

**LEGAL RISK MANAGEMENT  
DURING CRISIS AT A PRIVATE HOSPITAL IN  
MALAYSIA**

**REZZA KHAZRIN BIN KAMAN**

**UNIVERSITI SAINS ISLAM MALAYSIA**

**LEGAL RISK MANAGEMENT  
DURING CRISIS AT A PRIVATE HOSPITAL IN  
MALAYSIA**

Rezza Khazrin Bin Kaman

Thesis submitted in partial fulfilment for the degree of  
MASTER OF SCIENCE IN RISK MANAGEMENT

UNIVERSITI SAINS ISLAM MALAYSIA

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## AUTHOR DECLARATION

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged.

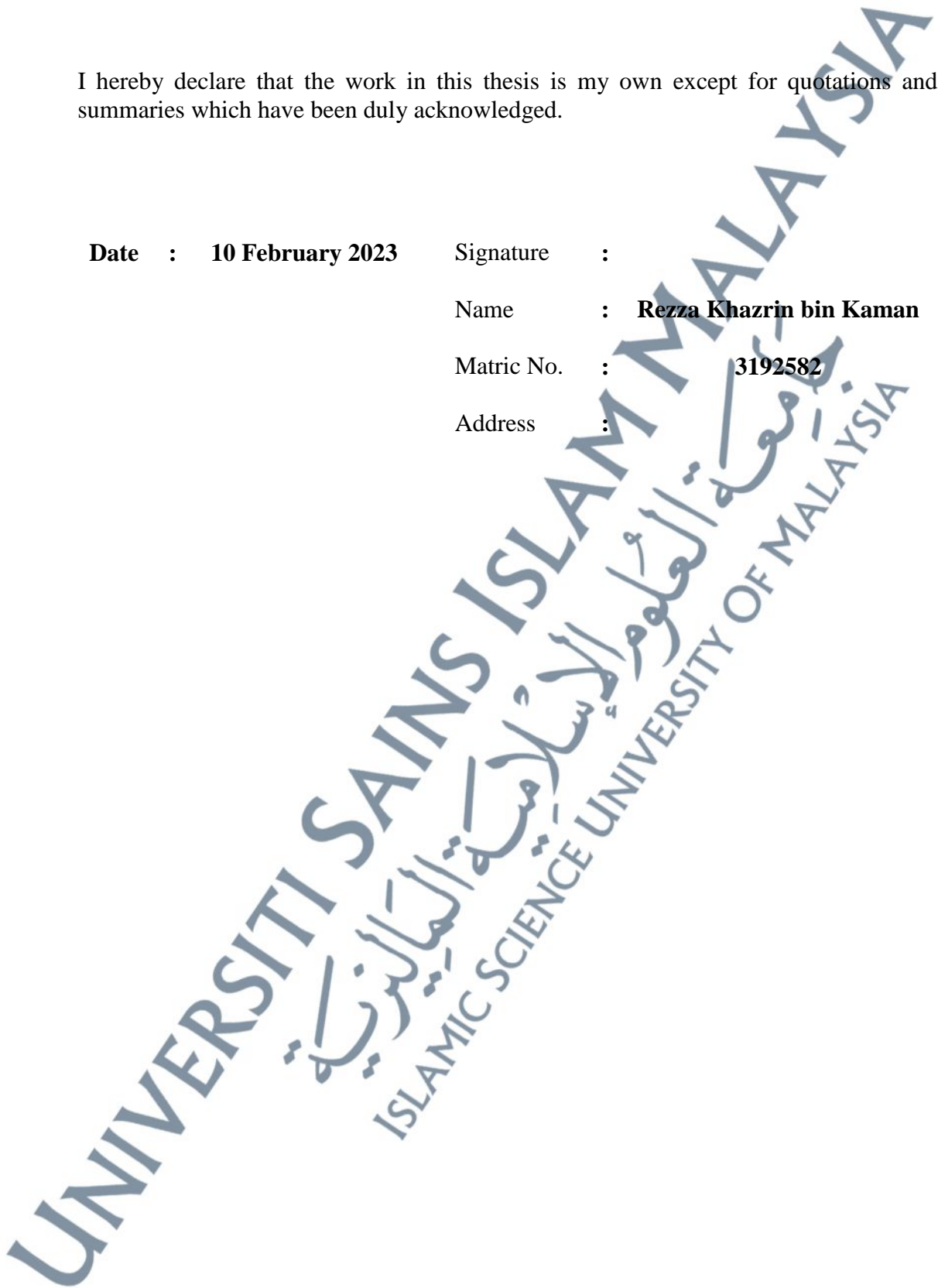
**Date : 10 February 2023**

Signature :

Name : **Rezza Khazrin bin Kaman**

Matric No. : **3192582**

Address :

