Utilization of Healthcare Facilities in Ogoni Land of Rivers State, Nigeria

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ABSTRACT
This study examined the extent of utilization of healthcare facilities in Ogoni land of Rivers State. Data were collected from people in twenty-two communities in three local government areas in Ogoni land. A sample size of 400 people was drawn from a projected population of 1,080,200 persons in Gokana, Khana and Tai L.G.As using stratified random sampling technique. The Taro Yamen's formula was used in determining the sample size for the study. A structured questionnaire was used to obtain data from the respondents. The data collected were analyzed using percentage and frequency analysis, mean and standard deviation, while the formulated hypotheses were tested using the Chi-square (X^2) contingency series. The findings revealed that the extent of utilization of healthcare facilities in the local government areas in Ogoni land is very low. The study revealed that distance from their home to the health centre, poor quality of services, delay in service delivery, lack of adequate medical personnel, modern equipments and high cost of service delivery were the major challenges or factors discouraging the Ogoni people from utilizing the healthcare facilities in their community.
Keywords: Healthcare services, healthcare facilities, utilization of healthcare facilities, challenges.

INTRODUCTION
The issue of utilization of healthcare facilities in Nigeria has received much attention in recent times in view of the increasing health challenges which have claimed the hundreds or thousands of lives across the country. Healthcare services are medical or remedial care given to a sick person with the aim of improving his or her health condition (Bahamon, Dwyer & Buxbaum, 2006). These services are not only essential but a fundamental requirement for ensuring a healthy and economically productive society. Reid (2008) posited that around development can be achieved when the health status of the citizens are in good condition. According to him, no nation can grow or prosper if her healthy system is weak and dysfunctional. A country that is blessed with healthy people will optimize development initiative through efficient utilization of technological innovation (Osabuohien and Efobi, 2012).
Given the importance of healthcare services to the growth and development of a nation, the Federal Government of Nigeria has made quality healthcare delivery a priority in their administration and has provided healthcare facilities across the nation. The various state governments have also follow suit by providing healthcare facilities in their respective States. The Rivers State Government under Rt. Hon Chibuke Rotimi Amaechi was acknowledged for building several healthcare centres in the twenty-three (23) Local Government Areas in the State including those in Ogoni land. These healthcare facilities range from primary health centre to secondary healthcare facilities like hospital. These healthcare facilities are provided to cater for the healthcare needs of the people in the rural and urban areas. However, providing healthcare facilities in the various communities without adequate utilization of these facilities by

members of the public is an effort in futility. There are situations where citizens have adequate access to healthcare facilities but fail to utilize the services.

The utilization of healthcare services is key driver in building a healthy and prosperous nation. Onah, Ikeako and IIoabachie (2009) described the utilization of healthcare services as the extent to which members of the public use the healthcare facilities provided by the government each and every time they fall sick or need medical attention. The utilization of healthcare services is related to the availability, quality and cost of services, as well as the socio-economic structure, and personal characteristics of the users (Manzoor, Hashmi & Mukhtar, in Titus, Adebisola & Adeniji, 2015). The people especially those living in the rural areas need to be sensitized on the needs to utilize the healthcare facilities in their community. Sensitizing the people on the needs to utilize the healthcare facilities is a key responsibility of the government. It is not enough to provide healthcare facilities across the country but to encourage the people to utilize these facilities. Harmid, Sadique, Ahmad and Molla (2005) noted that building health centres across the country will be meaningless unless the citizens have access to these facilities and utilized them for their medical needs. It is against this backdrop that this study intends to determine the extent of utilization of healthcare facilities in Ogoni land of Rivers State.

Statement of the Problem

The relevance of healthcare services is well understood by the Nigerian government and for this reason the Federal Government has established healthcare centres in all parts of the country. The various state governments have also follow suit by building several health centres in all the communities in their state. The Rivers State Government has invested massively in the health sector, renovated the old health centres and built new ones in all the twenty-three (23) Local Government Areas in the State. The aim of providing these facilities is to ensure that Rivers people have access to quality healthcare services and utilize them for their medical needs (Nigerian Tide, 2011). However, ever since these healthcare facilities are provided, it is still not clear whether the Ogoni people utilize these facilities in their community as empirical studies that analyze the extent of utilization of healthcare facilities in Ogoni land of Rivers State is remarkably absent. This has created a gap in empirical literature which the present study intends to fill.

