the importance of water cannot be disregarded as water is the best healer for the body. They mentioned the importance of water baths and how they can be really soothing to the body. Some examples mentioned include steaming, foot bath, hot water bath and cold baths.

It is very essential especially in this pandemic period to maintain self-administered treatments. With a whole lot of restrictions around they can call and consult the concerned person for advice to know what to do to keep them engaged and in peace. (P7)

Working out from home was mentioned and people were advised to communicate with their trainers and make use of the technology when it is impossible to meet up physically. Trainers can teach their client over a video meeting and help them do the said work outs correctly. Even though this might not be as effective as when people are physically available at the training centre, it was still described as being better than not engaging in any activities at all.

The fourth theme is related to facts about less spa visits. Participants described that a lot of individuals in Nigeria do not even acknowledge that they are not in good health until they are sick and in the hospital. They do not understand the spa benefits or what can be done in a spa. Sometimes, the body tends to send mild signals of an arising problem, but people ignore it until it becomes unbearable.

Nigerians don't talk about health except when they are sick. Nigerians only look after their health when they are completely sick and unable to be active. They go and get Panadol for every pain and ache, not asking why they have gotten this ache, how I can prevent it. (P3)

Participants also acknowledged that the major factor for very less patronage is finance. The level of unemployment in the country is overwhelming and individuals are more interested in getting good jobs and living a comfortable life. Some of them also conclude that the spa is very expensive and consider it a waste of their money. Besides that, individuals also see the spa as luxurious and made for only the rich and prestigious which shouldn't be so. The spa is for every human and everybody is entitled to good and disease free health. Also, individuals view spa visits like a treat, it has to be for a special occasion, like a birthday, wedding, etc. It's not something they want to do every day. They want to wait for special occasions to do it. P8 mentioned that people want an instant result and do not want to hear that spa treatments take a gradual and continuous process.

“For example, if a person visits the spa with a face full of acne, they expect a clean face at the end of the day and if not so they feel the service wasn't good enough” (P9).

Another major factor which was often mentioned was the unawareness and little knowledge of the spa. Some people believe the only place they can get treatment or relief

is at the hospital, they do not understand the use of a spa. Also, mobility was mentioned as a major factor because spas are not located near an individual's resident area so they have to travel a distance just to get a spa treatment, which may be a barrier due to heavy traffic in Lagos.

“Nigerians consider spa as a luxury rather than it being essential for physical and mental health. Factors like proximity, inadequate knowledge regarding fitness, lack of skilled staff and tight budgets are the major hindrances to spa visits”. (P8)

Participants also mention service quality as a factor, as one bad experience can completely have a negative effect on the customer, and they may never want to try it out again. Participants also cleared that some of the spas are not even certified, and since it's a developing country, proper measures are not taken by the government to ensure that only certified spas operate. Some spas employ therapists that are not even properly trained, and such spas give a negative impression about the spa outlook in Nigeria. Also, when people visit the spa, they do not know in most cases what they want; they just know they have aches which they want to go away and most likely request a massage. It is the duty of the spa employees to ask questions and find out the kind of treatments to administer.

“Spa treatments are about techniques, and when these techniques are not properly applied, the client will definitely be dissatisfied and wouldn't want to return to the spa” (P2)

Participants also mentioned other supporting factors like religion, culture, and the mind-set of people as a significant barrier for spa programmes uptake. Married people feel their spouses should not be touched by other people, and some people of a certain religion feel it's a taboo to go to the spa and get undressed in the name of a massage. All this goes back to the lack of awareness and little education about the spa and its health benefits.

Talking about religion and culture, in Nigeria, most people don't expect a married woman to go and get a massage because it requires been half dressed or nude and has to do with physical touch. So, they feel their body belong to their husband alone. (P5)

The fifth theme is related to Spa managers' efforts. Participants were in line with what could be contributed by them to attract more customers, increase spa patronage, and help

enlighten individuals about the importance of maintaining a good physical and mental health status. First major point raised was enlightenment and education.

Participants accepted that the idea of spa and wellness treatment is now being gradually circulated in the region, some people now understand that a spa is a place for health promotion unlike when all they thought about the spa was facials, manicure and pedicure. People now understand that a lot of health benefits can now be derived from a spa. Participants mentioned that it's a good thing that doctors now prescribe some kind of spa treatments to their patients which makes them visit the spa.

A client of mine was referred by his doctor, it was his first time in a spa and he had no idea of the services. A cranial massage was all he needed to fix the muscle tensions he experienced; now his regular customer and even brings his wife along.  
(P1)

Participants recognised that it is also their duty to educate and enlighten their client when they visit. They mentioned the need to create more awareness and make the health benefits of wellness treatments and spa visits widely known.

“For Nigerians right now, the most important thing is educating them. People are becoming aware of the importance of wellness treatment, to live a healthier and longer life. So, the first thing is to educate them”. (P7)

Participants also mentioned that they as spa managers need to ensure that their subordinates are well trained and continue to improve while on the job. Participants encouraged that even spa managers should continue to enhance their knowledge as learning never ends and every stage requires a new kind of knowledge.

Spa managers should also continue to enhance the knowledge of what they know already and about how to attend to their clients to provide quality service. If possible it's even advisable to travel to the western countries to gain more knowledge to complement our traditional spas. (P2)

Participants agreed that training and educating people could start from social media, telling people what it is showing some illustrations and reviews from people who have

tried the spa experience. They also agree that enhancing their own knowledge will lead to rendering of standard service quality and increased customer experience.

Participants were in agreement about promotional programmes and strategies should be applied in order to encourage and attract individuals to try the spa services. With a wonderful service quality, a one-time experience is enough to strengthen customer's loyalty and increase their patronage. Participants advised that spa managers should also engage in follow up programmes, call them to follow up on how their health is, as this can encourage the customer to be more relaxed and increase spa visits. Discounted exercise programs like aerobics, for a period of time where spa managers could seize the opportunity to lecture people about the importance of engaging in these wellness programs. As mentioned by P3: "Nigerians love discounts or free trials so this will definitely attract a large number of them."

Participants mentioned that this may be a bit of a task on the part of the spa, but it is a process that needs to be undergone in order to capture the potential users of the spa. Spa managers have a huge role in transforming the wellness industry by promoting the well-being of people. Another idea that was pointed out by P10 was offering refreshments and some kind of entertainment in the spa premises, where people can relax and connect or socialise after a spa session.

"Packages should be done in such a way that involves a group of people instead of an individual person and it should be less expensive so it would encourage people to visit such wellness centers". (P4)

Participants again mentioned that Nigerians love beautiful skin. People can go the extra mile to make their skin look beautiful. People are desperate to make their skin beautiful. Participants also mentioned that the majority of their clients are females, and the majority are interested in skin maintenance products or treatments.

I had a customer who had pimples and rashes all over her and she said to me, if you can make this go away, I will do anything. I treated her and she was okay. She was really happy, and introduced more of her friends to the spa. (P9)

Therefore, participants agreed that a wonderful customer experience can extend the chain of customers; Spas just need to ensure that their service quality is top-notch because a one-time bad experience is capable of dimming an individuals' thought of a spa.

### 2.5.2. Quantitative data

The initial target sample was 200 respondents, however, more people responded than expected and at the end, 207 properly filled and submitted their questionnaires. The figures for each response are presented and shown in tables, graphs and charts and these figures are regarded as adequate for the present study.

Descriptive statistics was adopted to describe the demographic characteristics, health status, and health understanding of the study respondents. The demographic characteristics of the participants are outlined in Table 1 of the responses.

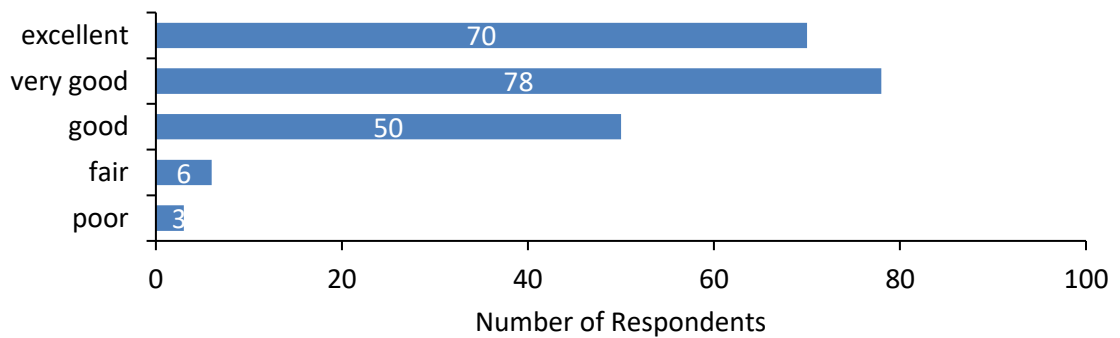
**Table 1.** Demography characteristics

Gender, N = 207	Frequency	Age, N = 207	Frequency
Male	57	20–24	65
Female	145	25–29	65
Gender neutral	2	30–34	45
Prefer not to say	3	35–40	14
		Above 40	4
		Below 20	14
Education, N = 207	Frequency	Employment, N = 207	Frequency
College or below	27	Employed full-time	63
University/bachelor's degree	120	Employed part-time	20
Postgraduate diploma	19	Unemployed	50
Master's degree	34	Self-employed	72
Doctoral/PhD degree	6	Others	2
Others	1		

In order to understand the gender formation of the respondents, the researcher provided four options for the participants to specify their gender. Over half of the participants were females with 70% responses which is 2.5 times higher than the males who had only 27.5% responses. Both genders classify as the highest in the study survey. Those with gender neutrality represented 2.4% responses of the survey. Most of the respondents' age ranges were between 20–24, and 25–29 as both groups had a response of 31.4% each. The age group of 30–35 had a total response of 21.7% participants, while the rest group (36–40,

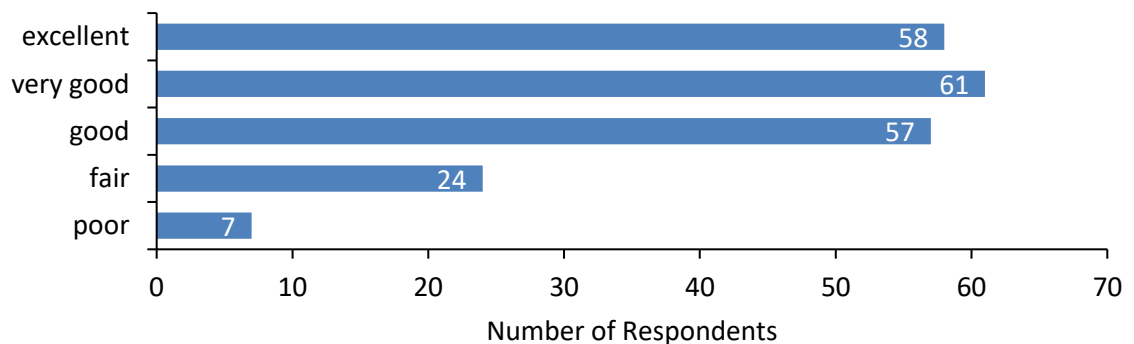
above 40, and below 20) had a relatively low rate. For the education rate, the majority of the respondents have acquired a university/ bachelor's degree with a total of 58% participants. The next highest numbers of respondents for the educational level are those who have obtained a master's degree with a total of 16% respondents. The category with a college certificate and below represents 13% of the participants, while 9.2% respondents possessed a post-graduate diploma. Regarding the level of employment, the majority of the respondents 34.8% were self-employed, while a good number of the participants 30.4% were employed full-time. 24.2% of the participants specified their employment status as unemployed, and 9.4% are employed part-time.

