



Confidential when filled with data

**MANUFACTURING**

**PART 2-B**

**MALAYSIA**  
**Prime Minister's Department**  
**Economic Planning Unit (EPU) and Department of Statistics,**  
**in collaboration with The World Bank**  
**October, 2007**

## **PRODUCTIVITY AND INVESTMENT CLIMATE SURVEY 2, MALAYSIA 2007**

***(To be administered to the Personnel Manager/CAO)***

### **About the survey**

The Productivity and Investment Climate Survey is a collaborative effort of the World Bank and the Malaysian Government. Similar surveys are being carried out in other countries. Parts of the survey questionnaire can be filled up by your staff working from your records; other parts should be answered by the owner or plant manager. A team of enumerators will visit your plant to go through the questionnaire with you or your staff. **Only aggregate or average information from a large sample of firms will be published and we can guarantee confidentiality for all individual responses.**

The general purpose of the survey is to understand the investment climate in Malaysia and how it affects business performance, with the objective of helping improve it. The survey will provide useful information about the investment climate of Malaysia in an international context; our experience in a wide range of countries is that this information can be crucial for improving the climate so that businesses can expand and their workers prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign invested versus domestic, or new versus experienced). It then proceeds to issues of finance (to examine financial constraints on production and expansion), technology (to assess the ease of access to new technologies), relationship with other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations, and international trade. What should emerge is a comprehensive picture of the environment in which businesses are operating in Malaysia, both strengths and weaknesses.

### **To Enumerators:**

For precision of statements, the acronym "KE"-for a fictional business, Kinabalu Electronics- appears in places where the name of the participating business should be. Similarly "Electronics" appears where the sector of activity of the business should be

ESTABLISHMENT NAME:

ESTABLISHMENT NO. :

Address :

Industry :  Region No.

(MSIC 2000)

- Industry Codes:**
- 15 = Food Processing (exclude 155)
  - 17 = Textiles
  - 18 = Garments (exclude 182)
  - 20 = Woods and Woods Products
  - 24 = Chemicals and Chemical Products
  - 25 = Rubber and Plastics
  - 29 = Machinery and Equipment
  - 30 = Office, Accounting & Computing Machinery
  - 31 = Electrical Machinery and Apparatus
  - 32 = Electronics (equipment and components)
  - 34 = Automobiles and parts
  - 36 = Furniture

- Region No.**
- 1 = Klang Valley (Selangor, K. Lumpur, Melaka)
  - 2 = North region (Penang, Kedah)
  - 3 = South Region (Johor)
  - 4 = East Coast (Terengganu)
  - 5 = Sabah
  - 6 = Sarawak

City name :

City codes :  State code  City code

Name of interviewer :

Respondent name :

Job Title :

Telephone Number :  -

Date of interview :  DD  MM 2 0 0  YYYY

Starting time :  -

Finish time :  -

Enumeration validated by (controller) :

Date :  DD  MM 2 0 0  YYYY

To Enumerators:

Sections 8 and 9 of this questionnaire are intended to be filled out by the accountant of the business in the presence of an enumerator. Section 10 should be filled out by the personnel manager or his/her staff, again in the presence of an enumerator. Please make sure that:

a. All dates are entered in the European calendar or Fiscal Year  
b. All monetary values are in RINGGIT MALAYSIA

**SECTION 10  
LABOR AND HUMAN RESOURCES**

Please use the following definitions in this section.

<b>Management</b>	Persons making management decisions (exclude supervisors).
<b>Professionals</b>	Trained and certified specialists outside of management such as engineers, accountants, lawyers, chemists, scientists, software programmers. Generally, Professionals hold a University-level degree.
<b>Skilled Production workers</b>	Skilled Production workers are technicians involved directly in the production process or at a supervisory level and whom management considers to be skilled.
<b>Unskilled Production workers</b>	Persons involved in production process whom management considers to be unskilled.
<b>Non-production workers</b>	Support, administrative, sales workers not included in management or among professionals.
<b>Temporary workers</b>	All (paid) short term( i.e. for less than a year) employees with no guarantee of renewal of employment contract (include part-time workers)
<b>Permanent workers</b>	All paid workers that are not temporary.
<b>Out sourced / contract workers</b>	All workers engaged through labour supplier/contractor.

**Part A. Employment Dynamics**

10.1. How many workers in total were employed in this **establishment** at the end of:

S10\_1A\_1 to S10\_1A\_2      S10\_1B\_1 to S10\_1B\_2      S10\_1C\_1 to S10\_1C\_2

	2006	2005	2004
Permanent workers			
Temporary workers			

10.2. The following table refers only to **permanent workers** of your plant

	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total
Number of workers at the end of the fiscal year of 2004	S10_2A_1	S10_2B_1	S10_2C_1	S10_2D_1	S10_2E_1	S10_2F_1
Number of workers at the end of the fiscal year of 2005						
Number of workers at the end of the fiscal year of 2006						
of which Female (2006)	to	to	to	to	to	to
How many new employees did you hire in 2006?						
How many employees retired in 2006?						
How many employees were dismissed or laid off in 2006?						
How many employees resigned in 2006?	S10_2A_7	S10_2B_7	S10_2C_7	S10_2D_7	S10_2E_7	S10_2F_7

10.3. How many employees left for other reasons 2006?

S10\_3

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10.4. What percent of your permanent skilled workers are foreign nationals?

