



**ISSUES AND CHALLENGES THAT AFFECT  
HOSPITAL REVENUE: A CASE STUDY ON  
HOSPITAL SULTAN HAJI AHMAD SHAH  
(HOSHAS)**

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**‘DECLARATION OF ORIGINAL WORK’**

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, any locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## **ABSTRACT**

This study examined the issues or challenges that affect fluctuation in hospital revenue. This fluctuation in hospital revenue might be caused by several issue or challenges. There are several issues that affect hospital revenue which is financial crisis, workforce shortage and reliance on governmental funding. Revenue may refer to business income in general, or it may refer to the amount, in a monetary unit, received during a period of time. For HOSHAS, the revenue of hospital gets from the patient who pays for their treatment. Therefore, this study is to determine the relationship between hospital revenue and financial crisis, workforce shortage and reliance on government funding. This study use primary data which is interview and secondary data. The data take for five years. Then, the collected data is being run using SPSS. Once the results have been derived from the program, then the results is interpreted by a number of statistical. In this study, the results are interpreted by using Multiple Linear Regressions, Coefficient of Determination ( $R^2$ ), T-statistic and F-statistic. In conclusion, all the variables which are financial crisis, workforce shortage and reliance on government funding show positive relationship.