The Sustainable Development Goals (SDGs) in Healthcare Services

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Abstract: The United Nation (UN) Sustainable Development Goals (SDGs) are a set of globally agreed objectives to protect the entire planet habitable and ensure that all people enjoy peace and prosperity. The SDGs focuses on five key areas People, Planet, Prosperity, Peace and Partnership. In 2018, Malaysia SDG Global Ranking is 55 out of 156 while in SDGs for report 2019 for Malaysia; the ranking was dropped from 55th to 68th out of 162. United Nations reported that progress on the SDGs stays uneven and slow to meet all 17 goals on health, equality and poverty by 2030. Thus, this study focuses on Healthcare Services as dependent variables. A total respondent of this study is 94 and was selected using simple random sampling among communities in Perlis State. The overall results establish that there are three focus areas that would improve and increases The Sustainable Development Goals performance in Healthcare Services. The findings of this study would benefits to the government and non-governmental agencies in order to ensure Malaysia will achieve the achieving of 2030 agenda for Sustainable Development.

INTRODUCTION

The Sustainable Development Goals (SDGs) (2015-2030)

The Sustainable Development Goals (SDGs) is replaces the Millennium Development Goals (MDGs) that act as a universal in all aspects and comprehensive in the range of issues and concerns addressed related with the environment, economy, development and human rights [1]. The SDGs was adopted by all United Nations Member States in 2015, The 2030 Agenda for Sustainable Development provides a blueprint for peace and prosperity for people and planet, now and into the with the UN, and found that to end poverty and other goals must go one-by-one with the strategies that able to reduce inequality, improve health and education, and increase economic growth and all while also able to handling climate change and working to retain our oceans and forests [2]. The vision presented for sustainability for the future and transforming our world for the better is based on five focus areas; People, Planet, Prosperity, Peace and Partnership. SDGs integrates and balances the three dimensions of sustainable development; social (56%), environmental (24%) and economic (20%) [3].

Table 1 *17 Global Goals*

People	Goal 1: No Poverty
	Goal 2: Zero Hunger
	Goal 3: Good Health and wellbeing
	Goal 4: Quality Education
	Goal 5: Gender Equality
Planet	Goal 6: Clean water and sanitation
	Goal 12: Responsible consumption and production
	Goal 13: Climate Action
	Goal 14: Life Below Water
	Goal 15: Life on Land
Prosperity	Goal 7: Affordable and clean energy
	Goal 8: Decent work and economic growth

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	Goal 9: Industry, innovation and infrastructure
	Goal 10: Reduced Inequalities
	Goal 11: Sustainable cities and communities
Peace	Goal 16: Peace, Justice and Strong Institutions
Partnership	Goal 17: Partnership for the goals

The SDGs and Healthcare Services in Malaysia

Health is at a central position in the Agenda 2030 for sustainable development through SDG 3 [4] and primary health care has a central role in order to achieve sustainable development and able to contribute to the achievement of other goals [5]. It also can be considered to be health related and should be given more focus in strategies, policies and plans to accomplish the health goal, and in monitoring progress. However, accomplishing this goal means more than just improving health care services. It also involves action in key economic development sectors such as housing and transport, as well as in the settings where people live and work in cities and rural areas. When people are healthy, including free from infectious diseases, they are more productive members of society and can contribute to economic and social development [6]. In addition, better health, in return, give an advance to the other goals [7]. Those people who are not receiving sufficient health services are probably will also lack in other social aspects. By having a better knowledge and understanding of factors contributing to access the health services, indirectly it will help shape to attain a health and well-being and also support the achievement of other goals in SDGs [8].

Thus, a new and huge opportunity to strengthen governance for health is given in the SDGs and also has highlighted the importance of governance for health at national and regional levels In order to achieve the SDG health targets, new investment is needed. The World Health Organization reported that 67 countries contribute for about 75 percent of the world's population and around 3.9 trillion United States dollars will be needed to achieve the SDGs health targets between year 2015 until 2030 [7]. Health located at a central place in SDG, which is Goal 3: Ensure healthy live and promoting well-being for all ages. Either directly related to health or indirectly contribute to health, all of the other 16 goals are interrelated in order to achieve and access quality Health [4]. Thus, the improvement in one area is influenced upon improvement in other areas; it has become the principle for The SDGs.

