



CONFIDENTIAL WHEN
FILLED WITH DATA

SERVICES

PART 1

MALAYSIA

Economic Planning Unit (EPU) and Department of Statistics

Prime Minister's Department

in collaboration with The World Bank

October, 2007

PRODUCTIVITY AND INVESTMENT CLIMATE SURVEY 2, MALAYSIA 2007

***(To be administered to Chief Executive Officers (CEO), general
managers or business owners)***

About the survey

The Department of Statistics, Malaysia has been given the responsibility to conduct the above survey for the reference year 2006.

The Productivity and Investment Climate Survey is a collaborative effort of the Malaysian Government and the World Bank. Similar surveys are being carried out in several 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 establishment manager. A team of enumerators will visit your establishment 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 guarantee confidentiality for all individual responses.** The information is gathered under the provisions of the Statistics Act, 1965 (Revised - 1989).

The general purpose of the survey is to understand the investment climate in Malaysia and how it affects business performance, with the objective to improve it. **We will provide you with a summary report that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors.** The survey will also provide useful information about the investment climate of Malaysia in an international context. The World Bank's experience in a wide range of countries is that this information can be crucial for improving the investment 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 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 will eventually emerge is a comprehensive picture of the environment in which businesses are operating in Malaysia, both their strengths and weaknesses.

Your full cooperation towards the success of this survey is very much appreciated.

HJH WAN RAMLAH BT. WAN ABD. RAOF
CHIEF STATISTICIAN, MALAYSIA

To Enumerators:

For precision of statements, the acronym "KIT"-for a fictional business, Kinabalu Information Technology Services- appears in places where the name of the participating business should be. Similarly "Information Technology Service" appears where the sector of activity of the business should be.

SECTION 1 GENERAL INFORMATION

1.1. In what year did [KIT] start its operations in this country? S1_1

y	y	y	y

1.2. How many full time employees did [KIT] have when it started operations?

S1_2

--	--	--	--	--

1.2. How many full time employees does [KIT] have now (at the time of this interview)?

S1_3

--	--	--	--	--

1.4. Was [KIT] previously a government owned enterprise?

S1_4

Yes = 1 No = 2 ☐

If yes,

1.4.y. When was it privatized?

S1_4ALPHA

y	y	y	y

1.5. What percentage (%) of your firm is owned by:

1. Private sector:

%

a) domestic

S1_5_1

--	--	--

b) foreign

S1_5_2

--	--	--

2. Federal government

S1_5_3

--	--	--

3. State government

S1_5_4

--	--	--

4. Endowment Fund (eg. Employees Provident Fund (EPF), *Tabung Haji* etc).

S1_5_5

--	--	--

5. Others (specify) _____ S1_5_6

--	--	--

TOTAL

1	0	0
---	---	---

1.6. What is the composition of the domestic equity of your establishment?

%

__ Bumiputera

S1_6_1

--	--	--

Chinese

S1_6_2

--	--	--

Indian*

S1_6_3

--	--	--

Others

S1_6_4

--	--	--

TOTAL

1	0	0
---	---	---

*[Indian includes persons of Pakistani, Bangladeshi and Sri Lankan origin]

1.6a If government is a shareholder, is it represented on the board? S1_6A

Yes = 1 No = 2 ☐

1.7. What fraction of the sales of [KIT] are to the government or to state-owned enterprises? S1_7

--	--	--

1.8. What is the current legal status of [KIT]?

S1_8

--

Code:

1. Individual proprietorship
2. Partnership
3. Private limited Company
4. Public Limited Company
5. Public corporation
6. Cooperative
7. Others

1.9. How many establishments are under [KIT]' s control?

S1_9

--	--

[An establishment is defined as a service facility that is geographically distinct from other facilities. A business line does not, by itself constitute an establishment.]

1.10. How many are located:

1. In this city or town:

S1_10_1

--	--

2. In this state:

S1_10_2

--	--

3. In this country:

S1_10_3

--	--

4. In other countries:

S1_10_4

--	--

1.11. How many are in Business Services (IT, Communication, Advertising, Transport Logistics)?

S1_11

--	--

1.12. How many are in manufacturing?

S1_12

--	--

1.13. Where are your headquarters and your principal operating facility/establishment located in this country?

Headquarters (name of city)_____ S1_13

--	--	--	--	--

Principal operating facility/establishment (name of city)_____

S1_13A

--	--	--	--	--

1.14. What was **your main BUSINESS LINE** in 2006 (the business line with the largest sales in 2006)?
[A business line is defined as a business activity that is more narrow than your industry subsector]