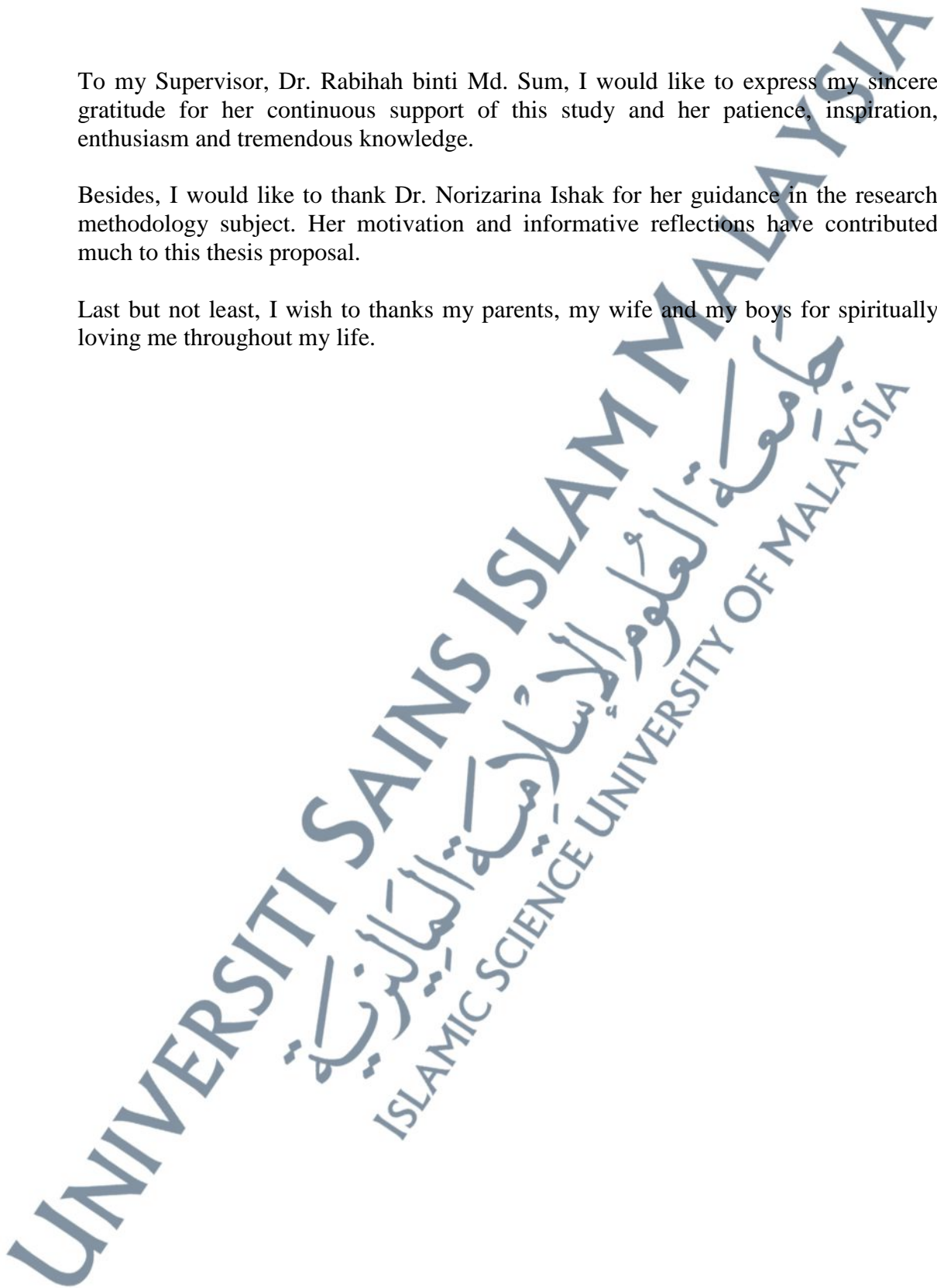


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## ABSTRAK

Kajian kualitatif ini melibatkan Pengurusan Risiko Undang-undang semasa krisis di sebuah hospital swasta di Malaysia dengan menekankan pengurusan krisis yang melibatkan ancaman bom dan proses pengungsian. Pengurusan Risiko Undang-undang ini memfokuskan kepada liabiliti undang-undang semasa krisis. Objektif utama kajian ini adalah untuk mengenalpasti Pengurusan Risiko Undang-undang dalam organisasi, menentukan pendedahan terhadap risiko undang-undang semasa krisis dan juga untuk menentukan Pengurusan Risiko Undang-undang semasa krisis di hospital Malaysia. Sehubungan itu, Pengurusan Risiko Undang-undang ini boleh digunakan sebagai panduan untuk Agensi Kerajaan dan Sektor Swasta bagi pengurusan krisis yang melibatkan ancaman bom dan proses pengungsian. Setakat ini, tiada kajian akademik yang diterbitkan untuk membincangkan Pengurusan Risiko Undang-undang dalam konteks pengurusan krisis yang melibatkan ancaman bom dan proses pengungsian. Kajian ini juga memfokuskan kepada 3 jenis undang-undang iaitu undang-undang tort, undang-undang keterangan (bukti) dan undang-undang insurans. ISO 31000:2018-Risk management-Guidelines, IEC 31010:2019-Risk management-Risk assessment techniques dan ISO 31022:2020-Risk management-Guidelines for the management of legal risk merupakan standard yang digunakan sebagai alat atau garis panduan dalam metodologi kajian. Dapatan kajian ini dibentangkan dalam bentuk Matriks Identifikasi Risiko Undang-undang dan Daftar Risiko Undang-undang.

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## ABSTRACT

This qualitative study involving Legal Risk Management (LRM) during the crisis at a Private Hospital in Malaysia hospital by concentrating on crisis management regarding the bomb threat & evacuation process. The LRM will be focusing on legal liability in crisis management. The objectives of the study are to identify the LRM in Organization, to determine Legal Risk Exposure during Crisis in Malaysian Hospital and to determine LRM during Crisis Management in Malaysian Hospital. Therefore, this LRM can be used as a guide for both Government Agencies and Private Sector for crisis management in the incident related to bomb threat and hospital evacuation. To date, there is no published literature that discussing the legal risk management in the context of crisis management involving bomb threat and patient evacuation. The study focusing 3 areas of law to identify legal risk which covers the law of tort, the law of evidence and insurance law. ISO 31000:2018-Risk management-Guidelines, IEC 31010:2019-Risk management-Risk assessment techniques and ISO 31022:2020-Risk management-Guidelines for the management of legal risk are the standard that has been used as the tools or guideline for research methodology. The findings of this study will be presented in the form of Legal Risk Identification Matrix (LRIM) and Legal Risk Register

