

**SHARIAH-COMPLIANT PRACTICES AMONG MEDICAL  
TOURISM PROVIDERS IN MALAYSIA**

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**SHARIAH-COMPLIANT PRACTICES AMONG MEDICAL TOURISM  
PROVIDERS IN MALAYSIA**

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Thesis submitted in partial fulfilment for the degree of  
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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.

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## ABSTRAK

Kajian ini mengkaji tahap amalan patuh Syariah di kalangan penyedia pelancongan perubatan kerajaan dan swasta terpilih di Malaysia. Objektif utama kajian ini adalah untuk mengkaji sejauh mana amalan patuh Syariah di tiga bidang pengurusan perkhidmatan iaitu rawatan yang diberikan, perkhidmatan yang disediakan termasuk kemudahan dan pengurusan sumber manusia. Pelancongan perubatan semakin popular di negara ini dan hospital pelancongan perubatan patuh Syariah perlu menawarkan perkhidmatan yang diperlukan untuk pasaran serantau dan global. Sebenarnya, banyak hospital pelancongan perubatan di Malaysia sudah menyediakan perkhidmatan dan kemudahan tersebut, namun tahap pematuhan terhadap piawaian Syariah dalam ketiga bidang pengurusan perkhidmatan belum dapat dipastikan. Kajian ini menggunakan metodologi kajian kes di mana empat hospital pelancongan perubatan dikenal pasti dan dianalisis. Analisis kualitatif dilakukan melalui temu ramah separa berstruktur dari empat hospital iaitu; Hospital Pakar Sultanah Fatimah, Muar, Johor; Hospital Universiti Sains Malaysia, Kubang Kerian, Kelantan; Hospital PUSRAWI, Kuala Lumpur dan Hospital Pakar Al-Islam, Kampung Baru, Kuala Lumpur. Hasil kajian menunjukkan bahawa hospital kerajaan menerapkan konsep "Hospital Mesra Ibadah", kempen ini dilakukan dengan menyediakan kemudahan ibadah kepada pesakit di hospital kerajaan. Sementara itu, beberapa hospital swasta Islam telah mula mengamalkan pematuhan Syariah dalam pengurusan hospital untuk mencapai standard pematuhan Syariah seperti Sistem Pengurusan Kualiti berdasarkan Syariah MS 1900:2014. Amalan patuh Syariah di hospital swasta Islam telah membolehkan pesakit mendapat kualiti perkhidmatan yang lebih baik dan lebih bermaklumat tentang rawatan yang disediakan. Beberapa cadangan mengenai amalan patuh Syariah dikemukakan untuk meningkatkan perkhidmatan yang mungkin mengakibatkan peningkatan jumlah pelancong yang mencari perkhidmatan tersebut. Dalam jangka panjang amalan patuh Syariah ini dapat dikembangkan dan diperkukuhkan lagi dalam mengembangkan sektor pelancongan dan seterusnya memberikan sumbangan yang besar terhadap ekonomi negara.

## ABSTRACT

This study examined the degree of Shariah-compliant practices among government and private medical tourism providers in Malaysia. The main objective of this study was to investigate the extent of Shariah-compliant practices in three specific areas of service management, namely, the treatments given, the services provided including facilities, and human resource management. Medical tourism is gaining popularity in the country and Shariah-compliant medical tourism providers need to offer services that are required for the regional and global markets. Many medical tourism providers in Malaysia are already providing such services and facilities, but the degree of compliance with the Shariah standards in the three areas of interest has yet to be ascertained. This study adopted the case-study methodology where four providers were identified and analysed. A qualitative analysis was conducted through semi-structured interviews from four hospitals namely, Sultanah Fatimah Specialist Hospital, Muar, Johor; Hospital Universiti Sains Malaysia Hospital, Kubang Kerian, Kelantan; Hospital PUSRAWI, Kuala Lumpur and Specialist Hospital Al-Islam, Kampung Baru, Kuala Lumpur. The findings of the study found that selected government hospitals had been implementing the “*Hospital Mesra Ibadah*”, a campaign for government healthcare facilities to become an *Ibadah*-Friendly Hospital. Meanwhile, the selected Islamic private hospitals had begun the practice of Shariah-compliance in hospital management towards achieving the Shariah-compliance standards such as the MS 1900:2014 Shariah-based Quality Management System (QMS). The practice of Shariah-compliance in Islamic private hospitals has enabled patients to receive better quality and more informed treatment. Some suggestions on the Shariah-compliant practices were presented to improve the services provided, which perhaps could increase the number of tourists looking for such services. In the long run, this particular niche could be further developed and strengthened by expanding it to the tourism sector and making a significant contribution to the nation’s economy.

