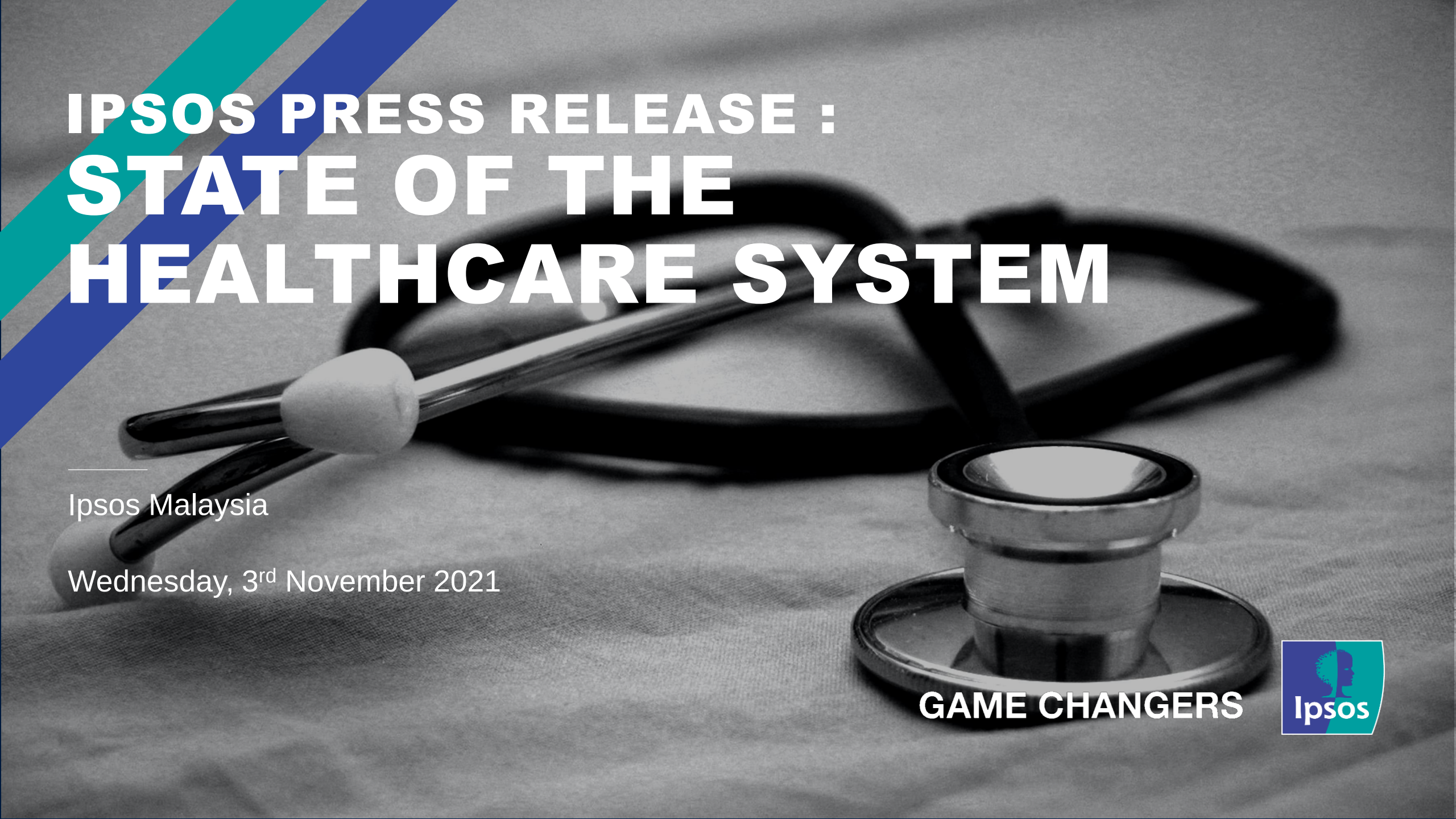




IPSOS PRESS RELEASE : STATE OF THE HEALTHCARE SYSTEM

Ipsos Malaysia

Wednesday, 3rd November 2021

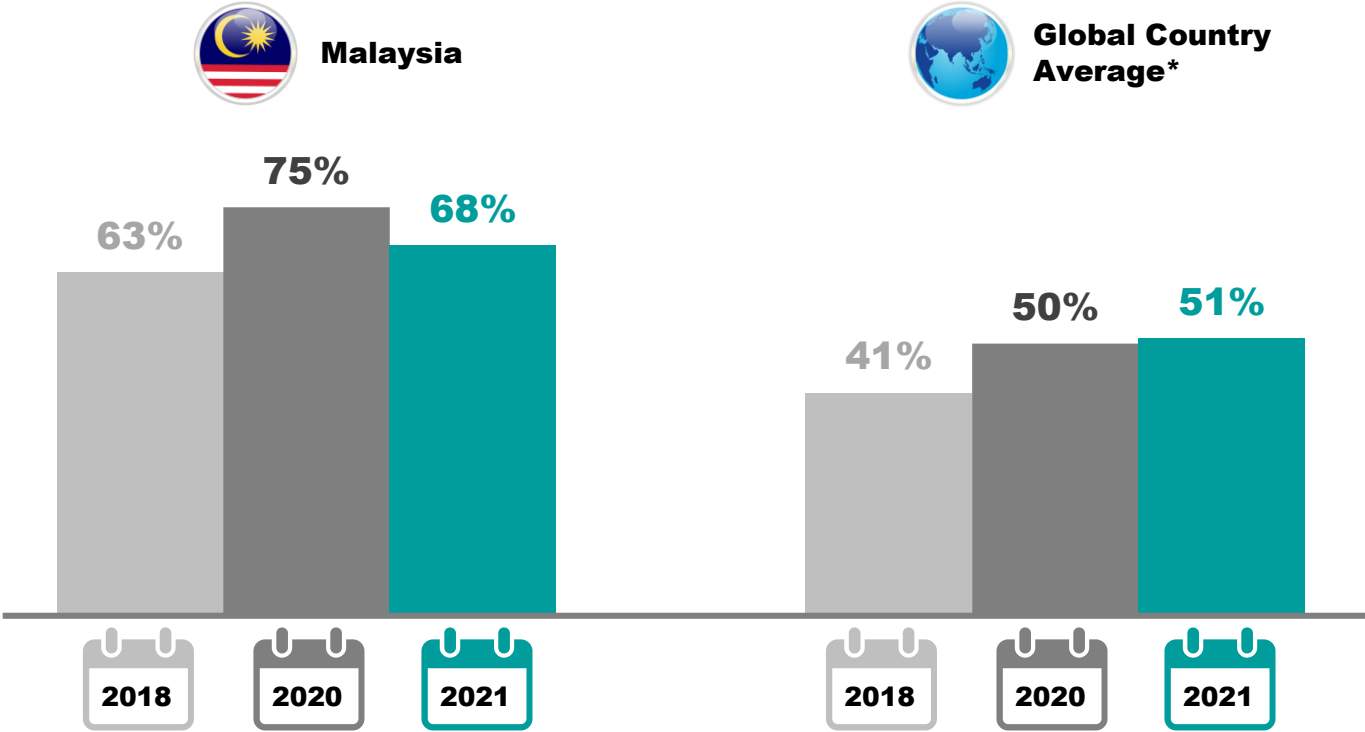
GAME CHANGERS



MALAYSIANS HAVE HIGH TRUST IN HEALTHCARE SYSTEM

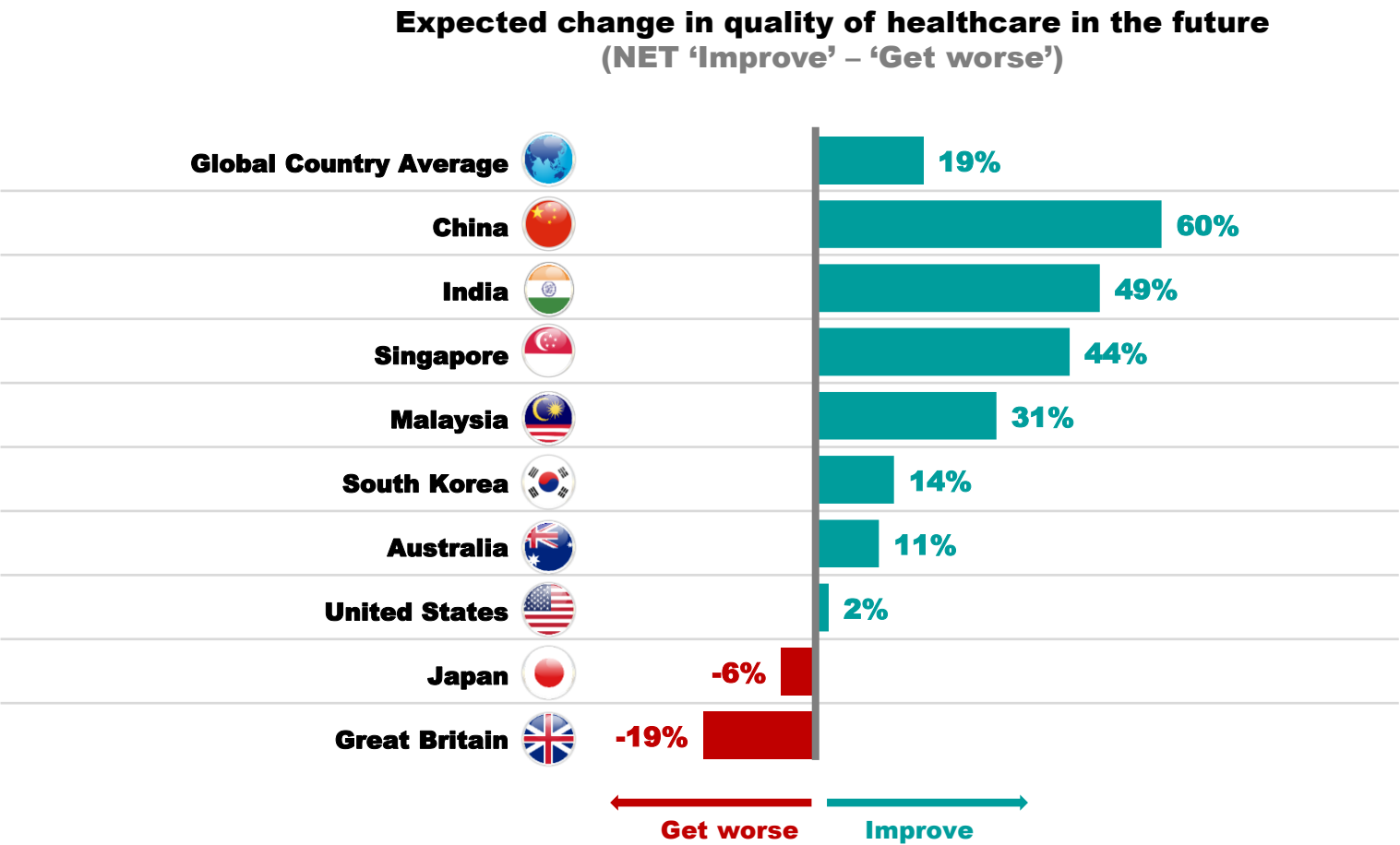
Even with a lower trust level than in 2020, more than two out of three Malaysians trust the healthcare system to provide them with the best treatment, significantly higher than the global country average.

I trust the healthcare system to provide me with the best treatment
(% Strongly agree / tend to agree)



EMERGING MARKETS EXPECT IMPROVED HEALTHCARE

Malaysians, along with people in other emerging markets, have a positive outlook to future quality of healthcare. In developed economies, the outlook is less optimistic, with citizens of Japan and UK expecting quality of healthcare to get worse



