

**IPSOS PRESS RELEASE :**

# **STATE OF THE MALAYSIAN HEALTHCARE SYSTEM: HEALTH SERVICE MONITOR 2023**

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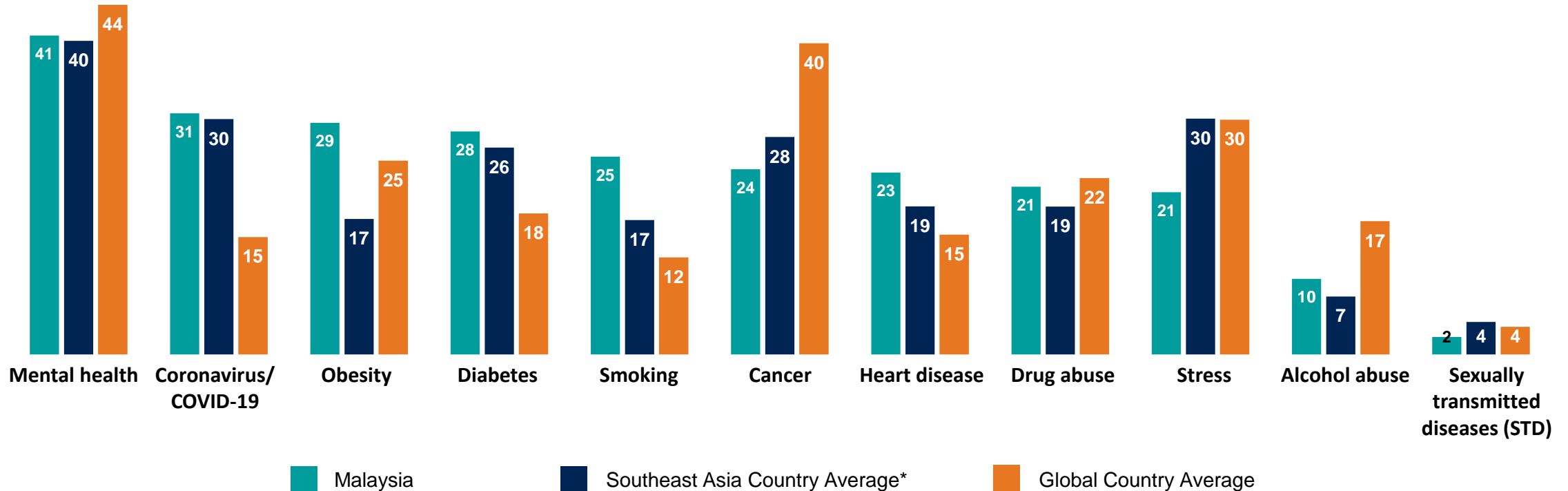
October 2023

**GAME CHANGERS**



# MENTAL HEALTH IS RECOGNIZED AS THE MOST SIGNIFICANT HEALTH ISSUE GLOBALLY AND IN MALAYSIA. MALAYSIANS ALSO FACE CHALLENGES RELATED TO COVID-19, OBESITY, AND DIABETES. WHILE CANCER AND STRESS ARE CONCERNS WORLDWIDE, THEY ARE NOT AS ALARMING FOR MALAYSIANS.

Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?  
(%)



Base: 23,274 online adults in 31 countries, July 21 – August 4, 2023, Base for Malaysia: 500 adults

