DEVELOPING A SUSTAINABILITY FRAMEWORK FOR WAQF-BASED HEALTHCARE: A COMPARATIVE ANALYSIS AMONG SOCIAL-BASED HEALTHCARE INSTITUTIONS IN MALAYSIA

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> " *Yesterday I was clever, so I wanted to change the world. Today I am wise, so I am changing myself*." – Rumi

Thank you

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ABSTRAK

Institusi penjagaan kesihatan berasaskan sosial didefinisikan berdasarkan kepada matlamat firma swasta bukan untuk keuntungan yang mewakili institusi kesihatan di bawah institusi wakaf, pertubuhan bukan untung (NPO), pertubuhan bukan kerajaan (NGO) dan beberapa lagi. Cabaran utama yang dihadapi oleh institusi penjagaan kesihatan berasaskan sosial ini adalah untuk kekal dalam industri penyediaan kesihatan dan dapat terus memberikan perkhidmatan kesihatan kepada semua lapisan sosial masyarakat tanpa mengira latar belakang ekonomi. Walau bagaimanapun, keadaan ekonomi yang tidak stabil dan krisis kewangan global telah mengakibatkan peningkatan kos penjagaan kesihatan dan penyusutan pembiayaan daripada penderma yang secara tidak langsung mengancam kelestarian institusi penjagaan kesihatan ini serta menimbulkan kebimbangan kepada badan-badan pembiayaan, khususnya dana sosial seperti wakaf. Dari perspektif Islam, kelestarian adalah suatu proses pelbagai dimensi yang mengharmonikan matlamat ekonomi, persekitaran dan sosial melalui penggunaan sumber yang berkesan, tanpa mengabaikan keperluan rohani dan kualiti alam sekitar yang mana sumber tersebut diperoleh. Kajian ini telah menggunakan kaedah metodologi kualitatif untuk menjalankan penyiasatan yang mendalam dan mendapatkan pemahaman tentang konsep dan amalan kelestarian bagi institusi kesihatan berasaskan sosial, manakala analisis perbandingan telah digunakan untuk menilai amalan terbaik elemen kelestarian yang meliputi elemen kewangan, persekitaran dan sosial dengan matlamat untuk membangunkan kerangka kelestarian bagi institusi penjagaan kesihatan berasaskan wakaf di Malaysia. Fasa pertama penyelidikan ini, lima belas institusi penjagaan kesihatan berasaskan sosial telah dikenal pasti melalui beberapa sumber sekunder seperti laman sesawang *Malaysian Medical Resources*, laporan tahunan dan laman sesawang rasmi setiap institusi penjagaan kesihatan. Namun, hanya enam institusi penjagaan kesihatan bersetuju untuk ditemu bual selepas dipilih berdasarkan dua kriteria yang telah ditetapkan. Temu bual tersebut kemudiannya ditranskripsi dan dianalisis secara induktif menggunakan perisian NVivo dengan mengkategorikannya kepada kod dan tema berdasarkan kerangka konsep yang telah dibentuk berdasarkan teori dan kajian lepas. Setiap tema tersebut dibandingkan untuk melihat persamaan dan perbezaan dari segi konsep dan amalan kelestarian institusi tersebut. Hasil kajian ini telah membentuk lima kerangka kelestarian untuk enam institusi penjagaan kesihatan berasaskan sosial di mana institusi kesihatan MUIP dan Hospital PUSRAWI mempunyai struktur kerangka amalan kelestarian yang sama. Dua kerangka kelestarian amalan terbaik telah dicadangkan untuk penubuhan institusi penjagaan kesihatan berasaskan wakaf pada masa hadapan, yang tertumpu kepada strategi sebagai sebuah entiti perniagaan atau bertindak sebagai sayap CSR bagi syarikat korporat. Di akhir kajian ini, turut dicadangkan agar institusi penjagaan kesihatan berasaskan wakaf juga diiktiraf sebagai kategori baru di bawah institusi kesihatan berasaskan sosial sedia ada dengan mengambil kira matlamat penubuhannya yang sama iaitu untuk kebajikan sosial masyarakat dan sumber awal penubuhannya adalah melalui sumbangan sosial dalam bentuk harta atau aset yang berkekalan.