S1_14

1.15. How many type of Services did you have in your main business line in 2006?

S1_15

--	--	--	--	--	--

1.16. How many type of Services in total did you supply in 2006?

S1_16

--	--	--	--	--	--

1.17. Is your Establishment member of a financial group or holding company?

S1_17

Yes = 1

No = 2

--

1.18. When does your fiscal year end?

S1_18

d	d	m	m

SECTION 2 GOVERNANCE AND OWNERSHIP STRUCTURE

A. Information on [Mr. Mostafa], CEO of [KIT]

2.1. Gender of the CEO? S2_1 Male = 1 Female = 2 ☐

2.2. How long have you, [Mr. Mostafa], been working for this firm? (Number of years) S2_2

2.3. Are you [Mr. Mostafa] a shareholder of [KIT]? S2_3 Yes = 1 No = 2 ☐

If yes,

2.3.y. How big is your [Mr. Mostafa's] share? less than 20% = 1 20% or more = 2 ☐
S2_3Y

2.4. What is the highest level of education completed by you [Mr. Mostafa]? S2_4 ☐

Code: 1= Post Graduate Degree
2= First Degree
3= Diploma
4= Secondary
5= Primary
6= Informal
7= None (illiterate)

2.5. Where were you born? _____ (country) S2_5

2.5.a. What is your citizenship? _____ S2_5A

2.5.b. If Malaysian, what is your ethnicity? S2_5B ☐

1. Bumiputera
2. Chinese
3. Indian*
4. Others _____

**[Indian includes persons of Pakistani, Bangladeshi and Sri Lankan origin]*

2.6. How many years of experience in [IT] services did you [Mr. Mostafa] have before joining [KIT]? (Number of years) S2_6

2.7. What is the highest level of education completed by Mr. Mostafa's father? S2_7 ☐

Code: 1= Post Graduate Degree
2= First Degree
3= Diploma
4= Secondary
5= Primary
6= Informal
7= None (illiterate)

2.8. Approximately in what wealth bracket were your [Mr. Mostafa's] parents? S2_8 ☐

Code: 1 = High
2 = Middle
3 = Low

2.9. Does [KIT] have a single owner? S2_9 Yes = 1 No = 2 ☐

2.9.y. **If yes**, are you [Mr. Mostafa], the CEO of [KIT], also its sole owner?

S2_9Y Yes = 1 No = 2 ☐

**IF YES, SKIP THE REST OF SECTION 2 AND GO TO SECTION 3.
IF NO, GO TO question 2.10**

2.9.n. **If no**, What percentage of your firm is owned by the principal owner? %

S2_9N

2.10. Who is the largest shareholder?

S2_10

Code:

A family member of yours	= 1	→	Go to Part B
Other individual private investors	= 2	→	Go to Part B
Local financial institution	= 3	→	Go to Part C
Local private sector corporation	= 4	→	Go to Part C
Multi-national companies	= 5	→	Go to Part C
Federal government	= 6	→	Go to Part D
State government	= 7	→	Go to Part D
Endowment Funds (EPF, Tabung Haji etc)	= 8	→	Go to Part D
Others (specify) _____	= 9		

Part B. Information on single owner/majority shareholder

2.11. What is the share owned by the largest shareholder? S2_11 %

2.12. Did the current owner/largest shareholder form [KIT]? S2_12 Yes = 1 No = 2 ☐

If No,

2.12.n. How did the current owner/largest shareholder acquire [KIT]? S2_12N

Code: 1 = Bought it
2 = Inherited it
3 = Others _____ (specify)

2.13. Gender of owner/largest shareholder S2_13 Male = 1 Female = 2 ☐

2.14. What is the highest level of education completed by owner/largest shareholder? S2_14 ☐

Code: 1 = Post Graduate Degree
2 = First Degree
3 = Diploma
4 = Secondary
5 = Primary
6 = Informal
7 = None (illiterate)

2.15. How many years of experience in [IT] services did the owner/largest shareholder have before becoming involved in [KIT]? S2_15 Years

2.16. Approximately in what wealth bracket were the parents of the owner/largest shareholder? S2_16

Code: 1= High
2= Middle
3= Low

2.17. What is the highest level of education completed by the parents of the owner/largest shareholder? S2_17

Code: 1= Post Graduate Degree
2= First Degree
3= Diploma
4= Secondary
5= Primary
6= Informal
7= None (illiterate)

2.18. Has the father of the owner/largest shareholder been an entrepreneur? Yes = 1 No = 2 S2_18

Part C. Information on the Parent establishment (for subsidiaries/divisions of business groups)

2.19. Where are the headquarters of the Parent establishment of [KIT]? S2_19

Code: 1=in the same city/town as [KIT]
2=in another city in this country
3=in another country _____ (name the country)

2.20. Does [KIT] participate in a "liquidity center" managed by [Parent establishment], i.e., does [KIT] pass its excess liquidity to [Parent establishment] or other companies owned by [Parent establishment]? Yes = 1 No = 2 S2_20

2.21. How the investment decision were made? S2_21

Code: 1 = [KIT] makes all its investment decisions independently
2 = [Parent establishment] makes all investment decisions for [KIT]
3 = Decisions are made jointly.