However, the [2] reported that progress on the SDGs stays uneven and slow to meet all 17 goals on health, equality and poverty by 2030. Even though people are seeing progress in all areas but still it is not enough to meet the target because of the low rate of progress. In 2018, Malaysia SDG Global Ranking is 55 out of 156 with index score 70.0. Next, on June 2019, [2] released its annual check-up report on the SDGs for 2019 report. Resulted Malaysia's ranking dropped from 55th to 68th out of 162 with index score 69.6. The major challenges persist in Malaysia is on SDG 2 (Zero Hunger), SDG 3 (Good Health and Well-being), SDG 5 (Gender Equality), SDG 10 (Reduced Equalities), SDG 13 (Climate Change) and SDG 15 (Life on Land) that need to be revised back and require big spur progress to achieve the 2030 targets on overall quality healthcare in Malaysia.

LITERATURE REVIEWS

At the central of the 2030 Agenda, there are five focus areas that would give an effect in healthcare services which are People, Planet, Prosperity, Peace and Partnership. One of the areas is People. Under people, there are consist of 5 goals amongst 17 goals of the SDGs which are Goal 1: No Poverty, Goal 2: Zero Hunger, Goal 3: Good Health and Wellbeing, Goal 4: Quality Education and Goal 5: Gender Equality. People focus areas are determined "to end poverty and hunger, in all their forms and dimensions, and to ensure that all human beings can fulfil their potential in humanity and equality and in a healthy environment"[3]. [2] Reported that more than 10% of the world population which is 700 million people still lives in extreme poverty with only surviving on less than US$1.90 a day. And by having good jobs in the current market do not able to guarantee a sufficient life. Facts and figures by the [2] also reported that 8% of employed workers lived in extreme poverty with their family in 2018. The progress and speed of global has slowed as percentage of poverty becomes increase in Africa countries where almost 75% of the world"s people in extreme poverty live today. Next, extreme hunger and malnutrition remain as the main barriers to development in countries. In 2017, 821 million people estimated to be undernourished caused by environmental degradation, biodiversity loss and drought. By ensuring that all people, especially children, get adequate and nutritious food throughout the year, it can also improve and increase their wellbeing.

Planet focus area are "determined to protect the planet from degradation, including through sustainable consumption and production, sustainably managing its natural resources and taking urgent action on climate change, so that it can

support the needs of the present and future generations" [3]. This focus area consists of five goals which are Goal 6: Clean Water and sanitation, Goal 12: Responsible consumption and production, Goal 13: Climate Action, Goal 14: Life below water, Goal 15: Life on Land. By having a set of goals to protect the planet, so that it able to support and sufficient the needs of the present and for our future generations are important. Climate change and environmental protection already give an impact that makes us clear that we need to do something for our planet [10]. In 2018, the global emissions rate increase and global warming is likely to touch at least 1.5 degrees Celsius between 2030 and 2052. It may give an impact and risk towards health, food security, livelihoods, human security, water supply and economic growth. Without any action it will become worse. While the [2] mentioned that water demand has outperformed population growth and half of the world"s population is already experiencing severe water scarcity at least one month. However, wastewater from human activities is released into rivers or sea without treatment and may lead to pollution. Proper water and sanitation is a vital key foundation for achieving the SDGs, including good health [2].

Prosperity is a third key area that The SDGs focus on. In this area, it determined to ensure that all the people in this planet will enjoy flourishing and attaining lives with the economic social and technological progress occurs in harmony with nature [3]. This focus area consists of five goals which are Goal 7: Affordable and Clean Energy, Goal 8: Decent Work and Economic Growth, Goal 9: Industry, Innovation and Infrastructure, Goal 10: Reduced Inequalities, Goal 11: Sustainable Cities and Communities. By having a set of goals to ensure humanity"s prosperous and fulfilling lives, so that it able to growth and shared prosperity between people in the planet. Studies conducted by [9], terms of prosperity is not related with wealth or growth in the economy, but it is all about growing the health of society, inclusively of the political institutions and also the development of the human capital. According to [10] the issue in this area is an inequality that requires an appropriate focus towards it. World is currently struggling with a slowing economy and increases of an inequalities. Due to the slower progress on decent work, it leads to increasing of the unemployment towards people. So that, in equalities may limit the prosperity of the people [10]. To achieve the successful community, the basis is a functioning and resilient infrastructure. By having an innovative sustainable technologies and ensure the universal access to information, it able to achieve the prosperity towards people in the planet and also bring the job opportunities and directly will build a stable and prosperous communities across the globe.