Participants were asked about their physical and mental health status (see Figure 1), out of the entire sample, 33.8% said they had excellent physical health. 37.7% indicated to be very good, 24.2% said good, only 2.9 and 1.4 indicated fair and poor respectively.



**Figure 1.** Physical health status of participants, N = 207

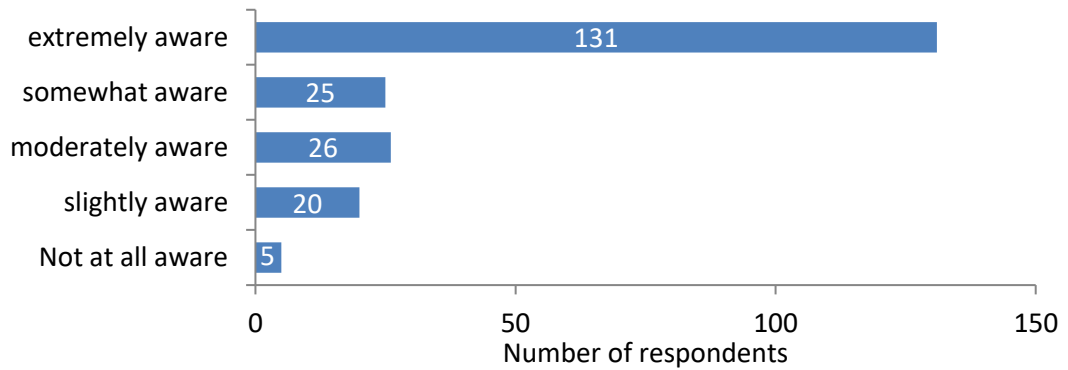
In the case of mental health (see Figure 2), more people showed to be in a fair and poor state compared to physical health. 28% indicated to be in an excellent state of mental health. 29.5% selected very good, 27.5% said good, 11% fair and 3.4% poor.



**Figure 2.** Mental health status of participants, N = 207

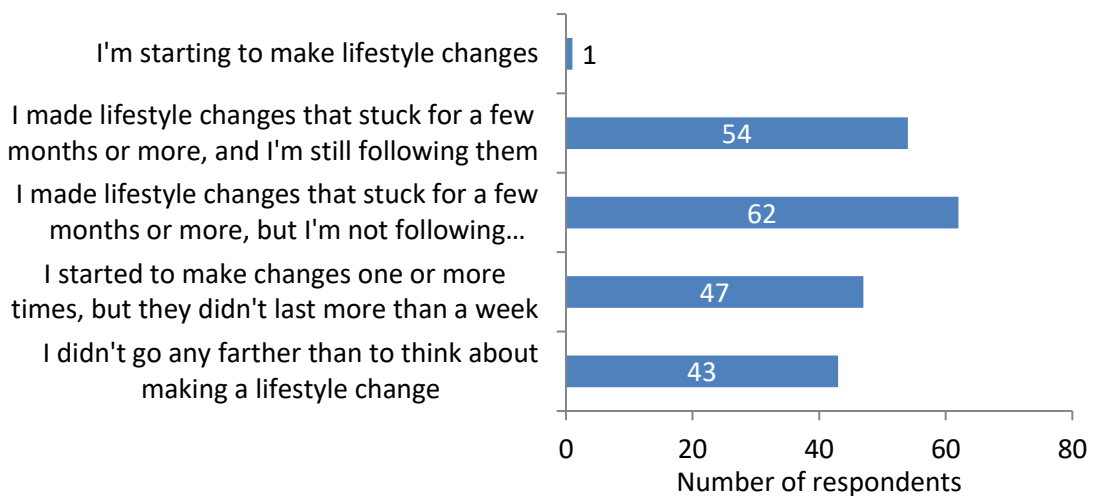


Participants were asked if they were aware that good nutrition and regular physical activities are linked with good health (see Figure 3). 63.3% of the entire study sample indicated to be extremely aware, 12.1% somewhat aware, 12.6% moderately aware, 9.7% slightly aware and 2.4% indicated to be not at all aware.



**Figure 3.** Participants' response on the health benefit of good nutrition and regular physical activities, N= 207

Participants were asked about their habit towards health maintenance (see Figure 4), 20.8% said they only thought about lifestyle change but don't act towards it, 22.7% tried to make changes, but don't continue more than a week, 30% made lifestyle changes that stuck for a little few months, but they didn't continue. Only 26.1% made lifestyle changes for a while and are still stuck to them. Meanwhile, those who responded to the other 0.5% said they recently started to make lifestyle changes.



**Figure 4.** Participants' habit towards health maintenance

In order to fulfil the research goal, the influencing factors of physical and mental health were analysed. The Physical and mental health (P&MH) score was determined by the total sum of responses from Q5–Q12 per participant of the study survey questions. Thereafter, a Pearson correlation test (see Table 2) was applied on the physical and mental health score and other variables such as frequency of visit to spa, age, gender, education and employment. The analysis showed that there was an influential and effective correlation between the frequency of spa visits and education which was statistically significant at the level of 0.01 (two-tailed). Also, the result showed a correlation between the frequency of spa visit and gender at a significance of 0.05 levels. The result showed no significance between the frequencies of spa visits with other variables. For physical and mental health, the result showed that there is a positive and strong correlation between physical/mental health and employment, as well as a weak correlation between physical/mental health with gender at a significant level of 0.01 and 0.05 respectively. Education showed a useful correlation with employment at a significant level of 0.01, while gender had a weak significant correlation with spa visit and physical/mental health. The age of the respondents showed no correlation with any variables.

**Table 2.** Correlation between physical/ mental health score, age, education, gender, and employment N = 207, Where; NS = no significant

	Spa visit	Phys. /Men. Health	Age	Educatio n	Employment	Gender
Spa visit	1					
Phys. /Men. Health	NS	1				
Age	NS	NS	1			
Education	0.01**	NS	NS	1		
Employment	NS	0.01**	NS	0.01**	1	
Gender	0.05*	0.05*	NS	NS	NS	1

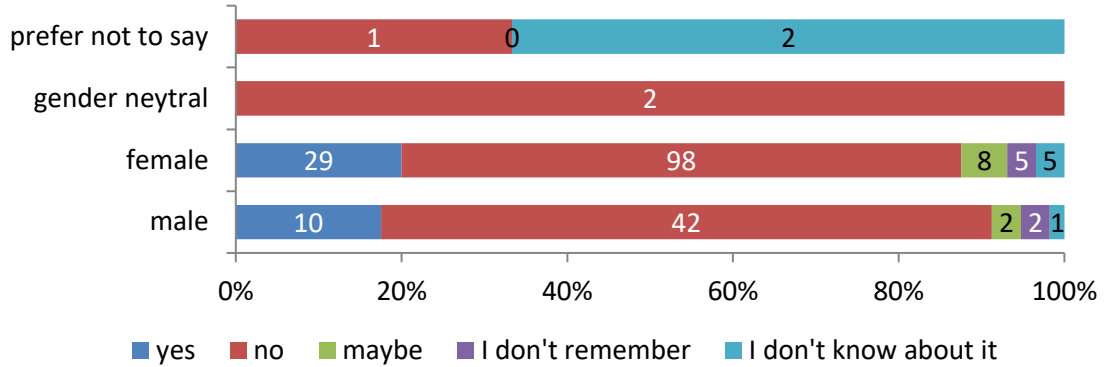
NS – no significant

\* –  $p < 0.05$

\*\* –  $p < 0.01$

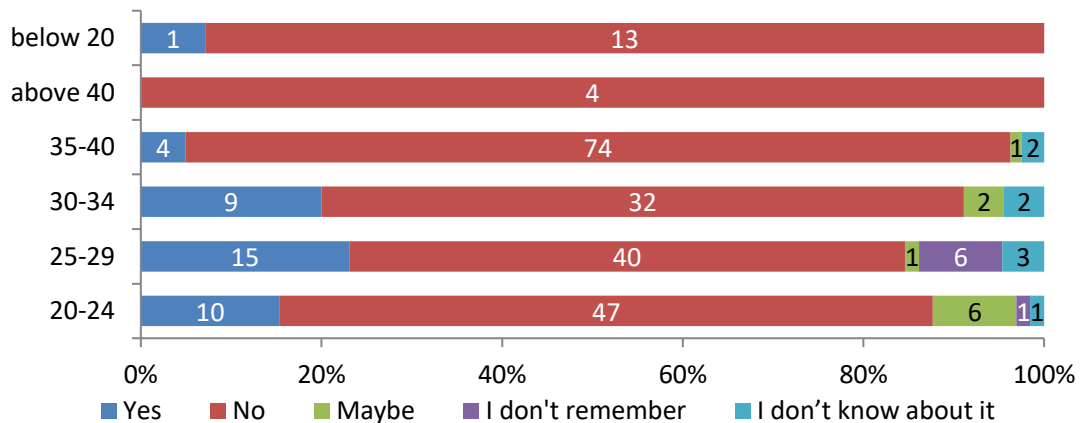
In order to address the ‘what’ research question, a descriptive and cross-tabulation analysis was used (see Figure 5). The analysis showed that individuals indeed rarely visit the spa as only 18.8% of the entire sample agreed to have visited the spa in the last twelve months. A large number of the respondents 69.1% indicated that they hadn’t been to the spa, 3.4% don’t remember and 3.9% don’t know about it. This shows that even though

very few individuals do visit the spa; females (14%) visit the spas more than males (4.8%).