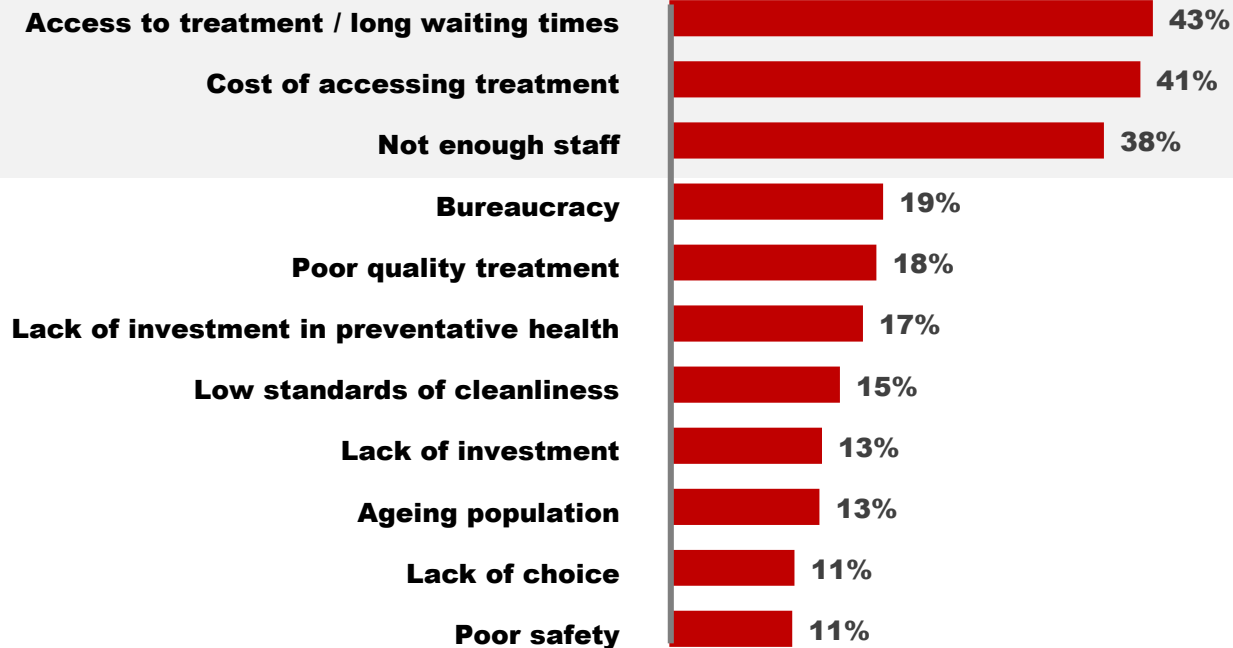
WAITING TIME AND COST ARE MAIN CONCERNS

Malaysians see access or long waiting times, cost of treatment and shortage of staff as the main challenges facing the healthcare system going forward, echoing a similar sentiment across the world. Covid-19 has amplified these concerns.

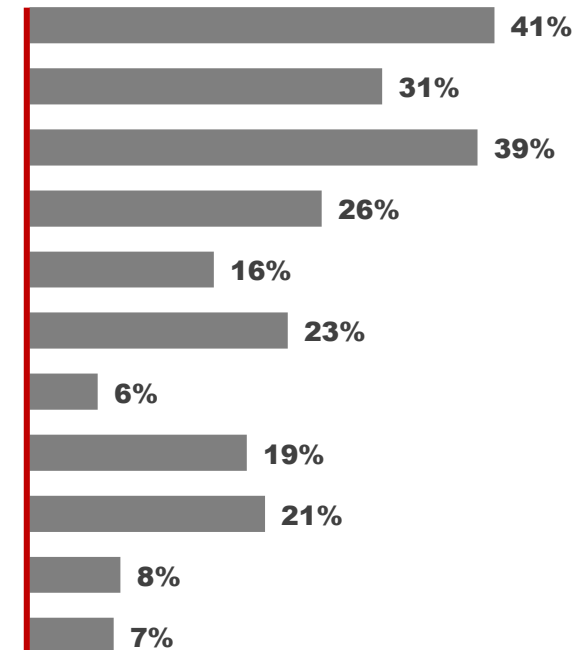
Biggest problems facing the healthcare system in country



Malaysia



Global Country Average*



State of the healthcare system

The effectiveness and quality of national healthcare systems has been in spotlight across the world since early 2020, as the pandemic has tested it to its limits.

The Malaysian healthcare system remains highly trusted, towering above the global country average, but falls short of the high point in 2020. Similar to other emerging markets, there's a broad optimism that the healthcare system will continue improving in the future.

Covid-19 has amplified the concerns of accessibility to treatment/long waiting time, cost of treatment, and lack of staff.



Lars Erik Lie

Senior Manager,
Ipsos Public Affairs

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Ultimately, success comes down to a simple truth:
You act better when you are sure.