Part D. Information on government body that owns [KIT] (for firms owned by Federal or State Governments or Endowment Funds)

2.22.b. What is the name of the government body? S2_22B

2.22. Where is the headquarters of the government body [OA]? S2_22
(Name of city) _____

2.23. When was the government body founded? S2_23 Calendar year

--	--	--	--

2.24. In what year did the government body begin supervising the activities of [KIT]? S2_24 Calendar year

--	--	--	--

2.25. Does the government body supervise other firms in the same industry as [KIT]? Yes = 1 No = 2 S2_25

2.26. Does [KIT] participate in a liquidity center managed by the government body, i.e., does [KIT] pass its excess liquidities to the government body or other companies supervised by the government body? Yes = 1 No = 2 ☐
S2_26

2.27. Does [KIT] make its own investment decisions or are all investment decisions made by the government body? ☐
S2_27

Code: 1 = [KIT] makes all its investment decisions independently
2 = Government body makes all investment decisions for [KIT]
3 = Decisions are made jointly.

2.28. Is there a ceiling on the investment amount [KIT] can commit without consulting with the government body? ☐
S2_28

Code: 1 = Yes.
2 = No.
3 = [KIT] cannot invest anything without consulting the government body.

THE REMAINDER OF THE QUESTIONNAIRE SHOULD BE ANSWERED WITH RESPECT TO THIS ESTABLISHMENT

SECTION 3 INVESTMENT, TECHNOLOGY AND INNOVATION

Part A. Investment and Capacity

3.1. When did you make your most recent purchase of machinery or equipment?

S3_1MM
S3_1YY

m	m	y	y	y	y

3.1.a. What was the value of that purchase? S3_1A

RM

--	--	--	--	--	--	--	--	--	--	--	--

3.1.b. How was it financed? [multiple answers allowed, tick what applies] S3_1B_1 to S3_1B_9

1. By owner/parent establishment; ☐
2. Retained earnings; ☐
3. Bank overdraft; ☐
4. Loans from domestic banks; ☐
5. Loans from foreign banks; ☐
6. Leasing; ☐
7. Loans from associations (such as informal Rotative Savings and Credit Associations) ☐
8. Loans from friends/relatives ☐
9. Other sources (please specify) _____ ☐

3.1.c. What percentage (%) of this most recent purchase was in Information Communications Technology equipment? S3_1C

			%
--	--	--	---

3.1.d. What percentage (%) of this most recent purchase of machinery or equipment was

			%
a. domestic new machinery or equipment	S3_1D_1	<input type="text"/>	<input type="text"/>
b. domestic second hand machinery or equipment?	S3_1D_2	<input type="text"/>	<input type="text"/>
c. imported new machinery or equipment?	S3_1D_3	<input type="text"/>	<input type="text"/>
d. imported second-hand machinery or equipment?	S3_1D_4	<input type="text"/>	<input type="text"/>
Total		1	0 0

3.2. If you imported part or all the most recent major purchase of machinery and equipment, what was the rate of import duty paid? (Please put '0' if no import duty was paid) %
S3_2

3.2.a. Of your outlay on imported machinery or equipment referred before, what share was from

S3_2AA_1 to S3_2AA_5 S3_2AA_1 to S3_2AB_5

1. Country _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
2. Country _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
3. Country _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
4. Country _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
5. Country _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Total					1 0 0

3.3. What percentage (%) of your profits were re-invested in your firm in 2006? %
S3_3

3.4. Do you expect to make a substantial increase in investment in order to increase capacity or improve quality? Yes = 1 No = 2 Firm is closing = 3

In 2008	S3_4_1	<input type="text"/>	<input type="text"/>
In 2008 - 2010	S3_4_2	<input type="text"/>	<input type="text"/>

If yes,

3.4.y. What percentage (%) of your next investment will be IT related ? S3_4Y %

3.5. Does your firm currently invest outside Malaysia?

S3_5

Yes = 1

No = 2

If No, skip to 3.6.

If yes,

S3_5Y

3.5.y. What percentage (%) of your total investment in 2006 was abroad?