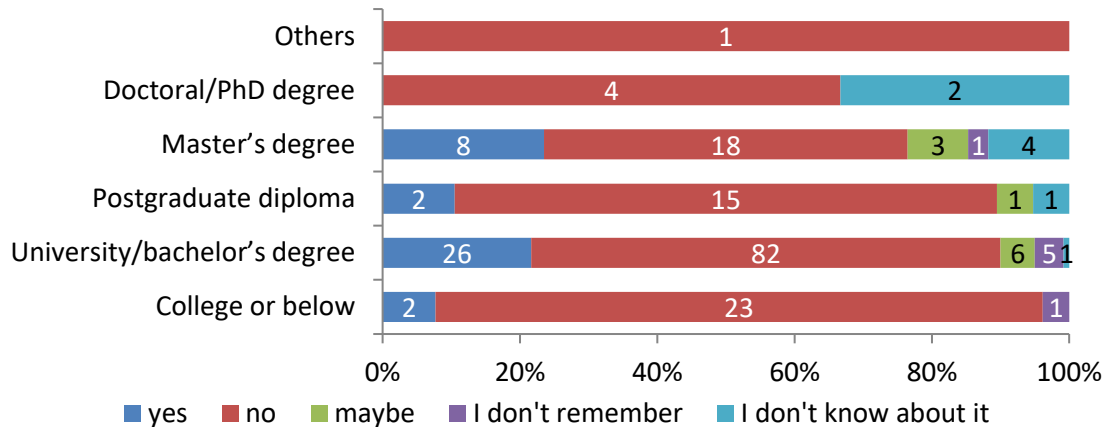
**Figure 5.** Gender response on visit to the Spa. N = 207

Also, the analysis showed (see Figure 6) that the majority of the respondents who indicated to have visited the spa came from the younger generation between ages 20–24, and age 25–29 with 12% responses. The remaining 8% of the responses came between the ages of 30–34 (4.3%), and 35–40 (1.9%), only (0.5%) of the participants below 20 years indicated to have visited the spa. On the other hand, 42% out of the 69.1% who indicated no to the question belong to the younger group between 20–29, and 15.5% of them belong to the group between 30–34. 6.3% of the respondents were people below the age of 20, and the remaining 5.3% were amongst the group of age 35 and above 40.



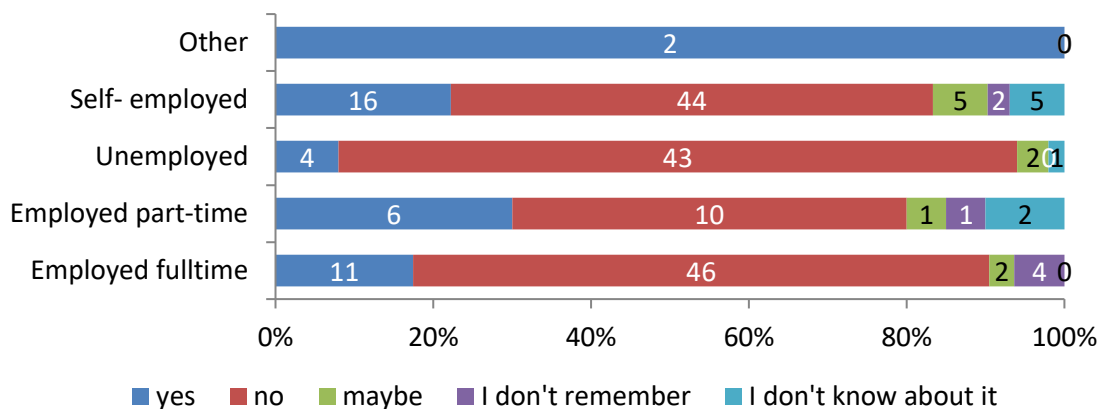
**Figure 6.** Age responses on visit to the spa. N = 207

Education wise (see Figure 7); almost all the participants who agreed to visit the spa in the last 12 months belong to the university/bachelor degree group with 12% responses. The remaining 8% were amongst the other five groups, with the master’s group being the next highest group of 3.9%.



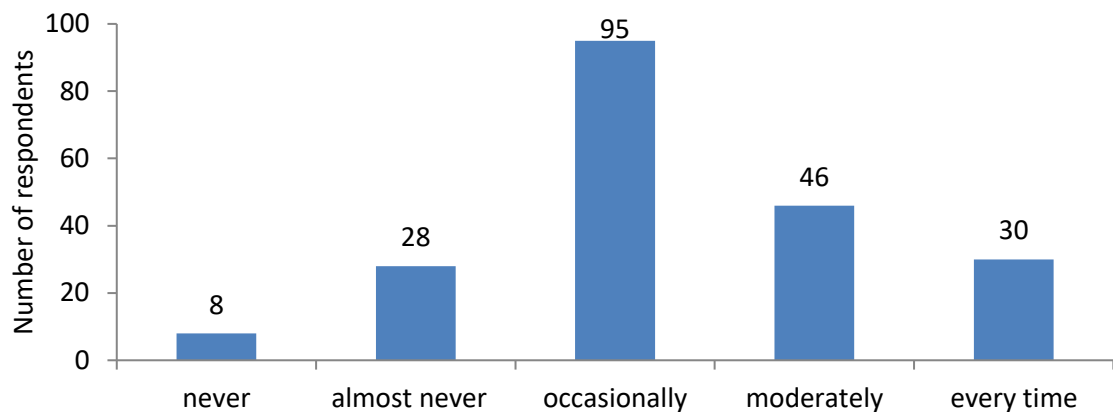
**Figure 7.** Education illustration of responses on visit to the spa, N = 207

The analysis also showed that the majority of participants who haven’t been to the spa in the past 12 months are those employed full-time as they represented the highest (22.2%) of the study sample. The next largest group that specified the same response were those who are self-employed with 21.3%. The unemployed group represented 20.7% of the sample, while 4.8% were those employed part-time (see Figure 8).



**Figure 8.** Employment of respondents on visit to spa. N = 207

Considering the question accessing individual’s interest in spa visits, the analysis (see Figure 9) demonstrated that, although a large number of people have hardly visited the spa, a larger number wishes to, or has a strong willingness to visit the spa. Overall, 45.9%, which is almost half the entire study sample, showed an interest to occasionally visit the spa if given the opportunity.



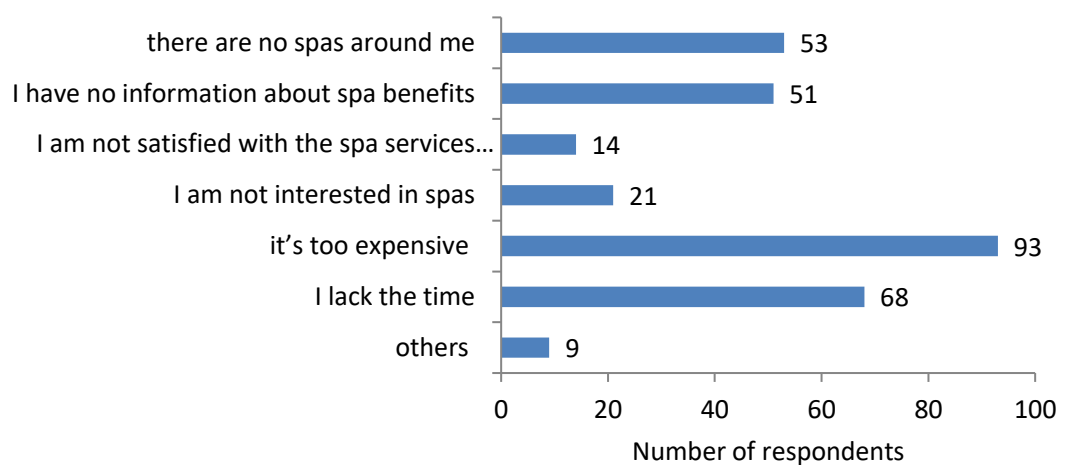
**Figure 9.** Participants’ response on their interest in spa visit, N = 207

Out of the total respondents with an interest (see Figure 9), 31.9% are females and 12.5% are males. Those with gender neutrality represented 1% of the sample. Also, the analysis showed that 22% (of which 17.4% are women and 4.8% are men) of individuals indicated their interest to visit the spa moderately, and the females who agreed to visit every time are 3 times (11.1%) more than the males who are just 3.4%. Only 3.4% (2.4% women and 1% male) in total said they will never visit a spa, and 13% indicated almost never. This analysis shows that people actually have positive interest in spa. The age distribution showed that the young adults are the most interested in spa and health promoting treatments. The age bracket between 20–24, and 25–29, showed the most interest to visit the spa occasionally when opportune. The individuals from age 20–24, showed 15% interest which is similar from those from age 25–29 with 14.4%. 8.2% individuals from 20–24, indicated they will visit moderately while 7.7% from age 25–29 also showed interest to moderately visit the spa for health promoting programmes. 10% from both age groups agreed they will go to the spa every time once given the opportunity. This analysis shows that the younger individuals are most interested in going to the spas and will actually like to go to the spa when they are faced with the chance. The overall number of

participants who desired to visit the spa on an occasional, moderate, and frequent basis are more than half (82.6%) of the study sample; only 17.4% among the entire participants showed that they (never and almost never) have no interest in visiting the spa. Educationally, the analysis showed that participants with a university bachelor's degree indicated the highest level of interest for occasional spa visits with 25.6%. 15% indicated they would visit moderately and 7.7% agreed they would visit every time. The master's degree participants are the next with the highest degree of interest, 14% showed interest, and only 2.4% of the respondents with master's degree indicated a total lack of interest. Participants with college and below college certificate showed 11.1% interest all together and only 1.4% said they aren't interested. Majority of individuals from the post graduate group also preferred to visit than those who lacked the interest (see Figure 9). This tabulation shows that in general, participants appreciate the idea of visiting the spas for health promoting treatments and programmes, especially the young adults. Even the teenagers below 20 seem to have an interest which is a good indication, since it is important to understand and engage in these practices from a younger age, in order to maintain the physical and mental health throughout an individual's lifetime. The cross tabulation also showed that in terms of employment, participants who are self-employed and employed full-time have the most interest in visiting the spa. For the self-employed individuals, 31% showed an interest to visit the spa, and only 4% from this group indicated a lack of interest in spa visits. Amongst those who are employed full-time, 19% showed a positive interest, while only 5.8% seemed to have no interest. The unemployed also showed a good interest for spa visits with 8.8%, while 5.3% showed a lack of interest. For those with a part-time group, those with positive interest are also three times more than those with lack of interest.

