

Barriers and Facilitators of Health Service Utilization Among Young Adults in Bingham University

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ABSTRACT

Introduction: Health service utilization is essential for the well-being and academic success of university students, yet many young adults faced challenges accessing healthcare. This study investigates the barriers and facilitators that influence students' used of health services at Bingham University, Karu. Despite the availability of a university medical center, utilization patterns remain inconsistent due to various perceived and institutional obstacles. The study aimed to: Access the barriers that restrict students in Bingham University from properly utilizing health services in Bingham University. Identify the facilitators that enable students to access and utilized health services in the university. To explore the demographic factors (age, sex and level) and its roles in influencing health service utilization.

Methodology: A descriptive cross-sectional survey was conducted among 333 undergraduate students selected through multistage sampling across faculties and levels. A structured, self-administered questionnaire captured quantitative data. Data analysis was done using SPSS version 27, and statistical tests such as Chi-square were employed to explore associations between variables.

Results: Findings revealed that 76.3% of students had accessed the school clinic, while 79.0% reported facing barriers such as long waiting times (42.9%), inadequate medical staff (35.4%), and limited operating hours (27.6%). Facilitators included shorter wait times (59.5%), availability of medical staff (50.2%), and improved service quality (41.7%). Significant associations were found between utilization and factors like financial status, service awareness, and accessibility ($p < 0.001$ for each).

Conclusion: Although a majority of students were aware of and had accessed health services, systemic barriers continue to hinder optimal utilization. To improve service use, the university must invest in staffing, infrastructure, and health education. Addressing these issues will enhance students' health outcomes and academic productivity.