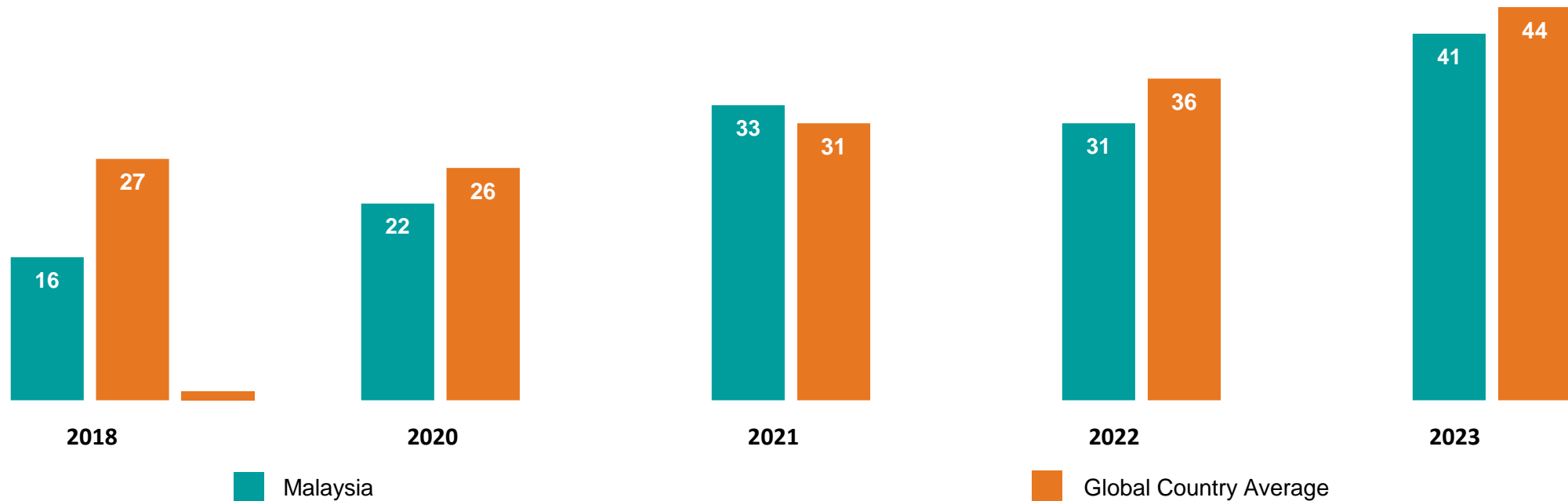
The "31-country average" reflects the average result for all the countries where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

The samples in Brazil, Chile, Colombia, Indonesia, Israel, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey are more urban, more educated, and/or more affluent than the general population.

\* Covers Indonesia, Malaysia, Singapore, and Thailand.

# THE ISSUE OF MENTAL HEALTH HAS BECOME INCREASINGLY PROMINENT IN RECENT YEARS, AFFECTING PEOPLE OF ALL AGES. HOWEVER, IT IS A PARTICULARLY SIGNIFICANT CONCERN FOR WOMEN, WITH OVER HALF OF YOUNGER WOMEN (SPECIFICALLY THOSE IN GEN Z AND THE MILLENNIAL GENERATION) IDENTIFYING IT AS THE BIGGEST HEALTH CHALLENGE.

Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?  
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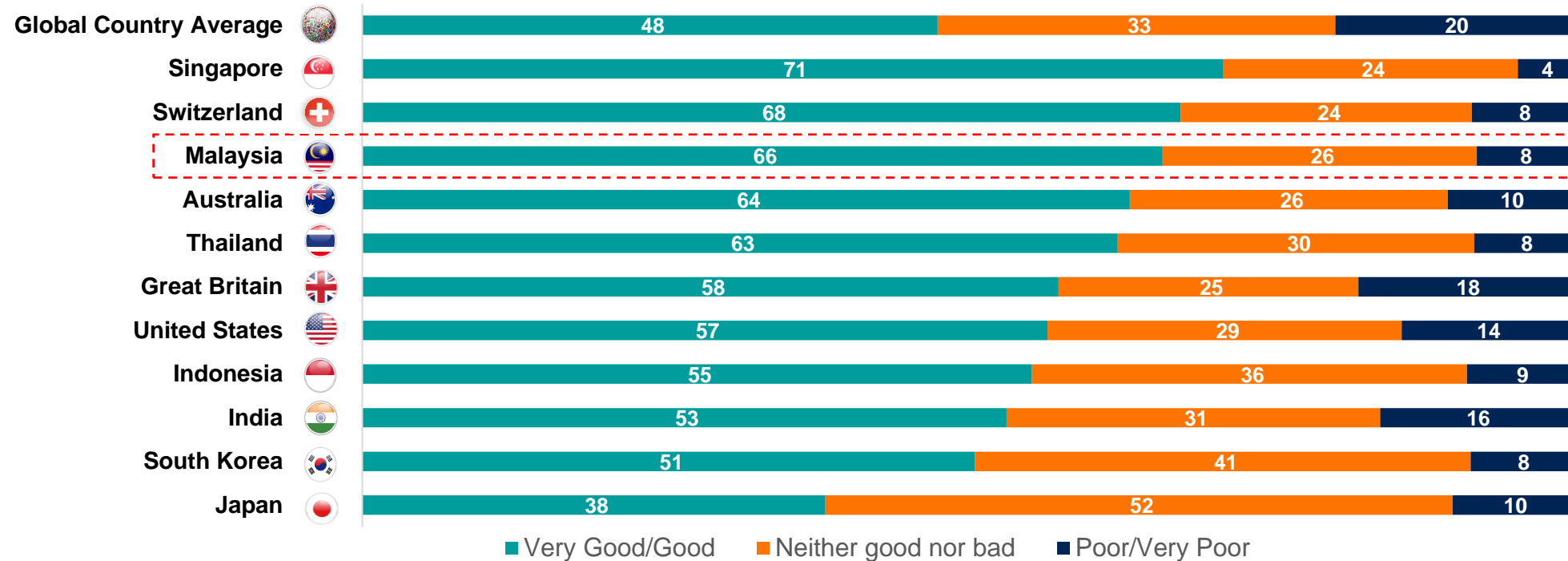
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# MALAYSIANS HAVE HIGH CONFIDENCE IN THE QUALITY OF HEALTHCARE IN THEIR COUNTRY, FOLLOWING SINGAPORE AND SWITZERLAND.