Regarding the question about reasons why individuals don't go to spas (see Figure 10), the majority of the study sample (44.9%) specified that it is too expensive and this option shows to be the most important reason why people hardly visit the spas in Nigeria as it was the most selected option. The next most selected option was 'lack of time' with 32.9% of individuals agreeing to this option. 25.6% selected the option 'no spas around me', while 24.6% specified not having proper information about spa benefits. Only 10% out of the entire participants selected that they had no interest in spas, which means the remaining 89.9% of participants have an interest in spas and spa benefits. About spa

services offered, just 6.7% of participants indicated not being satisfied with services offered at the spa, which means that service satisfaction and lack of interest aren't the main reasons for individual's lack of visits or patronage of spas and spa services in Nigeria. Also, the majority of individuals who selected lack of time are mostly from those who are employed full-time, followed by those who are self-employed. The same group also are the highest amongst those who selected 'too expensive' as the main reason. Therefore, if the individuals employed full-time and those in the self-employed group find it expensive to visit the spa, price then is indeed a major factor for lack of patronage.

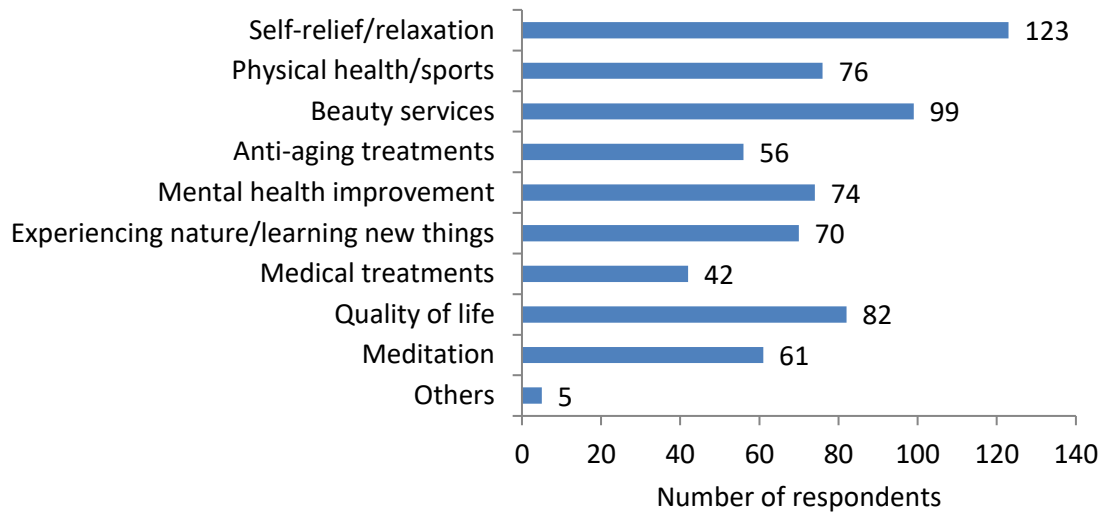


**Figure 10.** Participants' response on why they don't visit the spa, N= 207

With respect to the question about their motivation towards visiting a spa (see Figure 11), 42% of females selected self-relaxation as one of the motivating factors of visiting a spa, the males who selected the same option represented 15.5% of the study group. This is to say that self-relaxation is a major important factor as all genders who selected the same option were over half of the entire study sample.

The option about physical health and sport (see Figure 11), showed that the males are very much interested in physical health and sport because out of the 27.5% of males who participated in the study, 11.1% (which is almost half of the entire male) selected physical health and sport as a motivating factor for spa visits. Only 24.6% of females selected physical health and sport out of 70% of the entire females in the study sample, this goes to show that the males are more interested in physical health and sport as compared to the females. On the other hand, more females (44%) picked beauty services as one of the

important factors of motivation. Only 3.3% of males selected beauty services. This shows that ‘beauty services’ is a very important factor of motivation for females because it also happens to be the most selected option from the entire options provided.



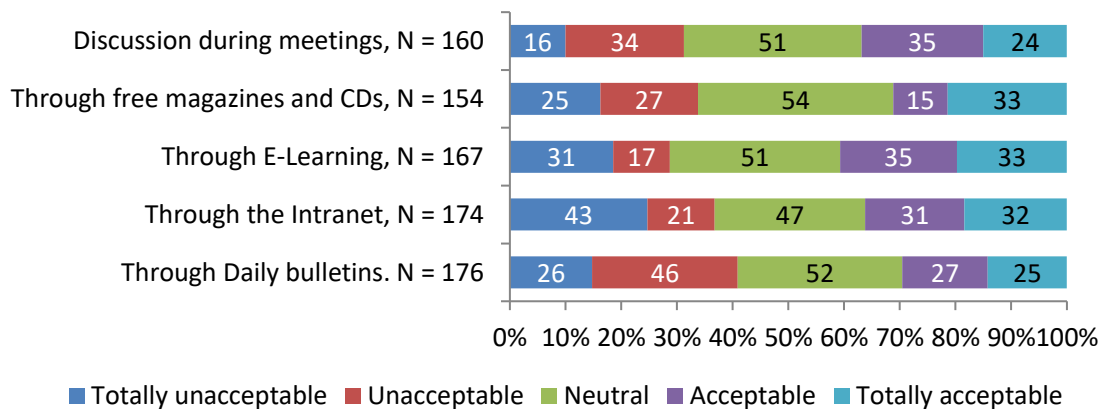
**Figure 11.** Participant’s response on spa motivation, N = 207

For the anti-aging treatment (see Figure 11), the females who selected this option were 10 times more (23.2%) than the males (3.9%). This also shows that the females have more interest in anti-aging treatments than the males (see Figure 11). The analysis also showed that anti-aging is very important because it happens to be one of the most selected options. The females also showed more interest in mental health improvement as a motivating factor, although the total number of participants who did not select this option is almost two times more (64.3%) than the participants (35.7%) who selected mental health improvement as a motivating factor. All the genders showed an interest in experiencing nature/learning things as a motivating factor. Including those who preferred to be gender neutral and those who preferred not to specify their genders in total, 33.8% of participants selected the option. As for the option of medical treatment, the genders who selected it as a factor of motivation were relatively low. In total, only 20.3% of the entire study samples selected this option. Those who selected quality of life were 29.1% with females representing twice the number. 29.5% participants selected meditation as a motivation to visit the spa, of which 22.2% are females and 7.2% are males, 2.9% selected others and mentioned improved sleep quality, improved self-esteem and confidence, pain management, detox and weight reduction as other motivating factors.



The analysis also showed that participants of the entire age bracket are motivated by self-relaxation, especially the younger adults. In general, all the age groups showed significant interest in self-relaxation. For physical health and sport participants from age 20–24 and 25–29 showed the most interest compared to those from other age groups. The same age group also showed the most interest for beauty services and anti-aging treatments, although those from 25–29 years showed the highest interest in anti-aging treatments. For the option of ‘quality of life’, the participants from 30–34 years showed a significant interest compared to other options. Educationally, participants with university/bachelor’s degree selected the option of quality of life the most, followed by those with master’s degree. In terms of employment, the group employed full-time and those in the self-employed group selected self-relaxation the most, followed by the unemployed and then those with part-time employment. On the other hand, the self-employed selected physical health/sports the most. Concerning the option of mental health improvement, those who are self-employed, employed full-time and unemployed selected the option the most. Participants employed part-time didn’t show much interest in this option.

The question about participants' interest to have increased access to wellness information (see Figure 12) revealed that most respondents don’t mind receiving more information about wellness.



**Figure 12.** Increased access to wellness information

Most of the participants (30.2%) were neutral about gaining information through daily bulletins (see Figure 12). 30.2% of participants also selected ‘acceptable and totally acceptable’ of which each group maintained a similar number of responses. In total 60.4%

showed an interest in information through daily bulletin. In general, the tabulation showed that more females (37.7%) preferred to get wellness information through E-books/learning. 35.5% were indifferent about it, meaning they wouldn't mind receiving wellness information through E-learning. Most of the respondents who agreed to receive this information through E-learning also fall between the age groups of younger adults with university/bachelor's degree, mostly self-employed, employed full-time and unemployed. In total 59.6% respondents preferred E-learning as a means of gaining wellness information, which makes it the most preferred option.

## **2.6. Discussion and Recommendation**

This study demonstrates the influence of wellness treatments on the physical and mental health of individuals, and participants' interest in visits to spas for health promoting programs. The Mixed study with a representative sample of Nigerian population showed that females are more inclined to visit the spa or engage in wellness activities as they showed the most interest in wellness treatments and spa visits. The entire interview participants were females, majority of the survey respondents were aged 20–34, educated with a university or bachelor's degree, and this shows that the youth have the most interest in spa and health promoting programs which on a positive note is considered really good since the youths are now becoming more aware and understands the importance of spa visits.

According to the qualitative study findings, mental health is a common case which could occur at any point of a person's life (Lin, 2015, p. 12). The study findings also revealed that physical and mental health is connected, and it is wrong for individuals to separate them (NHS England, 2014, p. 6; Ohrnberger et al., 2017, p. 42). The qualitative interviews demonstrated that positive thinking, socialising with relatives and friends, and asking for help when in need is highly beneficial and important in improving the level of physical and mental health of people, just as found by Sim et al. (2016, p. 8). The qualitative interviews also revealed that staying in good physical health requires engaging in active physical activities such as taking regular exercises, walking, maintaining a healthy diet, staying hydrated and staying away from substance abuse (Melnyk & Neale, 2018. p. 10; Stănescu & Vasile, 2014, p. 923).

The qualitative findings demonstrated that wellness treatments cannot be ignored, as it is highly significant in improving the physical and mental health status of people and could also increase longevity. The study also revealed that to be in a positive state of mind, individuals need to feel good about them, and do things that make them happy. Self-administered or personalised wellness treatments and activities were also found to be highly beneficial and essential especially in situations where sudden events may occur which may lead to self-isolation or social distancing just like the Covid-19. However, individuals need to be well-informed and understand the techniques required before conducting or engaging in any form of self-administered wellness treatments (Toomela, 2014, p. 61). In other words, it is always advisable to seek the directions or instruction of a coach or trainer, before engaging in any form of personalized treatments. Massage was found to have several healing and benefiting factors, it was also found to enhance quality of sleep and physical and mental health of individuals just as discovered by (Cohen, 2008, p. 20). Also foot massage was found to be relaxing to the body and mind as the feet connect with the entire body (Karnik & Borker, 2013, p. 9). Yoga and meditation was found to be very relaxing and calming to the soul, it was also mentioned as important for physical and mental health promotion (Puyat et al. 2020, p. 15)

According to the study findings, the majority of the participants showed to be in very healthy physical health, only very few participants demonstrated to be in a bad or poor physical state. However, the number of people with poor mental health increased compared to the responses from physical health status. This means that the issues of physical and mental health are indeed common, and nations need to put more effort regarding this matter Lin (2015, p. 9). The findings also proved that the majority of individuals are well aware of the health benefits of maintaining a good nutrition and regular exercise; however, in most cases it is simply the difficulty in making the right decision or taking a step towards health maintenance. Even though people know what is good for them and aware of different measures or approaches to wellness, they mostly don't make the choice, and even the few that do, tend to fall back or backslide in their quest for a healthy life (Stoewen, 2017, p. 861).