			%
--	--	--	---

S3_5YB

3.5.yb. What percentage (%) of your latest investment abroad went to:

%

China

S3_5YB_1 to S3_5YB_6

--	--	--

Other ASEAN countries

--	--	--

USA

--	--	--

Europe

--	--	--

Africa

--	--	--

Others

--	--	--

Total

1	0	0
---	---	---

3.5.yc. What are the three most important reasons you chose to invest abroad?

1

S3_5YC_1

2

S3_5YC_2

3

S3_5YC_3

1. In search of cheap labor abroad

2. Higher worker productivity abroad

3. Lower taxes on profits abroad

4. Better infrastructure abroad

5. Larger market for my products abroad

6. High taxes on inputs in Malaysia

7. Shortage of unskilled workers in Malaysia

8. Shortage of skilled workers in Malaysia

9. Lower cost of doing business (utility charges, telecommunications)

10. Better incentives

11. Others (Specify _____)

3.6. What percentage (%) of the value of KIT's plant machinery and equipment is of age:

b. How many more years can it be used:

		%	More years to be used
1. <5 years old	S3_6A_1	<input type="text"/> <input type="text"/> <input type="text"/>	S3_6B_1 <input type="text"/> <input type="text"/>
2. 5-10 years old	S3_6A_2	<input type="text"/> <input type="text"/> <input type="text"/>	S3_6B_2 <input type="text"/> <input type="text"/>
3. 10-20 years old	S3_6A_3	<input type="text"/> <input type="text"/> <input type="text"/>	S3_6B_3 <input type="text"/> <input type="text"/>
4. >20 years old	S3_6A_4	<input type="text"/> <input type="text"/> <input type="text"/>	S3_6B_4 <input type="text"/> <input type="text"/>
TOTAL		1 0 0	<input type="text"/> <input type="text"/>

3.8. {Capacity utilization is the amount of output actually produced relative to the maximum amount that can be produced.} At what capacity did this establishment produce...

		%
a) in 2006	S3_81	<input type="text"/> <input type="text"/> <input type="text"/>
b) in 2005	S3_82	<input type="text"/> <input type="text"/> <input type="text"/>
c) in 2004	S3_83	<input type="text"/> <input type="text"/> <input type="text"/>

3.9. If your capacity was not fully utilized in 2006, was it because of :

	Yes = 1	No = 2
(1) Lack of working capital S3_9_1 to S3_9_5		<input type="text"/>
(2) Low demand		<input type="text"/>
(3) Skilled labor Shortage		<input type="text"/>
(4) Unskilled labor Shortage		<input type="text"/>
(5) Others (please specify) _____		<input type="text"/>

Part B. NEW PRODUCTS/PROCESSES AND RESEARCH & DEVELOPMENT (R&D)

3.11. How many new Services has your establishment introduced in the last three years?

(Number)

S3_11

3.11.y. **If new Services**, what percentage (%) of the establishment's sales did the new Services account for in 2006?

S3_11Y

 %

3.12. Did [KIT] employ staff exclusively for Research and new Services Development/R&D in 2006? S3_12 Yes = 1 No = 2 ☐

3.12.y. **If yes, how many** employees of [KIT] worked exclusively in R&D in 2006? S3_12Y

3.13. Did **[KIT]** subcontract R&D projects to other companies or organizations? S3_13 Yes = 1 No = 2 ☐

3.13a. **If Yes**, where the companies or organisations are located? S3_13A In Malaysia = 1 Abroad = 2 ☐

3.14. How much did your establishment spend in royalties in year 2006? S3_14
RM

3.15. Are you planning to introduce new services in the next 2 years (2008-2009)? S3_15 Yes = 1 No = 2 ☐

Part C. TECHNOLOGICAL INNOVATION

3.16. Has your company undertaken any of the following initiatives in the last two years?

PLEASE ANSWER ALL QUESTIONS S3_16_01 to S3_16_14 Yes=1 No=2

1. Upgraded your equipment in the last 2 years ☐
2. Entered new markets due to process or service improvements in quality or cost ☐
3. Filed any patents/utility models or copyright protected materials ☐
4. Developed a major new service line ☐
5. Upgraded an existing service line ☐
6. Introduced new technology that has substantially changed the way the main service is produced ☐
7. Discontinued at least one service (not production) line ☐
8. Opened a new establishment ☐
9. Closed at least one existing establishment or outlet ☐
10. Entered a new joint venture agreement with a foreign partner ☐
11. Entered a new joint venture agreement with local partner ☐
12. Obtained a new licensing agreement ☐
13. Outsourced a major production activity that was previously conducted in-house ☐
14. Brought in-house a major production activity that was previously outsourced ☐