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## الملخص

تبحث هذه الدراسة في درجة الممارسات المتوافقة مع الشريعة الإسلامية بين مستشفيات السياحة العلاجية الحكومية والخاصة المختارة في ماليزيا. الهدف الرئيسي من هذه الدراسة هو التحقق من مدى الممارسات المتوافقة مع الشريعة الإسلامية في هذه المستشفيات في ثلاثة مجالات محددة لإدارة العمليات ، وهي ؛ العلاجات المقدمة والخدمات المقدمة بما في ذلك المرافق وإدارة الموارد البشرية. تكتسب السياحة العلاجية شعبية في الدولة ويحتاج مقدمو السياحة العلاجية المتوافقة مع الشريعة الإسلامية إلى تقديم الخدمات المطلوبة للأسواق الإقليمية والعالمية. في الواقع ، يقدم العديد من مزودي السياحة العلاجية في ماليزيا بالفعل مثل هذه الخدمات والتسهيلات ، لكن درجة الامتثال لمعايير الشريعة الإسلامية في المجالات الثلاثة ذات الأهمية لم يتم التأكد منها بعد. اعتمدت هذه الدراسة منهجية دراسة الحالة حيث تم تحديد وتحليل أربعة مستشفيات. تم إجراء تحليل نوعي من خلال مقابلات شبه منظمة من أربعة مستشفيات وهي: مستشفى سلطانة فاطمة التخصصي ، موار ، جوهر ؛ مستشفى جامعة ماليزيا للعلوم ، كوبانج كيريان ، كلنتن ؛ مستشفى بسرابي ؛ كوالالمبور ومستشفى الإسلام التخصصي. كامبونج بارو ، كوالالمبور. ووجدت نتائج الدراسة أن مستشفيات حكومية مختارة كانت تنفذ "المستشفى الودي لعبادة" ، وهي حملة لمرافق الرعاية الصحية الحكومية لتصبح مستشفى صديقاً للمسلمين. وفي الوقت نفسه ، بدأ المستشفى الخاص MS1900 في تطبيق أحكام الشريعة الإسلامية في إدارة المستشفى من أجل تحقيق معايير الامتثال للشريعة مثل نظام إدارة الجودة القائم على الشريعة. أتاحت الممارسة المتوافقة مع الشريعة الإسلامية في المستشفيات الخاصة 2014 للمرضى الحصول على علاج أفضل جودة وأكثر استنارة. يتم تقديم بعض الاقتراحات حول الممارسات المتوافقة مع الشريعة لتحسين الخدمات المقدمة والتي قد تؤدي إلى زيادة عدد السياح الذين يبحثون عن هذه الخدمات. على المدى الطويل ، يمكن تطوير هذا المكانة الخاصة وتقويتها بشكل أكبر ، وتوسيع قطاع السياحة وربما تقديم مساهمة كبيرة في اقتصاد الدولة.