The research survey found that in Nigeria, employment proves to have a major significant effective on physical and mental health, this is similar to Bell et al. (2019, p. 7) study that

showed no association between physical activity and mental health, likewise, the present study found no significant connection between wellness treatments and physical/mental health. This could be as a result of the low uptake of wellness programs and spa visits in the region, and the fact that the country is underdeveloped and has limited spas. Meanwhile, the qualitative findings suggest that increasing the uptake of wellness treatments and visits to spa may have great potential to reduce the risk of mental health disorders such as depression and other emotional problems.

The findings however, revealed that employment has a major significant connection and effect on physical and mental health of individuals. Employment status has a major role to play as the state of unemployment can be considered the origin of financial difficulty, pressure and mental challenges (Frasquilho, de Matos et al., 2016, p. 483). Most participants revealed that the price of visiting a spa is too expensive; price has to do with finance which in line is connected to employment. This shows that the uptake of spa programmes is solely dependent on an individual's employment status or income. Which means that the rich individuals just as found by Itharat et al. (2017, p. 88) are most capable to afford high quality health care and wellness services that can increase their lifespan.

The survey also found that participants indeed rarely visit the spa, which is majorly as a result of financial incapability, as majority of the participants indicated that they hardly visit the spa because it's too expensive. Moreover, qualitative findings equally showed that finance is a major factor of physical and mental health and could also serve as a barrier for regular spa visits. Besides, the survey also demonstrated that a large number of the respondents were unemployed at the time the survey was carried out.

Even though several of the participants have never been to the spa, the research survey described that numerous of the respondents have a strong interest in having a spa experience. This means that the interest to visit a spa in Nigeria is on the rise. There only happens to be some existing barriers and hindrances which need to be meticulously looked upon and combatted. Also, some of the respondents revealed they lack the time to engage in spa activities, this means that the individuals in Nigeria are very happy if they are opportune to go to the spa; however, they just are unable to do so due to various reasons.

The findings also showed that a good number of the respondents are quite aware and understand the uses and benefits of spa services, contrary to the information received from the qualitative interview. Therefore, spa managers need not emphasise only on unawareness, but rather focus their attention and energy on the core factors such as; pricing, time, and proximity hindering the individuals from visiting the spa. The findings also revealed that most of the spa visitors are educated; this could mean that the spa visitors are those who have some kind of information or are well-informed about the benefits of spa services to the physical and mental health.

Most of the survey participants in their response on motivation towards spa visits revealed that self-relaxation, physical health/sports, mental health improvement, beauty services and anti-aging treatments were their greatest motivation toward spa visits. Females showed the most interest in beauty services and anti-aging treatments, while males showed major interest in physical health/ sports. However, both genders showed the highest interest in self-relaxation, mental health improvement and quality of life.

The overall study suggests that various wellness treatments, habits, and lifestyle should be adopted and promoted, considering their link with physical and mental health improvement (Sim et al., 2016, p. 8). Since the issue of physical and mental health is very important and cannot be overruled, it is essential for all hands to be on deck globally in order to manage this subject.

## **CONCLUSION**

The current study on the effect of wellness treatments on the physical and mental health of individuals finally draws to a conclusion. The study adopts a mixed study approach to gain strong points from both perspectives. The quantitative part of the study addressed the ‘what’ research question while the qualitative part addressed the ‘how’ research questions. In order to attain the thesis goal, the researcher reviewed over eighty literature on similar studies by other authors. The literature was based on physical and mental determinants, improvements and relationships. Some other literature was based on a holistic approach to physical and mental health, wellness/spa services, and global spa industries. Also, the study adopted a convenience non-random sampling method to collect the quantitative data and a snowball sampling method for the qualitative data method. A triangulation approach was adopted for the mixed study in order to confirm specific facts from both the survey respondents and the interview participants.

In response to the research question about how wellness treatment can help maintain physical and mental health, the qualitative interviews with the spa managers was used. Engaging in regular exercise, walking, laughing, dancing, and aerobics were mostly mentioned by the interview participants as a way to maintain the physical and mental health and were also found to be very effective in improving the physical and mental health of people. The interview findings also revealed that some simple things like opening the windows and taking in fresh air, practicing yoga and engaging in relaxing practices are very important ways which wellness treatments and activities can improve the physical and mental health.

In response to the research question about the main reasons why individuals seldom visit the spa, individuals mentioned cost, lack of time, proximity, and inexperience as the major reason. Quality of spa services was a minor reason considering the low level of individuals’ who selected it. Both studies agreed on one specific reason for little or no spa visits which proved to be finance. Meanwhile, from the qualitative point of view,

unawareness of spa benefits, proximity and poor understanding contributes to the low uptake of spa programmes by the individuals.

This study further described the participants' perception and experiences toward spa visits, and the need to improve the physical and mental status by maintaining a healthy daily routine. Most of the survey participants have never been to the spa but showed a very high level of interest. Most of the survey respondents also were unemployed at the period of the survey. Nigerians welcome the idea of spas and wellness treatments; they also showed an interest in physical and mental health improvement, therefore the study proves a point about the positive interest of the people in health promoting activities.

The study increased knowledge on the major specific influencing factor of physical and mental health, which happens to be the employment status of the people. It means that the employment status of the people is very important to them and could have a positive or negative impact on their physical or mental health.

From the study findings, it could be concluded that the employment status of the individuals is also a determining factor for individuals' uptake of wellness or spa services in Nigeria. It may not necessarily be the fact that the spa services are expensive, it could also be as a result of the poor economic situation of the country. Even for those who are employed, the level of their income will also be a factor to consider towards the uptake of wellness and spa programs. Therefore, the uptake of wellness treatments is very essential in improving the life quality and the physical and mental health of individuals, nevertheless, the spa operators and managers have a duty to be conscious of the financial situation of the individuals.

In order to fulfil the study goal, the following suggestions are recommended to the wellness and spa centres:

- The wellness/ spa operators could motivate the individuals to visit the spa regularly by presenting special offers and promotional activities to the individuals.
- Proximity was also majorly mentioned as a barrier, which was also revealed in the qualitative interview. Measures can be taken to establish spas in the resident area; spa managers may take note of location when establishing a spa, especially some kinds of spa like day spas.

- Quality of services may be improved, since it was even mentioned as a reason, and some specific wellness services such as beauty services, anti-aging treatments and physical health/sport programs should not be overlooked. They may be made available in spas since this happens to be some of the motivating factors towards spa visits.
- There's a need to continuously educate the individuals on the importance of wellness treatments and how it can improve individuals physical and mental health. Publicity and awareness should be improved on the subject matter, since inexperience and obliviousness appeared to be a reason for lack of patronage.

Certain limitations should be taken into consideration when interpreting the study result. First, there were no specific analyses between participants who have ever visited the spa and those who have never visited, the current study didn't explore the spa benefits or influence from participants who have previously visited the spa. Also, for the qualitative part of the study, only 10 participants were contacted through a telephonic interview, which may have limited the appraisal of the responses. Therefore, further studies with more certified techniques are required to confirm these findings.

Despite the limitations of the research, the study provides new knowledge and perception about employment and how it affects the physical and mental health of individuals in Nigeria, and how it serves as a merit or demerit towards the uptake of wellness programs. It also has a role to play towards how individuals in Nigeria view the spa, and how they engage in health promoting activities.



## REFERENCES

- Alhojailan, M. I. (2012). Thematic Analysis: A Critical Review of Its Process and Evaluation. *West East Journal of Social Sciences*, 1(1), 39–47. [https://fac.ksu.edu.sa/sites/default/files/ta\\_thematic\\_analysis\\_dr\\_mohammed\\_alhojailan.pdf](https://fac.ksu.edu.sa/sites/default/files/ta_thematic_analysis_dr_mohammed_alhojailan.pdf)
- Allen, J., Balfour, R., Bell, R., & Marmot, M. (2014). *Social determinants of mental health*. World Health Organization, and Calouste Gulbenkian Foundation. [https://www.who.int/mental\\_health/publications/gulbenkian\\_paper\\_social\\_determinants\\_of\\_mental\\_health/en/](https://www.who.int/mental_health/publications/gulbenkian_paper_social_determinants_of_mental_health/en/)
- Almeida, F. (2018). Strategies to perform a mixed methods study. *European Journal of Education Studies*, 5(1), 137–150. <https://doi.org/10.5281/zenodo.1406214>
- Alphonsa, K. K., Jaleel, A. A., Vijayaraghavan, R., & Kumar, S. S. (2018). Effectiveness of relaxation therapy on psychological variables among the elderly in old-age homes – A pilot study. *National Journal of Physiology, Pharmacology and Pharmacology*, 8(6), 907–911. <http://dx.doi.org/10.5455/njppp.2018.8.0206115022018>
- Arday, J. (2018). Understanding Mental Health: What Are the Issues for Black and Ethnic Minority Students at University? *Social Sciences*, 7(10), Article 196; <https://doi.org/10.3390/socsci7100196>
- Bell, S. L., Audrey, S., Gunnell, D., Cooper, A., & Campbell, R. (2019). The relationship between physical activity, mental wellbeing and symptoms of mental health disorder in adolescents: a cohort study. *International Journal of Behavioural Nutrition and Physical Activity*, 16, Article 138. <https://doi.org/10.1186/s12966-019-0901-7>
- Bodeker, G. (2018a). Global trends in spa and mental wellness. In G. Bodeker (Ed.), *Mental Wellness: Pathways, Evidence and Horizons* (pp. 93–97). Global Wellness Institute. <https://globalwellnessinstitute.org/wp-content/uploads/2018/10/GWI-MWI-WhitePaper2018.pdf>