Peace is fourth areas that the SDGs focus on. In this area, they only focus on one Goal which is Goal 11: Peace, justice and strong institutions. Peace focus areas are "determined to foster peaceful, just and inclusive societies which are free from fear and violence. There can be no sustainable development without peace and no peace without sustainable development" [3]. This area are to promote peaceful towards societies for sustainable development besides providing access to justice for all and build effective institutions at all levels. [2] describes that all people everywhere are need to be free of fear from all types of violence and feel safe everywhere they go in whatever their ethnicity or gender. People should have freedom in order to express their views whether in private or public and people also should be able to contribute in decision making that may affect their life [2]. Studies conducted by [11] pointed out that, peace is essential and cannot be negotiable in order to ensure healthy and good global population. Without peace, it impossible to achieve the others SDGs goals, especially SDG 3: Good health and wellbeing. At least 253 million people are living in injustice and 4.5 billion people do not have their rights and opportunities provided by law. Thus it may increase the risk that they will remain left behind [10]. Previous research has shown that health and peace are interrelated and become basic rights of human beings. Researcher also pointed out that peace is a main determinant of health while to achieve of peace is relying on all people"s health [12].

Partnership focus area are "to mobilize the means required to implement this agenda through a revitalized Global Partnership for sustainable development, based on a spirit of strengthened global solidarity, focused in particular on the needs of the poorest and most vulnerable and with the participation of all countries, all stakeholders and all people" [3] This area focused on Goal 17: Partnership for the goals. World's leaders adopted the 2030 Agenda for Sustainable Development is to aims to end poverty, combat climate and tackle inequalities. In order to meet the goals, everyone needs to work together; governments, civil society, scientists, academia and the private sector. This is act as an action calls for all countries include developed and developing countries. To ensure no one is left behind, this partnership is needed at every stage and level; global, regional, national and local. It was built on principles and values by place people and planet at the centre and has a shared vision and goals as well. While [10] describes that partnership is the SDGs call for "a spirit of strengthened global solidarity". If the governments are move alone, the goals cannot be achieved. All the problems that cross geographies and sectors need to be discussed together with the great collaboration.

METHODOLOGY

This study was conducted to determine the five key areas on The Sustainable Development Goals performance in healthcare services. The unit of analysis for this research is the communities among Perlis state that those people who have experience in Healthcare Services. In order to reach the respondents, simple random sampling was employed and the entire communities among Perlis state has an equal chance and probability to be selected as a respondent. In order to collect data from potential respondent printed of functional (positive) and dysfunctional (negative) questionnaire was distributed to each respondent by face to face to ensure that they have a clear picture and understand the questions in the survey. As an overall, 94 data was being used for descriptive analysis by using Statistical Package for the Social Sciences (SPSS) and Kano Model was used to analyze the data during the data process.