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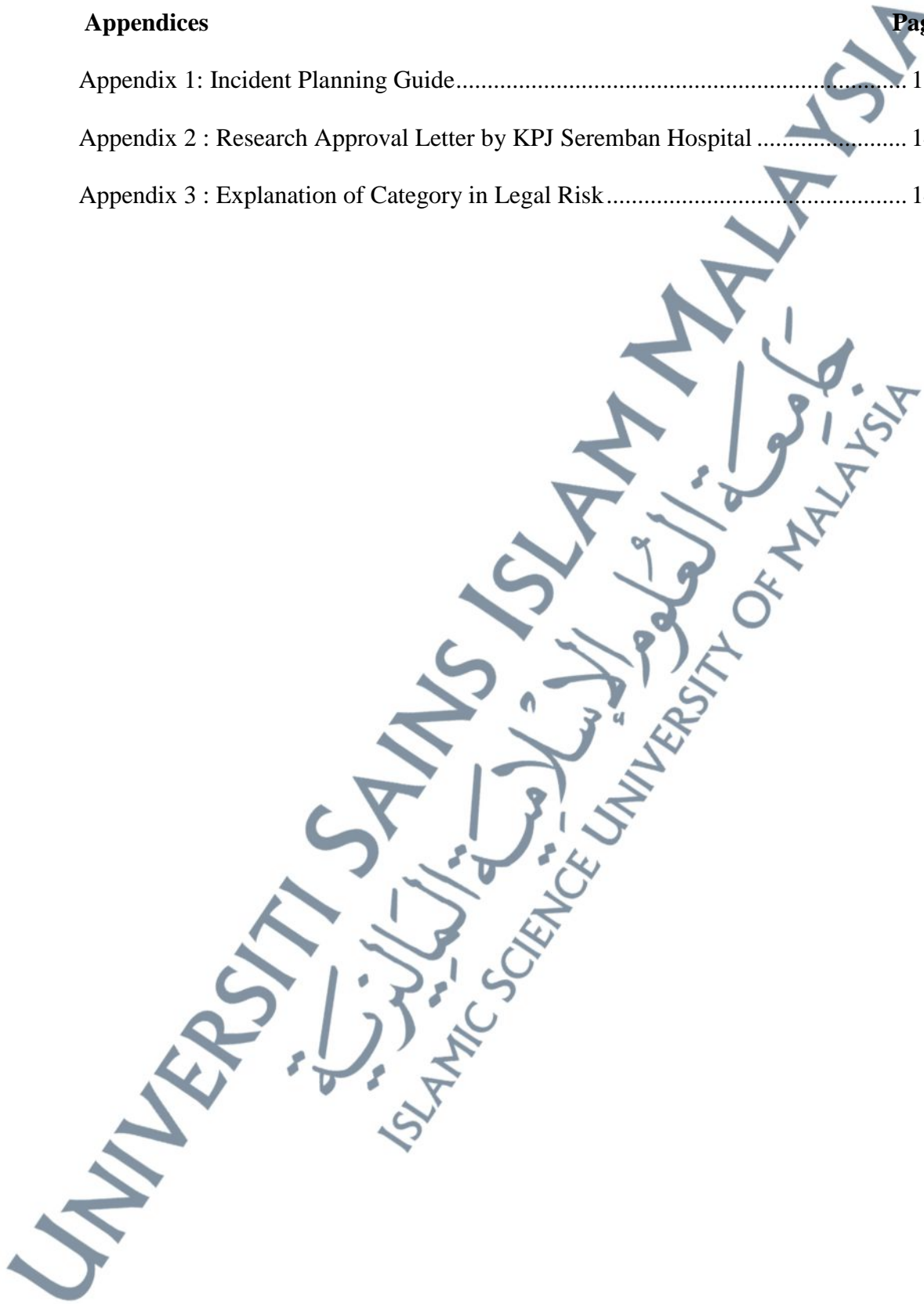
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## LIST OF ABBREVIATION

AC	Appeal Cases
All ER	All England Reports
EWHC	England and Wales High Court
HCA	High Court of Australia
KB	Law Reports, King's Bench Division
MLJ	Malayan Law Journal
MLJU	Malayan Law Journal Unreported
MLRH	Malaysian Legal Review High Court
QB	Law Reports, Queen's Bench Division

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