- Bodeker, G. (2018b). Movement. In G. Bodeker (Ed.), *Mental Wellness: Pathways, Evidence and Horizons* (pp. 60–69). Global Wellness Institute. <https://globalwellnessinstitute.org/wp-content/uploads/2018/10/GWI-MWI-WhitePaper2018.pdf>
- Bodeker, G. (2018c). Rest. In G. Bodeker (Ed.), *Mental Wellness: Pathways, Evidence and Horizons* (pp. 42–46). Global Wellness Institute. <https://globalwellnessinstitute.org/wp-content/uploads/2018/10/GWI-MWI-WhitePaper2018.pdf>
- Bodeker, G. (2018d). The arts. In G. Bodeker (Ed.), *Mental Wellness: Pathways, Evidence and Horizons* (pp. 69–75). Global Wellness Institute. <https://globalwellnessinstitute.org/wp-content/uploads/2018/10/GWI-MWI-WhitePaper2018.pdf>
- Chan, R. (2015). A case study on depression episodes in perfectionistic students, In *Mental Health: MonWHO Theme Guide* (pp. 16–18). MonWHO.
- Edwards, M. K., & Loprinzi, P. D. (2017). Experimentally increasing sedentary behavior results in decreased life satisfaction. *Health Promotion Perspectives*, 7(2), 88–94. <https://doi.org/10.15171/hpp.2017.16>
- El Ansari, W., Stock, C., the UK Student Health Group: Snelgrove, S., Hu, X., Parke, S., Davies, S., John, J., Adetunji, H., Stoate, M., Deeny, P., Phillips, C., & Mabhala A. (2011). Feeling Healthy? A Survey of Physical and Psychological Wellbeing of Students from Seven Universities in the UK. *International Journal of Environmental Research and Public Health*, 8(5), 1308–1323. <https://doi.org/10.3390/ijerph8051308>
- Eylem, O., de Wit, L., van Straten, A., Steubl, L., Melissourgaki, M., Topgüloğlu Danışman, G., de Vries, R., Kerkhof, A. J. F. M., Bhui, K., & Cuijpers, P. (2020). Stigma for common mental disorders in racial minorities and majorities a systematic review and meta-analysis. *BMC Public Health*, 20, Article 879. <https://doi.org/10.1186/s12889-020-08964-3>
- Fiedorowicz, J., Giblin, J., Miene, V., Osinuga, A., Peek-Asa, C., Switzer, S., Wiley, J., Wright, B. (2019). *Mental health and wellness in Nigeria*. The University of Iowa. [https://www.public-health.uiowa.edu/wp-content/uploads/2019/03/Final-Case-\\_for-web-1.pdf](https://www.public-health.uiowa.edu/wp-content/uploads/2019/03/Final-Case-_for-web-1.pdf)

- Firth, J., Rosenbaum, S., Stubbs, B., Gorczynski, P., Yung, A. R., & Vancampfort, D., (2016). Motivating factors and barriers towards exercise in severe mental illness: a systematic review and meta-analysis *Psychological Medicine*, 46(14), 2869–2881. <https://doi.org/10.1017/S0033291716001732>
- Foster, L. T., Keller, C. P., McKee, B., & Ostry, A. (2011). *British Columbia Atlas of Wellness* (2<sup>nd</sup> ed.). Western Geographical Press.
- Frasquilho, D., de Matos, M. G., Santos, T., Gaspar, T., & Caldas-de-Almeida, J. M. (2016). Unemployment as a source of mental distress to individuals and their family: Unemployed parents' perceptions during the economic recession. *International Journal of Social Psychiatry*, 62(5), 477–486. <https://doi.org/10.1177/0020764016650469>
- Frasquilho, D., Salonna, F., Gaspar de Matos, M., Guerreiro, F. D., Storti, C. C., Gaspar, T., & Caldas-de-Almeida, J. M. (2016). Mental health outcomes in times of economic recession: a systematic literature review. *BMC Public Health*, 16(1), Article 115. <https://doi.org/10.1186/s12889-016-2720-y>
- Galea, S., Merchant, M. R., & Lurie, N. (2020). The mental health consequences of COVID-19 and physical distancing: The need for prevention and early intervention. *JAMA Internal Medicine*, 180(6), 817–818. <https://doi.org/10.1001/jamainternmed.2020.1562>
- Hempel, R. (2015). Postpartum Depression (PPD) in Immigrant & Refugee Women (in Canada). In *Mental Health: MonWHO Theme Guide* (pp. 16–18). MonWHO.
- Hettler, B. (1976). *The Six Dimensions of Wellness Model*. National Wellness Institute. <https://cdn.ymaws.com/members.nationalwellness.org/resource/resmgr/pdfs/sixdimensionsfactsheet.pdf>
- Israel, G. (2012). Determining sample size. *PEOD6*. Agricultural Education and Communication Department, Florida Cooperative Extension Service, Institute of Food and Agricultural Sciences, University of Florida.
- Itharat, A., Takahashi, T., Singh, R. G., Singh, R. B., Krisentu, K., Lobenberg, R., Noguchi, H., Jantan, I., Istvan, T. G., Wilson, D. W., Shastun, S., Buttar, H. S., Elkilany, G., Hristova, K., Cornélissen, G., Hussain, L., Sulaeman, A., Singh, M., & Srivastav, R. K. (2017). Holistic Approaches for Health Education and Health Promotion. *World Heart Journal*, 9(1), 81–96.

- Kale, J. J. (2015). *Personal Retreats for Rejuvenation and Awakening the Soul*. American College of Healthcare Sciences.
- Karnik, S., & Borkar, S. (2013). Spa relaxing therapies and its importance. *International Journal of Bio-Technology and Research (IJBTR)*, 3(2), 7–12. <http://www.tjprc.org/publishpapers/--1364014967-2.SPA%20%20Relaxing.full.pdf>
- Kheirandish, A., Hosseinian, S., Kheirandish, E., & Ahmadi, S. (2015). Effectiveness of laughter yoga on stress (subscales of stress, the frustration and aggressiveness) and depression patients with multiple sclerosis (MS). *Indian Journal of Fundamental and Applied Life Sciences*, 5(S4), 1483–1492.
- Kiger, M. E., & Varpio, L. (2020). Thematic analysis of qualitative data: AMEE Guide No. 131, *Medical Teacher*, 42(8), 846–854. <https://doi.org/10.1080/0142159X.2020.1755030>
- Kjellgren, A., & Anderson, M. (2015) Relaxation and Wellness through Yoga Practice. *Journal of Yoga & Physical therapy*, 5(4), 1–2. <https://doi.org/10.4172/2157-7595.1000219>
- Kothari, C. R. (2004). *Research Methodology: methods and techniques* (2nd Rev. ed). New Age International (Pvt) Limited, Publishers.
- Kwiatkowski, F., Mouret-Reynier, M. A., Duclos, M., Leger-Enreille, A., Bridon, F., Hahn, T., Van Praagh-Doreau, I., Travade, A., Gironde, M., Bézy, O., Lecadet, J., Vasson, M. P., Jouveny, S., Cardinaud, S., Roques, C. F., & Bignon, Y.-J. (2013). Long term improved quality of life by a 2-week group physical and educational intervention shortly after breast cancer chemotherapy completion. Results of the ‘Programme of Accompanying women after breast Cancer treatment completion in Thermal resorts’ (PACThe) randomised clinical trial of 251 patients. *European Journal of Cancer*, 49(7), 1530–1538. <https://doi.org/10.1016/j.ejca.2012.12.021>
- Lin, Y., H. (2015). Mental Health throughout the Stages of Life. In *Mental Health: MonWHO Theme Guide* (pp. 9–13) chapter I. MonWHO.
- Macdonald, S., & Headlam, N. (2008). *Research methods handbook: introductory guide to research methods for social research*. Centre for Local Economic Strategies.

- Mack, N., Woodson, C., Macqueen, K., Guest, G., & Namey, E. (2005). *Qualitative Research Methods: A Data Collector's Field Guide*. Family Health International.
- Majid, U. (2018). Research Fundamentals: Study Design, Population, and Sample Size. *URNST Journal*, 2(1), 1–7. <https://doi.org/10.26685/urnst.16>
- McCloughen, A., Foster, K., Kerley, D., Delgado, C., & Turnell, A. (2016). Physical health and well-being: Experiences and perspectives of young adult mental health consumers. *International Journal of Mental Health Nursing*, 25(4), 299–307. <https://doi.org/10.1111/inm.12189>
- Melnyk, B. M., & Neale, S. (2018). 9 dimensions of wellness. *American Nurse Today*, 13(1), 10–11. <https://www.myamericannurse.com/wp-content/uploads/2018/01/ant1-Wellness-1218.pdf>
- Miller, G., & Foster, L. T. (2010). A brief summary of holistic wellness literature. *Journal of Holistic Healthcare*, 7(1), 4–8. [https://bhma.org/wp-content/uploads/2017/07/JHH7.1\\_article1\\_.pdf](https://bhma.org/wp-content/uploads/2017/07/JHH7.1_article1_.pdf)
- Namazi Nia, M., Mohajer, S., Ghahramanzadeh, M., & Mazlom, S. R. (2019) Effect of laughter yoga on mental well-being of cancer patients undergoing chemotherapy. *Evidence Based Care*, 9(3), 7–14. <https://doi.org/10.22038/ebcj.2019.39928.2050>
- Nayak, J. K., & Singh, P. (2016). *Fundamentals of Research Methodology Problems and Prospects*. SSDN Publishers and Distributors.
- Ndung'u, R. G. (2015). *Determining factors influencing uptake of wellness programmes at Safaricom Limited, Kenya* [Master's thesis, University of Nairobi]. DSpace. <http://erepository.uonbi.ac.ke/handle/11295/92851>
- Ohrnberger, J., Fichera, E., & Sutton, M. (2017). The relationship between physical and mental health: A meditation analysis. *Social Science & Medicine*, 195, 42–49. <https://doi.org/10.1016/j.socscimed.2017.11.008>
- 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>
- Ormel, J., Kessler, R. C., & Schoevers, R. (2019). Depression: more treatment but no drop in prevalence: how effective is treatment? And can we do better? *Current*

*Opinion in Psychiatry*, 32(4), 348–354.  
<https://doi.org/10.1097/YCO.0000000000000505>