Aim and Objectives of the Study

The aim of this study is to examine the utilization of healthcare facilities in the local government areas in Ogoni land of Rivers State. The specific objectives of the study are to:

1. Determine the extent of utilization of healthcare facilities in the local government areas of Ogoni land.
2. Identify the challenges or factors that discourage Ogoni people from utilizing the healthcare facilities in their community.

Research Questions

The following questions are put forward to address the objectives of the study:

1. To what extent do the Ogoni people utilize the healthcare facilities in their community?
2. What are the challenges or factors that discourage the Ogoni people from utilizing the healthcare facilities in their community?

Research Hypotheses

The following hypotheses are formulated to guide this study:

H_i: There is significant difference in the extent of utilization of healthcare facilities in the local government areas in Ogoni land.

H_i: There is significant difference in the challenges faced by Ogoni people in utilizing the healthcare facilities in the various communities in Ogoni land.

Implication of the Study

The study has several implications for both the government and the Ogoni people of Rivers State. The study will bring to their notice of the government the extent of utilization of the healthcare facilities in Ogoni land. The Rivers State Government will also be informed on the challenges or factors that discourage the Ogoni people from utilizing the healthcare facilities in their communities. This information will enable the Rivers State Government take appropriate measures to solve the problem of utilizing the healthcare facilities in Ogoni land. The study will also suggest measures in which the Rivers State

Government can take to tackle the challenges faced by the Ogoni people in accessing and utilizing the healthcare facilities in their community.

Literature Review
Concept of Healthcare Facilities

Healthcare facilities refer to the healthcare centre and hospitals which are provided by the government or private individuals to cater for the medical needs of the people (Smith, 2002). Health centres normally provide primary care and some other basic first aid treatment while hospitals provide secondary and tertiary care including emergency treatments. The fundamental role of health centres is to provide quality healthcare services to the citizens of a country (Agba, 2010). Some health centres are equipped to treat people with minor injuries to reduce the congestion in hospitals. Nnamuchi (2007) stated that hospitals are met for special or severe cases. The role of hospitals in preserving life and ensuring good health via the diagnosis and treatment of illness and injuries make them special and complex institution. The adequacy of infrastructure would facilitate quality healthcare delivery in health centre and hospitals (Scott-Emuakpor, 2010). Such infrastructures and equipments would ensure efficient and timely delivery of services.

Utilization of Healthcare Facilities in Nigeria

It is obvious that the Federal and State Governments have put in place healthcare facilities in the rural communities to meet the medical needs of the rural populace but the level of utilization of these facilities by the people is very low. According to the Nigeria Demographic Health Survey in 2013 as reported by the National Population Commission (2014), it was revealed that over 60 percent of pregnant women between the ages of 15-49 deliver their babes at home without any antenatal care visit. In the rural areas, the proportion has reached 76.9 percent which is too high despite the present of healthcare centres in the communities. This situation is largely found in the North West and North East region of Nigeria where about 79 percent of pregnant women aged 15-49 deliver their babies at home (Nigeria Demographic Health Survey, 2013). It was also reported that about 60 percent of pregnant women in Niger, Plateau and Bayelsa deliver their babies at home without utilizing the healthcare facilities available in their State (Nigeria Demographic Health Survey, in National Population Commission, 2014). Similarly, a survey conducted by the National Population Commission (2014) revealed that the utilization of maternity care in Nigeria was very low and that only 36% of births occurred in health centres with 38% being assisted by skilled personnel.