S10\_4

			%
--	--	--	---

10.5. What percent of your unskilled workers are foreign nationals?

S10\_5

			%
--	--	--	---

10.6. What percent of the senior management is male?

S10\_6

			%
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10.2.a. Number of **permanent employees**

Instruction: Fill in the blanks

Year	Type of Employees	Number of employees (as at end)								
		Permanent Employees		Previous Employees						
		L	F	Retired		Resigned		Dismissed		
		L	F	L	F	L	F	L	F	
2004	Management									
	Professionals									
	Skilled Workers									
	Unskilled Workers									
	Clerical Workers									
	<b>TOTAL</b>									
2005	Management									
	Professionals									
	Skilled Workers									
	Unskilled Workers									
	Clerical Workers									
	<b>TOTAL</b>									
2006	Management									
	Professionals									
	Skilled Workers									
	Unskilled Workers									
	Clerical Workers									
	<b>TOTAL</b>									

L – Local, F- Foreign

S10\_A2A\_01 S10\_A2B\_01 S10\_A2C\_01 S10\_A2D\_01 S10\_A2E\_01 S10\_A2F\_01 S10\_A2G\_01 S10\_A2H\_01  
to to to to to to to to  
S10\_A2A\_18 S10\_A2B\_18 S10\_A2C\_18 S10\_A2D\_18 S10\_A2E\_18 S10\_A2F\_18 S10\_A2G\_18 S10\_A2H\_18

10.7. How many vacancies did you have in the following categories of workers?

	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total
Vacancies at the end of the fiscal year of 2004	S10_7A_1	S10_7B_1	S10_7C_1	S10_7D_1	S10_7E_1	S10_7F_1
Vacancies at the end of the fiscal year of 2005	to	to	to	to	to	to
Vacancies at the end of the fiscal year of 2006	S10_7A_3	S10_7B_3	S10_7C_3	S10_7D_3	S10_7E_3	S10_7F_3

10.8. What is the remuneration cost to **your plant** of the year 2006 by the indicated group of **permanent** workers (values in RINGGIT)

	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total
Total Wages and Salaries	S10_8A_1	S10_8B_1	S10_8C_1	S10_8D_1	S10_8E_1	S10_8F_1
Of which over-time pay						
Bonuses	to	to	to	to	to	to
Other benefits (social security*, education, food, transport, etc.)						
Total compensation						
Of which to Foreign workers	S10_8A_6	S10_8B_6	S10_8C_6	S10_8D_6	S10_8E_6	S10_8F_6

\* i.e. pensions, provident fund, medical insurance and unemployment insurance.

10.8.a. The following table refers only to **temporary workers** employed by your plant

**(If your plant does not employ temporary staff, then skip this table)**

	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total
Number of workers at the end of the fiscal year of 2004	S10_8XAA_1	S10_8XAB_1	S10_8XAC_1	S10_8XAD_1
Number of workers at the end of the fiscal year of 2005				
Number of workers at the end of the fiscal year of 2006	to	to	to	to
of which Female (2006)				
Average number of days worked	S10_8XAA_5	S10_8XAB_5	S10_8XAC_5	S10_8XAD_5
Total Wages and Salaries (RM)	S10_8YAA_1	S10_8YAB_1	S10_8YAC_1	S10_8YAD_1
Other fringe benefits** (RM)	to	to	to	to
Total compensation (RM)	S10_8YAA_3	S10_8YAB_3	S10_8YAC_3	S10_8YAD_3

\*\*including housing, education, food and transport.

10.8.b. The following table refers only to **outsourced/contract workers** employed by your plant

*(If your plant does not employ outsourced/contract staff, then skip this table)*

	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total
Number of workers at the end of the fiscal year of 2005	S10_8BA_1	S10_8BB_1	S10_8BC_1	S10_8BD_1
Number of workers at the end of the fiscal year of 2006	to	to	to	to
Total compensation (RM)	S10_8BA_3	S10_8BB_3	S10_8BC_3	S10_8BD_3

10.9. Do you pay any of your workers on a piece rate basis?

Yes = 1 No = 2

S10\_9

### Part B. Human Capital Stock and Acquisition

10.10. For permanent workers employed at the end of the year 2006, please give an estimate for the following:

	Management	Professionals (Engineers/ Accountants)	Skilled Production Workers	Unskilled Production Workers	Non-production workers
Average number of years of education	S10_101A_1	S10_101B_1	S10_101C_1	S10_101D_1	S10_101E_1
Average tenure (in years)	S10_101A_2	S10_101B_2	S10_101C_2	S10_101D_2	S10_101E_2
Average Age	S10_102A	S10_102B	S10_102C	S10_102D	S10_102E

10.11. How many persons with university degree did your plant employ full time as at the end of 2006?

1. Trained locally	S10_11_1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Trained abroad	S10_11_2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Expatriates	S10_11_3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total</b>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