- Owolabi, A. A. (2017). Increasing population, urbanization and climatic factors in Lagos State, Nigeria: The nexus and implications on water demand and supply. *Journal of Global Initiatives: Policy, Pedagogy, Perspective*, 11(2), Article 6. <https://digitalcommons.kennesaw.edu/cgi/viewcontent.cgi?article=1206&context=jgi>
- Perkins, R., Ascenso, S., Atkins, L., Fancourt, D., & Williamon, A., (2016). Making music for mental health: How group drumming mediates recovery. *Psychology of Well-Being*, 6(1), Article 11. <https://doi.org/10.1186/s13612-016-0048-0>
- Printz-Markó, E., & Horváth, Z. I. (2017). Applicability of American wellness research methods in case of Central European countries. *DIEM: Dubrovnik International Economic Meeting*, 3(1), 825–842. <https://hrcak.srce.hr/187433>
- Puyat, J. H., Ahmad, H., Avina-Galindo, A. M., Kazanjian, A., Gupta, A., Ellis, U., Ashe, M. C., Vila-Rodriguez, F., Halli, P., Salmon, A., Vigo, D., Almeida, A., De Bono, C. E. (2020). A rapid review of home-based activities that can promote mental wellness during the COVID-19 pandemic. *PLoS ONE*, 15(12), Article e0243125. <https://doi.org/10.1371/journal.pone.0243125>
- Rosenbaum, S., Stubbs, B., Schuch, F., & Vancampfort, D. (2018). Exercise and Posttraumatic Stress Disorder. In: R. Fuchs & M. Gerber (Eds.), *Handbuch Stressregulation und Sport* (pp. 375–387). Springer [https://doi.org/10.1007/978-3-662-49411-0\\_16-1](https://doi.org/10.1007/978-3-662-49411-0_16-1)
- Sainju, N. K. (2018). Holistic approach to health. *Journal of Kathmandu Medical College*, 7(1), 1–3. <https://doi.org/10.3126/jkmc.v7i1.20620>
- Schuch, F., Vancampfort, D., Firth, J., Rosenbaum, S., Ward, P., Reichert, T., Bagatini, N. C., Bgeginski, R., & Stubbs, B. (2017). Physical activity and sedentary behavior in people with major depressive disorder: A systematic review and meta-analysis. *Journal of Affective Disorders* 10, 139–150. <https://doi.org/10.1016/j.jad.2016.10.050>
- Sileyew, K. J. (2020). Research Design and Methodology. In E. Abu-Taieh, A. El Mouatasim & I. H. Al Hadid (Eds.), *Cyberspace* (pp. 27–38). Intechopen. <http://dx.doi.org/10.5772/intechopen.85731>

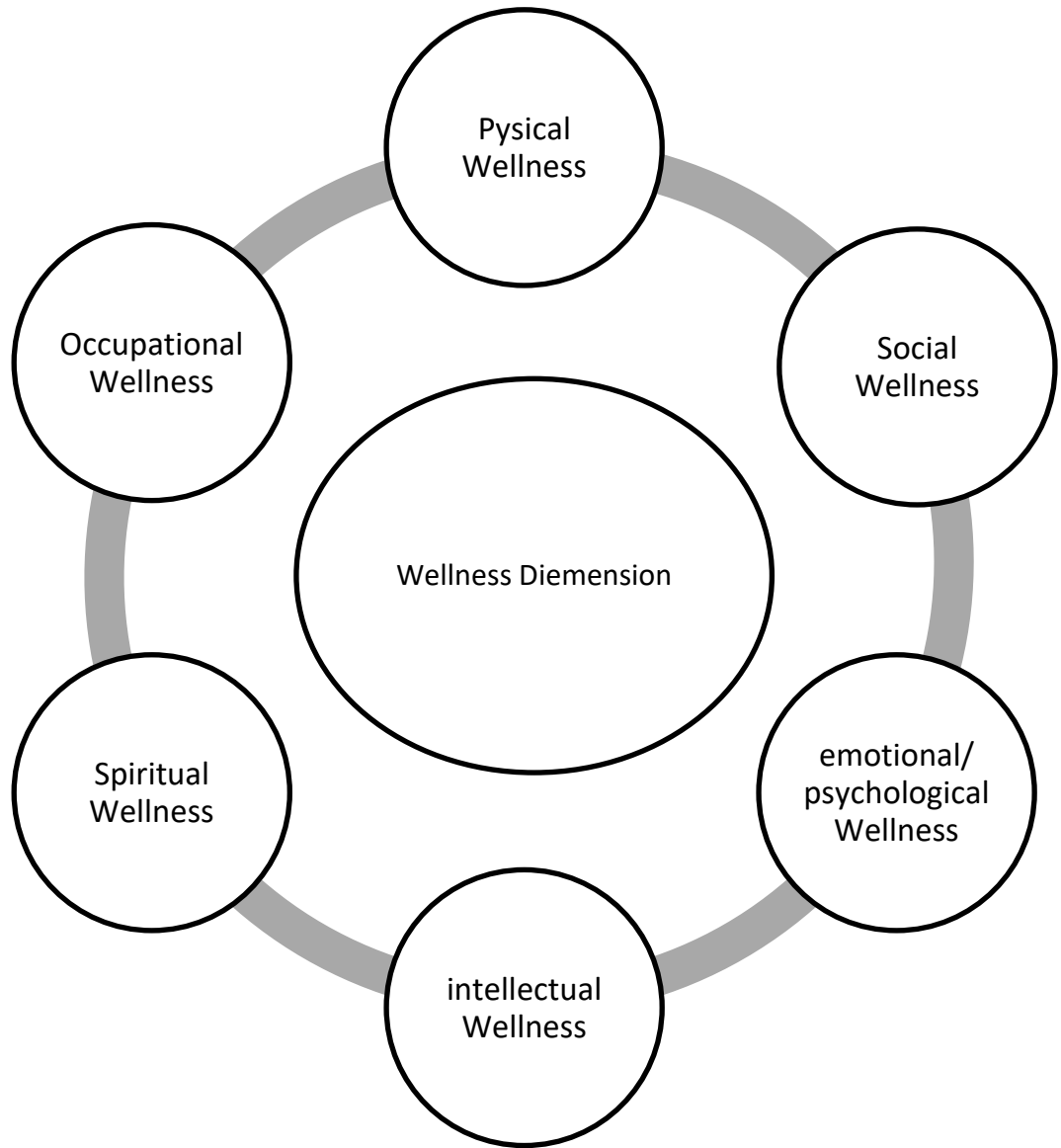
- Sim, J. A., Kim, J. W., & Yun, Y. H. (2016). Holistic Approach to Health Behaviors and Health Status and their Association in the General Korean Population. *Annals of Psychiatry and Mental Health*, 4(3), Article 1068. <https://www.jscimedcentral.com/Psychiatry/psychiatry-4-1068.pdf>
- Singh, A. P. (2014). A Review on Research Design and Its Important parameters. *International Journal of Advance Research in Science and Engineering*, 3(7), 319–324. [http://www.ijarse.com/images/fullpdf/1406818215\\_37\\_A\\_REVIEW\\_ON\\_RESEARCH\\_DESIGN\\_AND\\_ITS\\_IMPORTANTPARAMETERS.pdf](http://www.ijarse.com/images/fullpdf/1406818215_37_A_REVIEW_ON_RESEARCH_DESIGN_AND_ITS_IMPORTANTPARAMETERS.pdf)
- Stănescu, M., & Vasile, L. (2014). Using Physical Exercises to Improve Mental Health. *Procedia – Social and Behavioral Sciences*, 149, 921–926. <https://doi.org/10.1016/j.sbspro.2014.08.289>
- Stoewen, D. L. (2017). Dimensions of wellness: Change your habits, change your life. *The Canadian Veterinary Journal. La Revue Veterinaire Canadienne*, 58(8), 861–862.
- Stubbs, A., Koyanagi, B., Hallgren, M., Firth, M., Richards, J., Schuch, F., Rosenbaum, S., Mugisha, J., Veronese, N., Lahti, J., & Vancampfort, D. (2017). Physical activity and anxiety: A perspective from the World Health Survey. *Journal of Affective Disorders*, 208, 545–552. <https://doi.org/10.1016/j.jad.2016.10.028>
- Swarbrick, M., & Yudof, J. (2017). *Wellness in the 8 Dimensions*. Collaborative Support Programs of New Jersey, Inc.
- Tashakkori, A., & Creswell, J. W. (2007). Editorial: The New Era of Mixed Methods. *Journal of Mixed Methods Research*, 1(1), 3–7. <https://doi.org/10.1177/2345678906293042>.
- Thomas, B. (2016). *Improving the physical health of people with mental health problems: Actions for mental health nurses*. Department of Health. NHS England Publications Gateway.
- Tobi, H., & Kampen, J. K. (2018). Research design: the methodology for interdisciplinary research framework. *Quality & Quantity*, 52, 1209–1225. <https://doi.org/10.1007/s11135-017-0513-8>

- Toomela, T. (2014). *Spa as a promoter of women holistic lifestyle* [Master's thesis, University of Tartu, Pärnu College]. DSpace. <https://dspace.ut.ee/handle/10062/43530>
- United Nations. (2018). *The World's Cities in 2018*. [https://www.un.org/en/events/citiesday/assets/pdf/the\\_worlds\\_cities\\_in\\_2018\\_data\\_booklet.pdf](https://www.un.org/en/events/citiesday/assets/pdf/the_worlds_cities_in_2018_data_booklet.pdf)
- Vancampfort, D., Rosenbaum, S., Probst, M., Connaughton, J., du Plessis, C., Yamamoto, T., & Stubbs, B. (2016). Top 10 research questions to promote physical activity in bipolar disorders: A consensus statement from the International Organization of Physical Therapists in Mental Health. *Journal of Affective Disorders, 195*, 82–87.
- Vancampfort, D., Stanton, R., Probst, M., De Hert, M., van Winkel, R., Myin-Germeys, I., Kinyanda, E., & Mugisha, J. (2019). A quantitative assessment of the views of mental health professionals on exercise for people with mental illness: perspectives from a low-resource setting. *African Health Sciences, 19*(2), 2172–2182. <https://dx.doi.org/10.4314/ahs.v19i2.42>
- Vijayalakshmi, J., Kamala, S., & Maran, C. (2018). Laugh your way to a quality life with laughter yoga. *International Education & Research Journal [IERJ], 4*(11), 19–20. <http://ierj.in/journal/index.php/ierj/article/view/1775>
- Wang, V., & Rajwani, J., (2015). Determinants of Mental Health. In *Mental Health: MonWHO Theme Guide* (pp. 19–27). MonWHO. Chapter ii
- Weare, K. (2005). Taking a positive, holistic approach to the mental and emotional health and well-being of children and young people. In C. Newnes & N. Radcliffe (Eds.) *Making and Breaking Children's Lives* (pp. 115–122). PCCS Books.
- World Health Organization. (1946). *Constitution of the World Health Organization*. <https://apps.who.int/gb/bd/PDF/bd47/EN/constitution-en.pdf?ua=1>
- World Health Organization. (2004). *Promoting mental health*. [https://www.who.int/mental\\_health/evidence/en/promoting\\_mhh.pdf](https://www.who.int/mental_health/evidence/en/promoting_mhh.pdf) 5
- World Health Organization. (2006). *WHO-AIMS Report On Mental Health System in Nigeria*. WHO and Ministry of Health, Ibadan, Nigeria. <https://www.mindbank.info/item/1303>