How would you rate the quality of healthcare that you and your family have access to in your country? By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.

(%)



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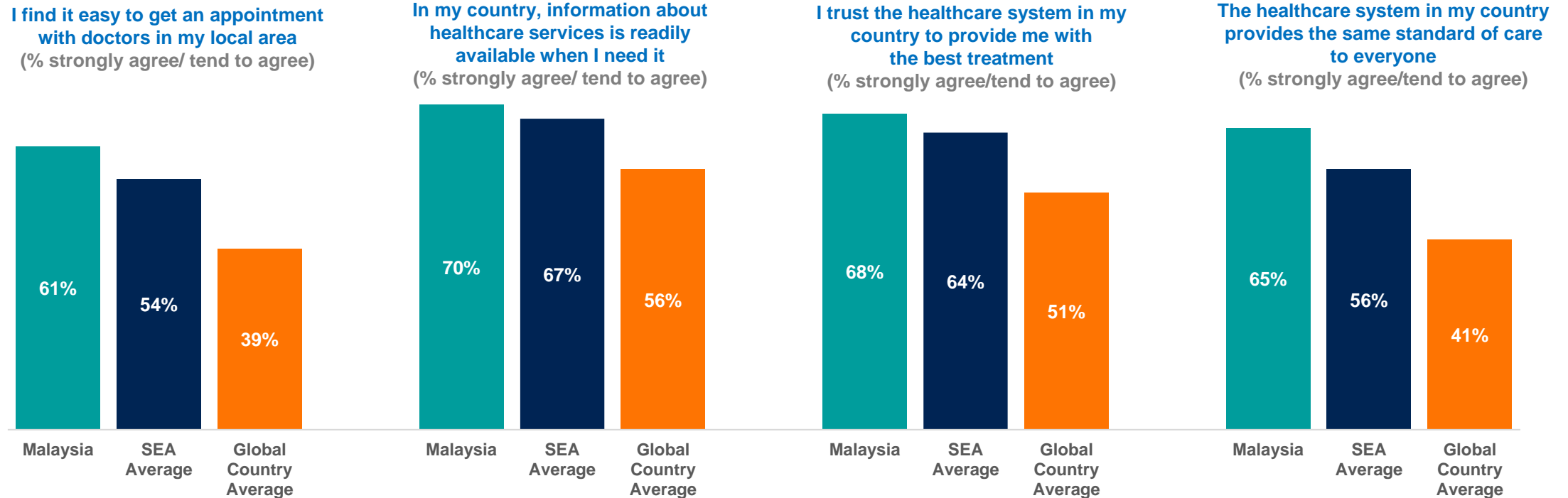
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# MALAYSIANS RATE THEIR TRUST AND ACCESS TO THE HEALTHCARE SYSTEM HIGHER THAN THE SEA AND GLOBAL AVERAGES. SUPPORTED BY A STRONG BELIEF THAT THE COUNTRY PROVIDES AN EQUITABLE STANDARD OF CARE TO EVERYONE.

And to what extent do you agree or disagree with the following statements...