10.12. How many university graduates in total did your plant recruit in 2006?

1. Trained locally	S10_12_1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Trained abroad	S10_12_2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Expatriates	S10_12_3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total</b>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

10.13. How many persons in your firm work as:

1. Engineers	S10_13_1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Scientists		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Research staff	to	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. Analysis staff		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5. Information Technician	S10_13_5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

10.13.a. What percent of the workforce at your establishment have the following education levels?

a. Less than 6 years ("some elementary")	<input type="text"/>	<input type="text"/>	<input type="text"/>	Of which female	<input type="text"/>	<input type="text"/>	<input type="text"/>
b. 6-12 years ("some secondary")	<input type="text"/>	<input type="text"/>	<input type="text"/>	Of which female	<input type="text"/>	<input type="text"/>	<input type="text"/>
c. More than 12 years (some university of higher)	<input type="text"/>	<input type="text"/>	<input type="text"/>	Of which female	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<b>1</b>	<b>0</b>	<b>0</b>	%	<b>1</b>	<b>0</b>	<b>0</b>

*S10\_13AA\_1 to S10\_13AA\_3*
*S10\_13AB\_1 to S10\_13AB\_3*

10.13.b. The education level (Year 2006) Fill in the blank.

Highest education attainment	Number of employees		
	Male	Female	TOTAL
UPSR	<i>S10_13BA_1</i>	<i>S10_13BB_1</i>	<i>S10_13BC_1</i>
PMR/SRP			
SPM/MCE			
Diploma/STPM	to	to	to
Undergraduate			
Post Graduate			
No formal education	<i>S10_13BA_7</i>	<i>S10_13BB_7</i>	<i>S10_13BC_7</i>

**Part C. Formal In- house Training (*in a training room setting*)**

10.14. Did **your plant** run formal in-house training programs for its employees in 2006?

Yes = 1      No = 2     

If Yes,

10.14.y. Please give the following information on the programs: *S10\_14*

	Management	Professionals (Engineers/ Accountants)	Skilled Production Workers	Unskilled Production Workers	Clerical worker	Total
How many people were trained in these programs?	<i>S10_14Y_1</i>	<i>S10_14Y_2</i>	<i>S10_14Y_3</i>	<i>S10_14Y_4</i>	<i>S10_14Y_5</i>	

10.15. In 2006, what was the source of formal in-house training?

- 1. Dedicated internal trainers S10\_15\_1 to S10\_15\_8
- 2. Managers (part-time)
- 3. Supervisors / foremen
- 4. Suppliers, buyers, business partners
- 5. Training consultants
- 6. Donors, NGOs
- 7. Government institution
- 8. Others (specify) \_\_\_\_\_

%			
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>

10.16. What was the content of the training?

- 1. Production technologies S10\_16\_1 to S10\_16\_8
- 2. Marketing
- 3. Information technology
- 4. Management / quality technologies
- 5. Intellectual property
- 6. Safety procedures
- 7. Language skills
- 8. Others (specify) \_\_\_\_\_

%			
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>

**Part D. Formal Outside Training**

10.17. Did your plant send employees to formal training programs run by other organizations during the fiscal year of 2006? S10\_17

Yes = 1

No = 2

**If Yes,**

10.17.y. Can you please indicate the number of workers trained in each of the following main institutes?

	Management	Professionals (Engineers/ Accountants)	Skilled Production Workers	Unskilled Production Workers	Clerical workers	Total
Industrial Training Institutes (ITIS)	S10_17YA_01	S10_17YB_01	S10_17YC_01	S10_17YD_01	S10_17YE_01	
Institute Kemahiran Mara (IKM)						
Youth Training Centers						
Vocational/Technical Schools						
Advanced Skills Training Centers (e.g. CIAST)						
Skills Development Centers (SDC)	to	to	to	to	to	
Private Training Institutes/Schools/Colleges						
Buyers/material suppliers						
Joint venture partners						
Other approved government institutes						
Overseas educational institutes						
Other sources						
<b>Total</b>	S10_17YA_13	S10_17YB_13	S10_17YC_13	S10_17YD_13	S10_17YE_13	

10.18. In summary, for 2006, what were the main sources of formal outside training?

1. University
2. Joint-venture Partners
3. Government institutes
4. Private training schools
5. Vocational/technical schools
6. Human Resource Development Fund (HRDF)
7. Others (specify) \_\_\_\_\_

S10\_18\_1 to S10\_18\_7

	%		
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>



- 10.20. How much did your firm spend on outside training in 2006? **RM**
- S10\_20**
- 10.21. How many of the employees that participated in training (both in-house and outside) were promoted in 2006 following training? **Number**
- S10\_21**
- 10.22. How many of the employees that participated in training (both in-house and outside) had pay increases in 2006 as a result of the training? **Number**
- S10\_22**
- 10.23. How many of the employees that participated in training (both in-house and outside) left your plant in 2006 after the training? **Number**
- S10\_23**
- 10.24. Did the employees share the cost of training in 2006? **S10\_24** Yes = 1 No = 2
- 10.25. How many weeks of training does it take for a newly hired production worker to be fully operational? **S10\_25** Week