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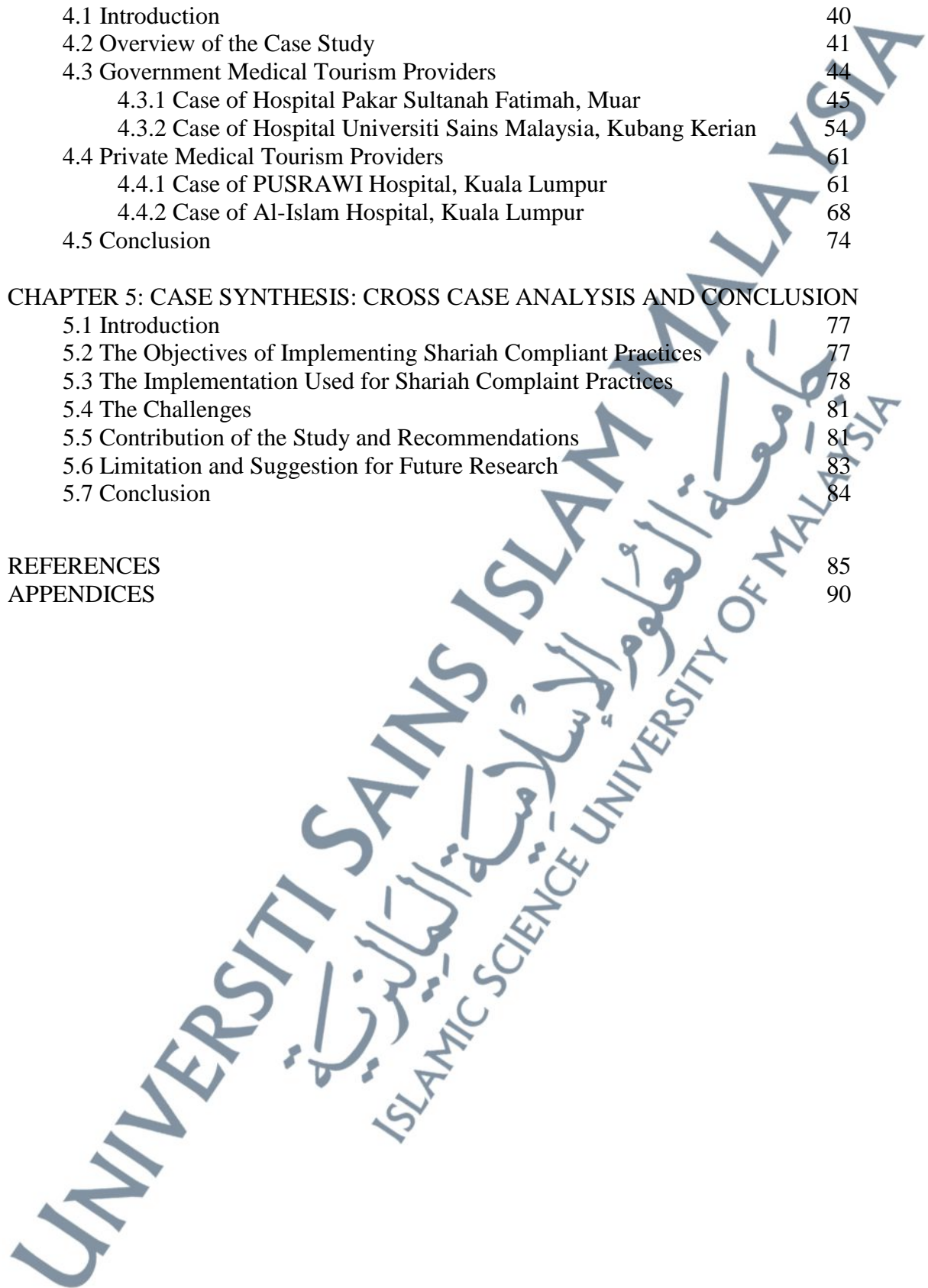
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## LIST OF ABBREVIATIONS

ALOS	Average Length of Stay
DSM	Department of Standards Malaysia
HMI	Hospital Mesra Ibadah
HPSF	Hospital Pakar Sultanah Fatimah
HUSM	Hospital Universiti Sains Malaysia
ITC	Islamic Tourism Centre
INHART	Halal Research and Training
JCAHO	Joint Commission on Accreditation of Healthcare
JCI	Joint Commission International
MHTC	Malaysia Healthcare Tourism Council
MOH	Ministry of Health
NC	Non-compliant
SCH	Shariah-Compliant Hospital
SCP	Shariah-Compliant Practice
UIAM	Islamic University of Malaysia
WTO	World Tourism Organization