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ABSTRACT

The social-based healthcare institution is classified according to the firm's private, non-profit goal which includes waqf, non-profit organizations (NPOs), non-governmental organizations (NGOs), and many others. These institutions' main challenges are to remain in the health provision industry and continue to provide health services to all social strata of society regardless of economic background. However, the unstable economic conditions and the global financial crisis have resulted in rising healthcare costs and decreased donor funding, threatening the long-term viability of these healthcare institutions and raising serious concerns among funding bodies, particularly social funds such as waqf. According to Islamic teaching, sustainability is a multifaceted process that balances economic, environmental, and social goals through the efficient use of resources without jeopardising the quality of the environment in which the resources are used, and without neglecting spiritual needs. This research used qualitative methodology to conduct in-depth investigations and to gain an understanding of the sustainability concepts and practices for social-based healthcare institutions, while a comparative analysis was used to evaluate the best practices of sustainability elements including in the financial, environmental, and social aspects in order to develop a sustainable framework for future waqf-based healthcare institutions in Malaysia. In the first phase of this research, fifteen social-based healthcare institutions were identified using various secondary sources, including the Malaysian Medical Resources website, annual reports, and each healthcare institution's official website. However, only six healthcare institutions agreed to be interviewed after being chosen based on two predetermined criteria. The interview was then transcribed and inductively analyzed using NVivo software by categorizing it into codes and themes based on the conceptual framework formed based on the theories and previous studies. These themes were then compared to identify the similarities and differences in the institutions' sustainability concepts and practices. The findings of this research identified five sustainable frameworks for the six social-based healthcare institutions, with MUIP Healthcare and PUSRAWI Hospital sharing the same sustainability framework structure. As for the future establishment of waqf-based healthcare institutions, two best-practice sustainability frameworks have been proposed, focusing on the institutions' strategy as a business entity or CSR wing for corporate companies. At the conclusion of this research, it is also proposed that waqf-based healthcare settings should be recognized as a new category in addition to the existing setting of social-based healthcare, by taking into account the common goal of its establishment which is for the social welfare of the community, and the initial source of its establishment which is through social contributions in the form of a lasting property or asset.

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الملخص

يتم تصنيف مؤسسة الرعاية الصحية الاجتماعية وفقًا لهدف الشركة الخاص وغير الربحي ، والذي يشمل الوقف والمنظمات غير الهادفة للربح (NPOs) والمنظمات غير الحكومية (NGOs) وغيرها . تتمثل التحديات الرئيسية لهذه المؤسسات في البقاء في صناعة توفير الخدمات الصحية والاستمرار في تقديم الخدمات الصحية لجميع الطبقات الاجتماعية في المجتمع. بغض النظر عن تحديات الاقتصادية مع ذلك الظروف الاقتصادية غير المستقرة والأزمة المالية العالمية إلى ارتفاع تكاليف الرعاية الصحية وانخفاض تمويل المانحين ، مما يهدد قابلية استمرار مؤسسات الرعاية الصحية هذه على المدى الطويل ويثير مخاوف جدية بين هيئات التمويل، خاصة الصناديق الاجتماعية مثل الوقف. وفقًا للتعاليم الإسلامية ، فإن الاستدامة هي عملية متعددة الأوجه توازن بين الأهداف الاقتصادية والبيئية والاجتماعية من خلال الاستخدام الفعال للموارد دون المساس بجودة البيئة التي تستخدم فيها الموارد ، ودون إهمال الاحتياجات الروحية. استخدم هذا البحث منهجية نوعية لإجراء تحقيقات متعمقة واكتساب فهم لمفاهيم وممارسات الاستدامة لمؤسسات الرعاية الصحية الاجتماعية ، بينما تم استخدام التحليل المقارن لتقييم أفضل الممارسات لعناصر الاستدامة بما في ذلك الجوانب المالية والبيئية والاجتماعية من أجل تطوير إطار عمل مستدام لمؤسسات الرعاية الصحية القائمة على الوقف في المستقبل في ماليزيا. في المرحلة الأولى من هذا البحث ، تم تحديد خمسة عشر مؤسسة رعاية صحية اجتماعية باستخدام مصادر ثانوية مختلفة ، بما في ذلك موقع الموارد الطبية الماليزية والتقارير السنوية والموقع الإلكتروني الرسمي لكل مؤسسة رعاية صحية. ومع ذلك ، وافقت ست مؤسسات رعاية صحية فقط على إجراء المقابلات بعد اختيارها بناءً على معيارين محددين مسبقًا تم بعد ذلك نسخ المقابلة وتحليلها استقرائيًا باستخدام برنامج NVivo عن طريق تصنيفها إلى أكواد وموضوعات بناءً على الإطار المفاهيمي الذي تم تشكيله بناءً على النظريات والدراسات السابقة, ثم تتم مقارنة هذه الموضوعات لمعرفة أوجه التشابه والاختلاف في مفاهيم وممارسات الاستدامة في المؤسسة. حددت نتائج هذا البحث خمسة أطر عمل مستدامة لمؤسسات الرعاية الصحية الاجتماعية الست ، مع مشاركة MUIP للرعاية الصحية ومستشفى PUSRAWI في نفس هيكل إطار عمل الاستدامة النسبة إلى التأسيس المستقبلي لمؤسسات الرعاية الصحية القائمة على الوقف ، فقد تم اقتراح إطارين للاستدامة من أفضل الممارسات ، مع التركيز على استراتيجية المؤسسة نموذج تجاري أو جناح CSR المسؤولية الاجتماعية للشركات. ملخص من هذا البحث ، يُقترح أيضًا الاعتراف بمواقع الرعاية الصحية القائمة على الوقف كفئة جديدة بالإضافة إلى الإعداد الحالي للرعاية الصحية الاجتماعية ، من خلال مراعاة الهدف المشترك من إنشائه وهو من أجل الرفاهية