The under-utilization of healthcare facilities has led to the increase of maternal death in Nigeria. According to the World Health Organization (2015), Nigeria accounts for about 19% of the global maternal death with a maternal mortality rate of 814 per 100,000 live births. Babalola and Fatusi (2009) believed that utilization of healthcare facilities by pregnant women would help to reduce the rate of maternal death in Nigeria. They however lamented over the under-utilization of these facilities in the rural areas. Obi, Abe and Okojie (2013) shared the same view with Babalola and Fatusi, when they noted that many sick people in the rural areas are yet to take advantage of the health facilities provided in their communities. They reckoned that both the Federal and State Governments have made great efforts towards the provision of healthcare facilities to its populace but despite the efforts made by the government to ensure the people have access to quality healthcare services, the level of utilization of these facilities is still very low especially in the rural areas.

Theoretical Framework

This study is anchored on Andersen's behavioural model of health service use which was developed in 1968. The behavioural model of health service use is the most influential model in understanding and explaining individuals' use of healthcare services (Derose, Gresenz and Ringel, 2011). The behavioural model of health service use explains that a person's use of healthcare service is dependent on several factors which include his or her demographic characteristics, health beliefs, personal traits, income, family, illness level, health status and health insurance. The behavioural model of health service use is very useful in explaining the level of individuals' utilization of healthcare facilities in Ogoni land. This model explains that individual's use of healthcare facilities in Ogoni communities is dependent on his or

her demographic characteristics, health beliefs, personal traits, income, family, illness level, health status and health insurance. These factors have a great influence on the ability of the rural dwellers to use the healthcare facilities provided in their communities. For instance, an individual who fall within the higher income class can easily use the healthcare facilities in the communities than those that fall within the lower income class. Also, an individual who believes that health centre will provide quality healthcare services is more likely to utilize the healthcare facilities provided in the communities than those who do not have the belief that the healthcare centre will provide quality healthcare services.

METHODOLOGY
This study employed the descriptive survey design. The population of this study consisted of all people in Gokana, Khana and Tai Local Government Areas in Ogoni land of Rivers State. As at 2018, Gokana has a projected population of 338,758 persons, Khana has 621, 325 persons and Tai L.G.A has a projected population of 120,117 persons, making a total of 1,080,200 persons in the three (3) Local Government Areas. A sample size of 400 persons was used for the study. The Taro Yamen's formula was used to determine the sample size. A proportionate stratified random sampling technique was used to select 400 persons from 22 communities in the three (3) selected Local Government Areas in Ogoni. A structured questionnaire was used as the main instrument for data collection. A face and content analysis was used to validate the instrument while the test-retest method was used to determine its reliability. The instrument was administered to the respondents across the twenty-two (22) selected communities in three local government areas in Ogoni land with the aid of five (5) trained field research assistants. Four hundred (400) questionnaires were administered to the respondents and the completed copies were collected. The data collected were analyzed statistically using mean, standard deviation and chi-square (X^2) contingency series.

RESULTS AND DISCUSSION
Research Question 1
To what extent do Ogoni people utilize the healthcare facilities in their community?
Table 1: Mean responses and standard deviation of male and female residents on the   extent of utilization of the healthcare facilities in their community

S/No	Utilization of Healthcare Facilities Items	Male $\overline{X}_1$	SD$_1$	Female $\overline{X}_2$	SD$_2$	Mean Set $\overline{X}_1\overline{X}_2$	SD Set SD$_1$SD$_2$	Remarks
1.	I often make use of the health centre in my community each time I have a medical need.	2.47	0.78	2.44	0.86	2.46	0.82	Rejected
2.	The medical equipment in the health centre are in good shape to facilitate quality healthcare delivery.	2.49	0.84	2.45	0.82	2.47	1.00	Rejected
3.	I often use the drugs and other medications available in the health centre in my community.	2.47	0.81	2.41	0.76	2.44	0.79	Rejected
4.	I have confident in the abilities of the doctors and nurses to deliver quality healthcare services.	2.49	0.70	2.35	0.64	2.42	0.67	Rejected
5.	I often make use of the bed space available in the health centre in my community.	2.48	0.74	2.43	0.71	2.46	0.73	Rejected
	Grand Mean/SD	**2.48**	**0.77**	**2.42**	**0.75**	**2.45**	**0.76**	