- World Health Organization. (2007). *Mental Health: Strengthening mental health Promotion*. <https://mindyourmindproject.org/wp-content/uploads/2014/11/WHO-Statement-on-Mental-Health-Promotion.pdf>
- World Health Organization. (2018). *Management of physical health conditions in adults with severe mental disorders, WHO guidelines*. <https://apps.who.int/iris/bitstream/handle/10665/275718/9789241550383-eng.pdf>
- World Health Organization. (2019). *Motion for your mind: Physical activity for mental health promotion, protection and care*. [https://www.euro.who.int/\\_\\_data/assets/pdf\\_file/0018/403182/WHO-Motion-for-your-mind-ENG.pdf?ua=1](https://www.euro.who.int/__data/assets/pdf_file/0018/403182/WHO-Motion-for-your-mind-ENG.pdf?ua=1)

**Appendix 1. The dimension of wellness**



Source: Hettler, 1976

## **Appendix 2. Interview**

1. Describe what you think physical and mental health refers to?
2. How do you look after your physical and mental health?
3. What things do you think are important to your physical and mental health?
4. What do you think about self-administered wellness treatments and activities? How can it improve an individual's health?
5. What kind of wellness treatment can people include in their daily lives to improve their physical and mental health?
6. How can wellness activities be included into individuals practice?
7. Why do you think individuals rarely visit the spa for health promoting Programmes?  
What are Spa managers able to offer?

### Appendix 3. Questionnaire

The Effect of wellness treatment on the physical and mental health of individuals

Dear Respondents,

My name is Grace Obidiaso, a wellness and spa service design and management student at the University of Tartu. The purpose of this research is to find out the effects of wellness treatments on the physical and mental health of individuals.

This questionnaire comprises four sections with different questions, and will take about 5–10 minutes to complete. Your contribution to this survey is significant and completely optional. If you accept to complete the questionnaire, you will be required to respond to questions about yourself, your ideas, attitudes and behaviour regarding wellness activities, physical and mental health.

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

#### Questionnaire Sample

##### A. Demographic Characteristics

1. Gender of the respondent:

Male     Female     Gender neutral     Prefer not to say

2. Age of the respondent:

Below 20     20-24     25-29     30-34     35-40

Above 40

3. Education:

College or below     University/bachelor's degree     Postgraduate diploma  
 Master's degree     Doctoral/PhD degree     others (Please specify---)

4. Employment:

Employed full time     Employed part-time     Unemployed

Self- employed  others (Please specify: -----)

B. Physical And Mental Health Awareness/ Status

5. Physical health is the state of having normal physical strength, without diseases and injuries. Would you say your health is.....?
- Poor     Fair     unaware     Good     Very good     Excellent
6. Mental health is the state of being mentally stable, able to overcome stress. Would you say your mental health is.....?
- Poor     Fair     unaware     Good     Very good     Excellent
7. Which of the following health risks do you see as a concern for you?

STATEMENTS	Not at all concerned	Slightly concerned	Somewhat concerned	Moderately concerned	Extremely concerned
Stress management skills					
Lack of exercise					
Accepting change					
Poor nutrition					
Smoking					
Drug or alcohol abuse					
Lack of active life balance					
Take care of my mental health					

8. In the last 12 months, on average how often do you request sick off?
- Never     Rarely     Sometimes     Often     Always
9. A lot of individuals are generally aware that good nutrition and regular physical activity are associated with health benefits. Are you aware of this fact?
- Not at all aware     slightly aware     moderately aware  
 somewhat aware     extremely aware
10. Are you able to get in as much physical activity as you feel is appropriate for your own better health?
- Absolutely inappropriate     Inappropriate     slightly inappropriate  
 Neutral     Moderately appropriate     extremely appropriate
11. Do you think that good nutrition, engaging in wellness programs and maintaining a regular physical activity can contribute to better productivity at work?
- Not at all productive     slightly productive  
 somewhat productive     very productive     extremely productive

12. Have you recently considered making a personal lifestyle change related to better health?

STATEMENT	Would not consider	Might consider	Might not consider	Neutral	Definitely consider
Lose weight					
Stop smoking					
Physically active					
Dietary changes					
Reduce stress					

13. Which one statement best fits for you?

- I didn't go any farther than to think about making a lifestyle change
- I started to make changes one or more times, but they didn't last more than a week
- I made lifestyle changes that stuck for a few months or more, but I'm not following them anymore
- I made lifestyle changes that stuck for a few months or more, and I'm still following them

C. Interest in Wellness Programmes

14. Have you visited a spa/wellness Centre in the past 12 months?.

- Yes                       No                       I don't remember                       I don't know about it.

15. Would you visit a spa to receive health promoting treatments?

- never     almost never     occasionally     moderately     every time

16. Why don't you visit a wellness/spa centre for health promoting programs?

- there are no spas around me     I have no information about spa benefits

I am not satisfied with the spa services offered                       I am not interested in spas

- it's too expensive     I lack the time     others please specify.....

17. What motivated/would motivate you to visit a spa?

- Self-relief/relaxation     Physical health/sports                       Beauty services
- Anti-aging treatments     Mental health improvement
- Experiencing nature/learning new things                       Medical treatments
- Quality of life     Meditation

18. Would you like to have increased access to wellness information, and if yes, please indicate your preferences?

STATEMENTS	Totally unacceptable	Unacceptable	Neutral	Totally acceptable	Acceptable
Through Daily bulletins					
Through the Intranet					
Through E-Learning					
Through free magazines and CDs					
Discussion during meetings					

D. Program Design (Time, Cost and Structure)

19. Are you a wellness promoter?

a) If NO, rate the following statement in regards to your experience.

STATEMENTS	Strongly disagree	Disagree	Unaware	Agree	Strongly agree
I always lack time for wellness initiatives					
I feel like I have control over my general – life balance					
Wellness activities are held on appropriate days of the week.					
Monthly subscription charges are friendly					
Cost of purchasing personal gear is constraining.					
Wellness team seeks our input and feedback in all projects					
My input and feedback is valued					
Wellness initiatives are culturally sensitive					
I don't know of any wellness centres.					

b) If YES, rate the following statement in regards to your experience.

STATEMENTS	Strongly disagree	Disagree	Unaware	Agree	Strongly agree
I always lack time for wellness initiatives					
I feel like I have control over my general – life balance					
Wellness activities are held on appropriate days of the week.					
Monthly subscription charges are friendly					
Cost of purchasing personal gear is constraining.					
We seek staff opinion before initiating any wellness project					
There's a structured staff feedback and input analysis process					
I'm aware and understand the wellness program strategic plan					



#### Appendix 4. Map of study area



Source: Google Map, retrieved on 1/04/2021

**Appendix 5. Sample size for  $\pm 3\%$ ,  $\pm 5\%$ ,  $\pm 7\%$  and  $\pm 10\%$  Precision Levels Where Confidence Level is 95% and  $p = 0.5$**

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 normal population is poor (Yamane, 1967). The entire population should be sampled

Source: Israel (1992)

## RESÜMEE

### HEAOLUPROTSEDUURIDE MÕJU ISIKU VAIMSELE JA FÜÜSILISELE TERVISELE.

Grace Ifeoma Obidiaso

Käesolevas töös analüüsitakse healuprotseduuride mõju isiku vaimsele ja füüsilisele tervisele. Töö eesmärgi täitmiseks kasutati erinevaid uurimismeetodeid. Uuringus osales 207 respondenti ja 10 spaa juhatajat. Küsitluse analüüsimisel kasutati kirjeldavat ja järeldavat statistilist analüüsi, kvalitatiivsetele andmetele rakendati temaatilist sisuanalüüsi. Intervjueeritavatel oli tugev arvamus selle kohta, et regulaarne treening, tervislikud sotsiaalsed suhted, heade suhete hoidmine perekonna ja sõpradega on väga efektiivsed vaimse ja füüsilise tervise hoidmiseks. Intervjueeritavatel olid ka positiivsed ideaalid isikupärastatud ja personaliseeritud healumeetoditele, mis edendaks vaimset ja füüsilist tervist. Optimaalse tulemuse saavutamiseks on aga vaja teha healuteenuste läbiviijatele tervisekoolitusi ning hankida juhendajatelt konkreetseid juhiseid. Uuringu tulemused näitasid, et tervistavate ravide mõju inimeste füüsilisele ja vaimsele tervisele on nõrk, kuid uuring tõestas, et tööhõivatel oli tugev mõju nigeerlaste füüsilisele ja vaimsele tervisele. Kuigi uuringu tulemused näitasid, et nigeerlased on füüsilise ja vaimse tervise parandamiseks väga huvitatud spaast, on raha üheks peamiseks põhjuseks, miks Nigeerias elavad inimesed käivad väga harva spaades ja võtavad osa terviseprotseduuridest. Tulemustest selgus ka, et lõõgastus- ja iluteenused, elukvaliteet, füüsiline tervis ja sportimine olid Nigeerias spaakülastuste peamised motiveerivad tegurid. Uurimise käigus leiti ka, et rahaliste vahendite kõrval on ajapuudus üks peamisiid faktoreid, miks spaades harva käiakse. Uuringus jõuti järeldusele, et terviseravi võib parandada inimeste füüsilist ja vaimset tervist. Tervise- ja spaaoperaatorid peaksid siiski olema nigeerlaste majanduslikust situatsioonist teadlikud, et tervise- ja spaateenuste kasutuselevõtt oleks inimestele meeldiv.

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

I, Grace Ifeoma Obidiaso,

1. herewith 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, *The effect of wellness treatments on the physical and mental health of individuals*, supervised by Monika Kumm,
2. I grant the University of Tartu a permit to make the work specified in p. 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 3.0, 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 p. 1 and 2.
4. I certify that granting the non-exclusive licence does not infringe other persons' intellectual property rights or rights arising from the personal data protection legislation.

Grace Ifeoma Obidiaso

19/5/2021