Since this research is using Kano Model analysis for analyse all the data, this study was go through all step which are from Kano Evaluation Table, Kano Quality Attributes, Berger"s Coefficient and Kano Model Index. Quality attributes in Kano Model has been described as Must-be Attribute (M), One dimensional Attribute (O), Attractive Attribute (A), Indifferent Attribute (I), Reverse Attribute (R) and Questionable Attribute (Q). Theory of Change describes as a connection between objectives and strategic goals (ToC) also has been employed during this study.
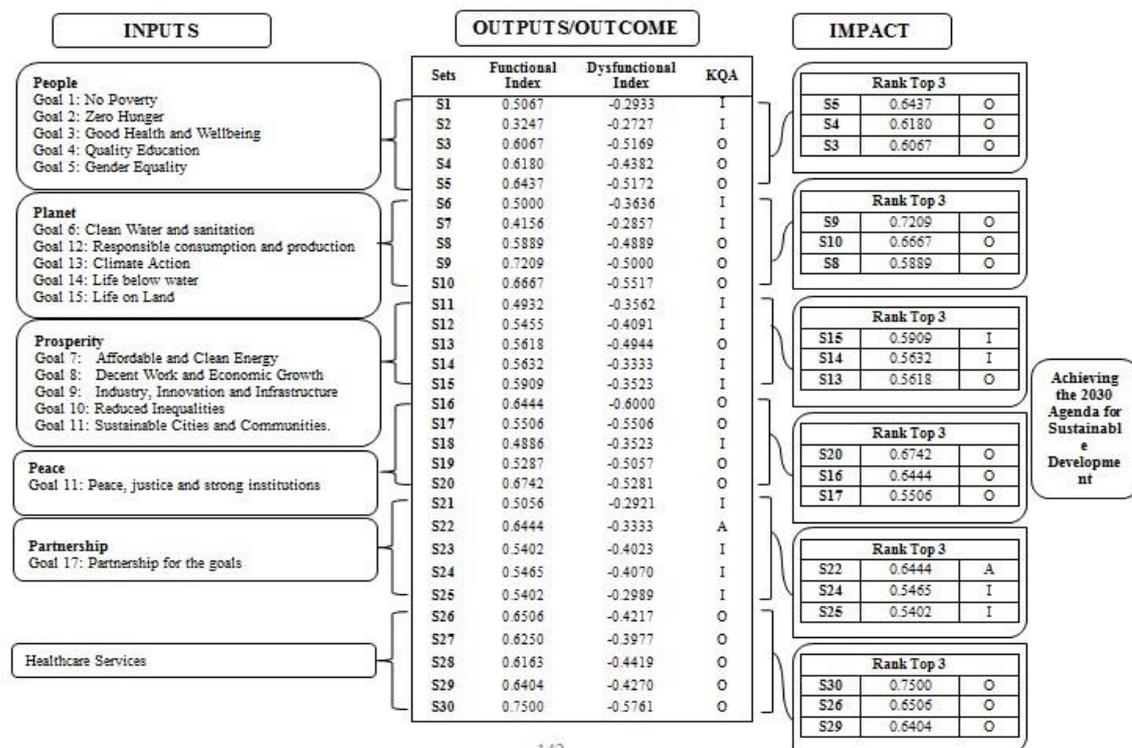

Figure 1 *Result and Theory of Change Mapping*

RESULT ANALYSIS AND FINDINGS

It can be summarized that, the main objective of this study is to determine the relationship between the five key areas in The Sustainable Development Goals performance in healthcare services. From the result and findings (Figure 1) of this study, it can give a clear picture towards the variables that may affect The Sustainable Development Goals performance in healthcare services to ensure Malaysia able to achieve the 2030 Sustainable Development Goals Agenda.

The results of this study showed that the availability of the three independent variables which are People, Planet and Peace would have a great impact of The SDGs performance in healthcare services. As a result, those three key areas can be considered as an importance in determine the key areas that affected The Sustainable Development Goals performance in Healthcare services from the perceptions of the communities among Perlis state. Result has been

ranked in top 3 elements that have a higher value index. Figure 1 shows that, all the top 3 elements from each variables shows a „One dimensional" Attribute (O) which means that, the increase of the level of fulfillment; will also increase the level of customer satisfaction. In this attribute, if the performance is well and met their requirements, customer satisfaction will definitely increase. But, if the performance is poor and not met the requirement, obviously customer dissatisfaction will increase. Related with this study, it surely that those three variables; People, Planet and Peace will increases the performance of The SDGs in Healthcare Services. While other two variables which are prosperity and partnership are indicates Indifferent attributes which means that, it do not lead to customer satisfaction or dissatisfaction when the fulfillment sufficient or insufficient. This attributes will not disturb and affect customer satisfaction. As related with this study, perceptions of communities among Perlis state are prosperity and partnership areas not importance and would not disturb or affect the performance of SDGs in Healthcare Services.

CONCLUSIONS

This study has been carried out to determine the relationship between the five key areas in The Sustainable Development Goals performance in healthcare services. It has evaluated that Prosperity and Partnership are out from the importance areas that may affect performance of the SDGs in Healthcare Services.

The findings from this study provide important guidelines to governmental and non-governmental healthcare service providers. So that, before the things getting worse, they are able to take an action such as plan a strategy and alternatives in order to improve their performance in Healthcare Services. As recommendations, Governmental and nongovernmental agencies are needed to play their important roles in order to increase an awareness and knowledge regarding The Sustainable Development Goals towards communities in Malaysia. Program or campaigns that sharing information regarding The SDGs is need in order to people in this planet are aware about The SDGs and also their responsibility towards planet.

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