Table 1 shows the mean responses and standard deviation of male and female residents on the level extent of utilization of the healthcare facilities in their community. The data indicates both male and female respondents in Gokana, Khana and Tai Local Government Areas disagreed with items listed in the table since their mean scores are less than the criterion mean of 2.50.The grand mean of 2.48 and 2.42 for male and female respondents respectively are less than criterion mean of 2.50 which implies that the extent of utilization of healthcare facilities in Ogoni land is very low.

Research Question 2

What are the challenges or factors that discourage Ogoni people from utilizing the healthcare facilities in their community?

Table 2: Mean responses and standard deviation of male and female residents on the challenges or factors discouraging Ogoni people from utilizing healthcare facilities in their community

S/No	Challenges of Utilizing Healthcare Facilities Items	Male		Female		Mean Set $\overline{X_1 X_2}$	SD Set $SD_1 SD_2$	Remarks
		$\overline{X_1}$	SD_1	$\overline{X_2}$	SD_2			
6.	I find it difficult to utilize the healthcare centre in my community because the health centre is not adequately staffed.	2.73	0.79	2.80	0.89	2.77	0.84	Accepted
7.	I don't like use the health centre in my community because of the distance from my place to the health centre.	2.46	0.58	2.40	0.54	2.43	0.56	Rejected
8.	I find it difficult to utilize the health centre in my community because of the high cost of their services.	2.51	0.68	2.68	0.57	2.60	0.69	Accepted
9.	I don't like to use the health centre in my community because of their poor quality of services.	2.67	0.72	2.73	0.81	2.70	0.77	Accepted
10.	I don't like to use the health centre in my community because it lacks modern equipment.	2.79	0.86	2.69	0.72	2.74	0.79	Accepted
	Grand Mean/SD	**2.63**	**0.73**	**2.66**	**0.71**	**2.65**	**0.72**	

Table 2 presents the mean responses and standard deviation of male and female residents on the challenges of utilizing the healthcare facilities in their community. The table indicates both male and female respondents in Gokana, Khana and Tai Local Government Areas agreed with items 6, 8, 9 and 10 listed in the table since their mean scores are greater than the criterion mean of 2.50; but disagreed with item 7. Consequently, it is accepted that lack of adequate medical personnel, lack of modern equipment, poor quality of services and high cost of services are the major challenges or factors discoursing Ogoni people from utilizing the healthcare facilities in their community.

Hypothesis 1

Ho: There is no significant difference in the extent of utilization of healthcare facilities in the local government areas in Ogoni land.

Hi: There is significant difference in the extent of utilization of healthcare facilities in the local government areas in Ogoni land.

This hypothesis was tested using the Chi-Square (X^2) contingency series at 0.05 level of significance. The data collected in the questionnaire with respect to utilization of healthcare facilities were used to analyze this hypothesis. The result of the statistical testing is presented in table 3 below:

Table 3: Result of the Chi-Square Computation

Subjects	N	Mean	SD	Df	Sig. Level	X^2 Cal.	X^2 Crit.	Decision
Male Respondents	153	2.48	0.77					Ho_1
Female Respondents	171	2.42	0.75	3	0.05	34.96	7.21	Rejected

Table 3 shows the result of the statistical testing carried out on the first hypothesis. The result revealed that the calculated value of chi-square (X^2) is 34.96 while the critical (table) value is 7.21 at 0.05 level of significance and 3 degree of freedom. Since the calculated value of chi-square is greater than the critical (table) value of 7.21, we then reject the null hypothesis and accept the alternate hypothesis which states that "there is significant difference in the extent of utilization of healthcare facilities in the local government areas in Ogoni land."

Hypothesis 2

Ho: There is no significant difference in the challenges faced by Ogoni people in utilizing the healthcare facilities in the various communities in Ogoni land.

