

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES



**EFFECTIVENESS OF DIGITALIZATION HEALTHCARE SYSTEM IN
MALAYSIA DURING COVID-19**

ROS FARIDAH HANIM BINTI ROSLAN
SITI SARAH BINTI HASHIM

2020898866
2020483608

FEBRUARY 2022

ABSTRACT

As the country fights with the outbreak, healthcare systems are most vulnerable since they are given the responsibility with saving the lives of covid-19 patients while also providing essential health services to those who were not infected with the virus. The main purpose of this research is to study the level of use of digitization system among healthcare sectors, identify the elements that contribute to the effectiveness of digitization of health care system and also to recognize the impact of use of digitization in healthcare system. This research was conducted in Klang, Selangor with patients and medical practitioners from the Hospital Tengku Ampuan Rahimah Klang and Hospital Pantai Klang. This study revealed three important findings. First, the vast majority of those surveyed said they have used digital healthcare in their daily lives for health-related matters. Second, there is a relationship between “patient empowerment”, “patient satisfaction”, “multi-channel behaviour”, and “operational services efficiencies” towards the effectiveness of digitalization of healthcare sectors. Thirdly, digitalization of healthcare indeed brings a positive impact towards the people.

Keywords: Digitalization, Healthcare sector, Covid-19

ACKNOWLEDGEMENT

First and foremost, all praises to Allah and His blessing for the completion of this assignment. We thank Allah for all the opportunities and strength showered upon us to finish this research report.

In performing this research report, we had to take the help and guideline of some respected persons, who deserve greatest gratitude. The completion of this report gives us much pleasure. We would like to sincerely thank to our supervisor Dr Zarina Mohd Zain. It has been a great honour for both of us to have her as our supervisor. We are extremely grateful for her assistance with our research paper. Additionally, we would like to thank our lecturer Profesor Madya Dr Fadilah Puteh, and Dr Nurul Hidayana Mohd Noor, for giving us a good guideline for this report. Without them all, we would not be able to complete this research.

We also would like to extend our deepest gratitude to all those who have guided us directly and indirectly in writing this research report. Many people, especially our parents, family members and classmates, have made valuable comment suggestions on this report which gave us an inspiration to improve this research. We offer our special thanks for their motivations, prayers, and their sincere support during our studies especially in the current Pandemic Covid-19. Once again, we would like to thank all the people for their help directly and indirectly to complete this research report. We thank all of them wholeheartedly.

May Allah shower the above-mentioned persons with success and honour in their life in this world and the hereafter.

TABLE OF CONTENTS

DECLARATION	ii
ABSTRACT	iii
ABSTRAK	iv
ACKNOWLEDGEMENT	v
LIST OF TABLES	ix
LIST OF FIGURES	x
CHAPTER 1	11
INTRODUCTION	11
1.1 Introduction	11
1.2 Problem Statement	12
1.3 Research Questions	14
1.4 Research Objectives	14
1.5 Scope of Study	14
1.6 Significance of the Proposed Study	15
1.6.1 Government and Policy Maker	15
1.6.2 Public	15
1.6.3 Web and App Developers	15
1.7 Definition of Terms, Terminology and Concepts	16
1.7.1 Digitalization	16
1.7.2 Digital health	16
CHAPTER 2	17
LITERATURE REVIEW & CONCEPTUAL FRAMEWORK	17
2.1 Brief Review on Malaysia’s Digitalization Healthcare System during Covid19.....	17
2.2 Digitalization in Malaysia Healthcare System	18
2.2.1 MyHEALTH portal.....	19
2.3 Factors Contribute to Effectiveness of Digitalization.....	19
2.3.1 Patient empowerment.....	19
2.3.2 Patient satisfaction	20

2.3.3	Multi channel behaviour.....	20
2.3.4	Operational and services efficiencies.....	21
2.4	Impact of Digitalization	21
2.4.1	Change people awareness.....	21
2.4.2	Improve quality of treatment process	22
2.4.3	Fast information spreading.....	22
2.5	Conceptual Framework	23
2.6	Summary	24
CHAPTER 3.....	25	
RESEARCH METHOD.....	25	
3.1	Introduction	25
3.2	Research Design	25
3.3	Unit/level of Analysis	26
3.4	Sample Size	26
3.5	Sampling Technique	26
3.6	Measurement/Instrumentation	27
3.6.1	Variable Dependent Variable	27
3.7	Data Collection	28
3.8	Data Analysis.....	28
3.8.1	Descriptive analysis	29
3.8.2	Correlation Analysis	29
3.8.3	Multiple Regression	29
3.9	Summary	30
CHAPTER 4.....	31	
FINDINGS OF THE STUDY	31	
4.1	Introduction	31
4.2	Profile of Respondents	31
4.3	Reliability Test.....	33
4.4	Normality Test.....	34
4.5	Main Findings.....	35
4.5.1	Descriptive Analysis	35