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الاجتماعية للمجتمع ، والمصدر الأولي لتأسيسه ، والذي يتم من خلال المساهمات الاجتماعية في شكل ممتلكات أو أصول مؤبدة.

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LIST OF ABBREVIATIONS

AS	Alaihi As-salam (May Peace be Upon Him)
AHP	Analytic Hierarchy Procedure
ANH	Alliance for Natural Health
ABIM	Angkatan Belia Islam Malaysia
CKAPS	Cawangan Kawalan Amalan Perubatan Swasta
CPHA	Canadian Public Health Association
CSR	Corporate Social Responsibility
DOSM	Department of Statistic Malaysia
EHS	Environmental Health System
EPU	Economic Plannin Unit
FPG	Fakulti Pergigian
FPSK	Fakulti Perubatan dan Sains Kesihatan
GDP	Gross Domestic Product
GRI	Global Reporting Initiative
HMI	Hospital Mesra Ibadah
HWAN	Hospital Wakaf An-Nur
HMOs	Health Maintenance Organizations
IT	Institutional Theory
IFH	Ibadah Friendly Hospital
IHC	Islamic Hospital Consortium
IJN	Institut Jantung Negara
JCorp	Johor Corporation
KBI	Koperasi Belia Islam (ABIM)
KBMC	Kampung Baru Medical Center
KPJ	Kumpulan Perubatan Johor
KWAN	Klinik Wakaf An-Nur
LST	Leadership Theory
MDGs	Millennium Development Goals
MMA	Malaysian Medical Association
MMR	Malaysian Medical Resources
MOH	Ministry of Health
MREC	Medical Research and Ethics Committee
MRA	Malaysian Relief Agency
MAIJ	Majlis Agama Islam Johor
MAINS	Majlis Agama Islam Negeri Sembilan
MAIWP	Majlis Agama Islam Wilayah Persekutuan
MSQH	Malaysian Society for Quality in Healthcare
MUIP	Majlis Ugama Islam Pahang
NEPA	National Environmental Policy Act

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NGO	Non-Government Organization
NIH	National Institute of Health
NMRR	National Medical Research Register
NPO	Non-Profit Organization
OECD	Organization for Economic Co-operation and Development
PAH	Penang Adventist Hospital
PHFS	Private Healthcare Facilities and Services
PKPIM	Persatuan Kebangsaan Pelajar Islam Malaysia
PMC	Pahang Medical Center
PNB	Permodalan Nasional Berhad
PPPW	Pusat Pembangunan Pembiayaan Wakaf
PRKMUIP	Pusat Rawatan Keluarga MUIP
PWZ	Pusat Wakaf Zakat
SAW	Sallallahu Alaihi Wassalam (May Blessings and Peace of Allah be Upon Him)
SDGs	Sustainable Development Goals
SEA	Sustainable Environmental Auditing
SHT	Stakeholder Theory
SIRC	State Islamic Religious Council
SOCSO	Social Security Organization
SWT	Subhanahu Wa Ta'ala (May HE be Glorified and Exalted)
TBL	Triple Bottom Line
the	Total Expenditure of Health
UN	United Nation
UNDP	United Nation Development Program
UNICEF	United Nations Children's Fund
USIM	Universiti Sains Islam Malaysia
UHSC	USIM Health Specialist Centre
WBCSD	World Business Council for Sustainable Development
WCED	World Commission on Environmental and Development
WHO	World Health Organization
WANCorp	Wakaf An-Nur Corporation

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