

## **Analyse the impact of health services in Malaysia by using SPSS**

### Abstract

This study aims to analyse the impact of health service in Malaysia. A descriptive study was designed using survey method. This study was conducted under government hospital in Penang. Data were collected using statistical package for social sciences SPSS. A total of  $n = 115$  patient responded to this survey. This study showed that access to services, have a positive relationship with patient satisfaction. Access to services are acknowledge as key determinants to improve health services quality in Malaysia.