

**ACCESS TO AND UTILISATION OF HEALTH SERVICES AMONG  
WORKERS OF MOI UNIVERSITY, KENYA**

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## ABSTRACT

Access to and health service utilisation has a particular relevance as a public health and development issue. Health is an important indicator of the quality of life and a major contributor of human capital and thus vital for socio-economic development. Health systems access and use is a global problem affecting both the developed and developing countries with measures to increase utilisation rates being a major focus. An understanding of the access dimensions that determine Moi University workers' propensity to utilise health services was paramount. This is in view of absence of evidence on factors that impeded or facilitated health service utilisation. The overall objective was to examine the access dimensions that determined utilisation health service among workers of Moi University. The study employed a cross sectional study design. Data was collected using questionnaires from 97 permanent and pensionable workers selected through random sampling technique from the target population. Data was coded and analysed using SPSS version 19.0. The results obtained were presented in form of both the descriptive statistics comprising of frequency tables and charts; and inferential statistics notably the multiple regression analysis comprising of model summary having the  $R^2$ , regression coefficients and ANOVA. From the three independent variables, hypotheses were formulated to test and establish the access factors of utilisation of health service among workers of Moi University. The ANOVA results formed the basis of rejecting or accepting the null hypotheses. The study established that the access dimensions of availability, adequacy and acceptability have significant impact (65%) on utilisation of health services. Hypotheses tested revealed that all the independent variables, that is acceptability, adequacy and acceptability were statistically significant ( $p= 0.004$ ) and therefore were important factors that can impede or facilitate utilisation of health services by Moi University workers. The findings of this study will be used to guide Moi University HSD in effective health program development, the continuous professional development of its' health care providers and appropriate health care interventions according to health care needs of Moi University workers.