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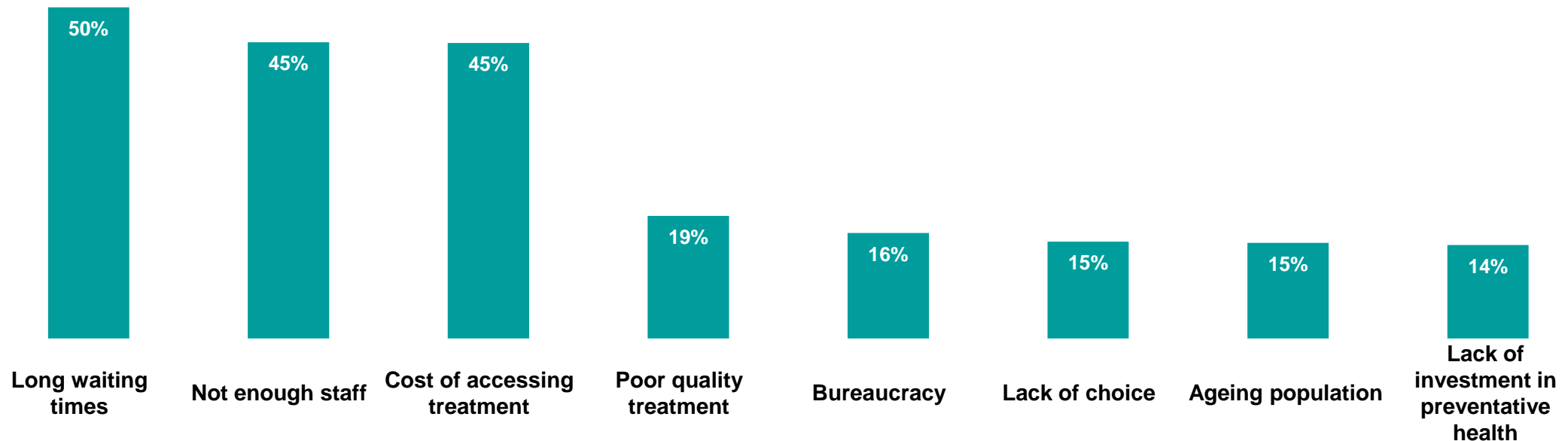
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# LENGTHY WAIT TIMES, STAFFING SHORTAGES, AND THE HIGH COST OF TREATMENT ARE STILL SIGNIFICANT CHALLENGES TO ADDRESS IN THE MALAYSIAN HEALTHCARE SYSTEM.

Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?  
(%)



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## Health Service Monitor 2023

Mental health issues have emerged as the most significant healthcare concern globally, with increasing awareness and acknowledgement in Malaysia. It appears to have a more pronounced impact on specific demographics, women of the younger generation (those classified as Gen Z and Millennials). Given the magnitude of mental health concerns, it is evident that healthcare systems alone are insufficient to address them. Thus, the role and involvement of employers, communities, and families is crucial.

In recent years, immense strain has been placed on healthcare systems around the world, and many are still recovering from the impact of the COVID-19 crisis. In Malaysia, there's a deep-seated respect for healthcare professionals, consistently ranked as the most trusted professionals. Trust in the healthcare system extends beyond the professionals, encompassing access to reliable information and the provision of equitable care standards for all.

Despite the ongoing challenges like extended waiting times, lack of sufficient staff, and high treatment costs, Malaysians' confidence in their healthcare system's quality remains high. Their trust ranks third globally, with only Singapore and Switzerland's healthcare systems perceived as more reliable.



**Azamat Ababakirov**  
Senior Research Manager  
Ipsos Public Affairs

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“Game Changers” – our tagline – summarises our ambition to help our 5,000 clients to navigate more easily our deeply changing world.

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# GAME CHANGERS

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In our world of rapid change, the need for reliable information to make confident decisions has never been greater.

At Ipsos we believe our clients need more than a data supplier, they need a partner who can produce accurate and relevant information and turn it into actionable truth.

This is why our passionately curious experts not only provide the most precise measurement, but shape it to provide True Understanding of Society, Markets and People.

To do this we use the best of science, technology and know-how and apply the principles of security, simplicity, speed and substance to everything we do.

So that our clients can act faster, smarter and bolder. Ultimately, success comes down to a simple truth:  
**You act better when you are sure.**