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**A STUDY ON QUALITY OF FACILITIES SERVICES PROVIDED FOR  
VISITORS AT GENERAL HOSPITAL IPOH**

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## ABSTRACT

General hospital or known as state hospital is the healthcare institution owned by a government which receives fund by the government that provides lower cost of medical fare or charges which the cost of treatment is covered by the government reimbursement. Ahead of that, general hospital is the place where received daily customer who require healthcare services such as medicines and treatments by the healthcare specialists. At the same time, families or relatives will join in attending the general hospital act as the visitors. Thus, the facilities provided in the hospital should meet requirements of visitors and customers, especially in terms of comfort. Comfort is meant here is focused on facility in the hospital building. Visitors' satisfaction is one of the goals to be achieved in quality facility services. Quality facilities refer to the extent to which a particular type provided that the facility meets the needs and satisfactions users. Thus, the objective of this study to determine the satisfaction level towards the facilities services provided for them at the selection of case study which is Hospital Raja Perempuan Bainun Ipoh. The objective is achieved through the quantitative method by distributing questionnaires to the hospital visitors and qualitative method through the observation made at the hospital. The result of this study of the will indicate the quality of the facilities services provided for the visitors based on analysis of data made by respondents' satisfaction level.

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.0 INTRODUCTION**

##### **1.0.1 Overview**

In accordance with the progress of the country towards a developed nation, which to achieve the Vision 2020, the construction of hospitals in Malaysia have shown significant increase. This is corresponding with the government's desire to promote the medical field in the country with the equipment and facilities provided are equivalent to the hospital rest of the world (Utusan Malaysia, January 1, 2003). Malaysia consist of both public and private healthcare provider, where the public sector which is the Ministry of Health (MOH) is the main health center ranging from district clinics to hospitals that contain more specialists which provide various healthcare services with low cost rather than the private sector. Based on the Ministry of Health, the government subsidies 95-98% of hospital charges for patients who are seeking treatment at public hospital which focus on low income families that could not afford private healthcare charges or fee. Meanwhile private sector is mostly available at urban areas. Healthcare center like hospitals is important to be placed in every state and district as the vital needed for the community to serve health advice and treatment.

Public hospital is the place where received daily visitors to require healthcare services such as medicines and treatments by the healthcare specialists. At the same time, the hospital management needs ensure