Hi: There is significant difference in the challenges faced by Ogoni people in utilizing the healthcare facilities in the various communities in Ogoni land.

This hypothesis was tested at 0.05 level of significance using the Chi-Square (X^2) contingency series. The data collected in the questionnaire were used to compute the chi-square value. The data were collected from the male and female respondents in the twenty-two (22) communities in the local government areas in Ogoni land. The result of the statistical testing is shown in table 4 below:

Table 4: Result of the Chi-Square Computation

Subjects	N	Mean	SD	Df	Sig. Level	X^2 Cal.	X^2 Crit.	Decision
Male Respondents	153	2.63	0.73					Ho_2
Female Respondents	171	2.66	0.71	3	0.05	21.88	7.21	Rejected

Table 4 presents the result of the statistical testing carried out on the second hypothesis. The result revealed that the calculated value of chi-square (X^2) is 21.88 which is greater than the critical (table) value of 7.21 at 0.05 level of significance and 3 degree of freedom. Based on this result, the null hypothesis is rejected in favour of the alternate hypothesis. This implies that we then accept that there is significant difference in the challenges faced by Ogoni people in utilizing the healthcare facilities in their community

DISCUSSION OF FINDINGS

Based on the result of the analysis carried out, it was discovered that the extent of utilization of healthcare facilities in the local government areas in Ogoni land is very low. This finding was derived from the result of the analysis carried out in relation to the first objective of the study. The result revealed that majority of the rural dwellers in Khana, Gokana and Tai local government areas do not utilize the healthcare facilities in their community each time they have a medical need rather they stick to their traditional methods of treatment. A significant difference was found in the extent of utilization of healthcare centres in the local government areas in Ogoni land. This finding is in line with the research conducted by Onokerhoraye (1999) and Titus, Adebisola & Adeniji (2015) as both studies found a low level of utilization of healthcare centres in rural community.

This study also reported the challenges or factors that discourage Ogoni people from utilizing the healthcare facilities in their community. The factors include poor quality of services, delay in service delivery, inadequate medical personnel and modern equipment in the health centre and high cost of service delivery. This finding emerged from the result of the analysis carried out in relation to the second objective of the study. The result revealed that most people in the rural communities in Ogoni land find it difficult to utilize the health centres provided in their community because the centres were not adequately staffed, poor quality of service and lack of modern equipments in the health centre. The study found a significant difference in the challenges faced by the people in utilizing the healthcare facilities in the local government areas in Ogoni land. This finding is in line with the research conducted by Onah, Ikeako and Iloabachie (2009) which reported poor quality of services, high cost of services, lack of modern equipment in the healthcare centres and socio-economic status as the major factors responsible for the poor utilization of healthcare facilities in Nigeria.

CONCLUSION
From the foregoing analysis, it was established that government has provided healthcare facilities in the rural communities. The Rivers State Government has also done the same by providing health centres in all the 23 local government areas in the State. These facilities were provided to meet the medical needs of the rural population and minimize the level of maternity death in the rural areas. However, despite the efforts made by the Rivers State Government to ensure adequate and equal access to healthcare facilities, the extent of utilization of these facilities is very low as reported in this study. This study revealed that poor quality of services, delay in service delivery, lack of adequate medical personnel and modern equipments as well as high cost of service delivery are the major factors discouraging the Ogoni people from utilizing the healthcare facilities in their community.

RECOMMENDATIONS
Based on the findings and conclusion, the following recommendations are made:
1. Government should provide adequate medical equipments in the health centres in Ogoni land as it would motivate rural dwellers to utilize the facilities.
2. Government should recruit more doctors and nurses in the health centre in Ogoni land as this would enable them effectively attend to the large number of people seeking for medical services in the health centre.
3. Government should provide more sick beds in the various health centres in Ogoni land as this would help to meet the large number of people seeking for bed space in the health centre.
4. Government should closely monitor the activities of employees in the health centre in Ogoni land to ensure that they discharge their duty diligently and professionally as this would help to build a positive image about the health centres and increase the level of utilization of its services.

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