IF ANSWER IS ALL 'NO' GO TO 3.27

3.17. Generally, what are the leading ways in which your establishment acquires technological innovations?
From options 1-14 below, Please tell me which of the following is:

	S3_17A_1 to S3_17A_3		S3_17B_1 to S3_17B_3	%
A. the most important?	<input type="text"/>	(% of total innovation)	<input type="text"/>	<input type="text"/>
B. the second most important?	<input type="text"/>	(% of total innovation)	<input type="text"/>	<input type="text"/>
C. the third most important?	<input type="text"/>	(% of total innovation)	<input type="text"/>	<input type="text"/>

- 1) Embodied in new local machinery or equipment
- 2) Embodied in new Imported machinery or equipment
- 3) By hiring key personnel
- 4) Licensing or turnkey operations from international sources
- 5) Licensing or turnkey operations from domestic sources
- 6) Developed or adapted within the establishment locally
- 7) Transferred from parent company
- 8) Developed in cooperation with client firms
- 9) Developed with equipment or machinery supplier
- 10) From a business or industry association
- 11) Consultants
- 12) From universities, public institutions
- 13) Mergers and acquisitions
- 14) Others (please specify: _____)

3.18 If technological innovations were developed or adapted locally, did you seek help/collaboration with:

	S3_18_1 to S3_18_5	Yes=1	No=2
1. Other firms			<input type="text"/>
2. Universities			<input type="text"/>
3. Research institutions			<input type="text"/>
4. Use any government incentives			<input type="text"/>
5. Multilateral agencies			<input type="text"/>

3.19. If technology transferred from parent establishment, were the following necessary

		Yes=1	No=2
1. Adaptation or R&D to suit local conditions	S3_19_1		<input type="text"/>
2. Training of workforce to implement technology	S3_19_2		<input type="text"/>

3.20. If your firm is a supplier to a MNC, did you learn any new technology from that MNC? Yes = 1 No = 2

If yes,

3.20.y. Was it explicitly via MNC licensing, training, quality certification programs Yes = 1 No = 2

S3_20Y

3.21. If stronger intellectual property rights (IPR) laws such as copyright and patent laws are adopted and enforced,

Yes=1 No=2

1. Would your firm undertake more R&D?

S3_21_1

☐

2. Would it make it more costly to acquire new technology?

S3_21_2

☐

3.22. Has your firm received any ISO (e.g. 9000, 9002 or 14,000) certification?

S3_22

Yes = 1

No = 2

☐

3.26. What are the main constraints to introducing IT, or expanding IT use in your company?

(Please rank the following factors on a scale of 1 to 5, where 1 = not important, 3 = important, and 5 = critically important) S3_26_1 to S3_26_7

Constraints	Importance				
	Not important 1	Important			Critically important 5
		2	3	4	
High cost of IT equipment and maintenance					
Lack of knowledgeable and trained IT personnel					
Low returns to investments in IT					
Lack of experienced consultants to provide or design IT-based solution systems					
IT-based systems do not improve productivity					
Lack of up to date information on IT development					
Others (specify) _____ _____					

3.27. Have you received any Government incentive to conduct technological innovation and R&D?

S3_27

Yes = 1

No = 2

☐

SECTION 4: LABOR MARKET, EDUCATION AND SKILLS

Part A. LABOR RELATIONS

4.2. How many days did your establishment operate in year 2006?

S4_2

Days

4.3. Out of a 8-hour working day, how many hours is the typical worker working at present?

S4_3

Hours

4.4. Given your current level of output, if you were free to choose without restrictions your current level of employment what % of the current level would you choose?

S4_4

 %

4.4.a. If the answer in 4.4 is less than 100%, that is over staffed, is any of the following a reason?

S4_4A_1 to S4_4A_6

Yes = 1 No = 2

- a. Laws and regulations regarding the firing of workers ☐
- b. Pressure from unions ☐
- c. Pressure from political groups ☐
- d. Fear of social sanctions ☐
- e. Anticipation of an upturn in sales ☐
- f. Others (please specify) ☐

4.4.b If the answer in 4.4 is more than 100%, that is under staffed, is any of the following a reason?

Yes = 1 No = 2

- a. Laws and regulations the employment of foreign workers *S4_4B_1 to S4_4B_5* ☐
- b. Difficulty in employing local workers ☐
- c. Shortage of skilled workers ☐
- d. Anticipation of a downturn in sales ☐
- e. Others (please specify) ☐

4.5. Are any of your employees members of a trade union?

S4_5

Yes = 1

No = 2

☐

If Yes,

4.5.y. What percentage (%) of your establishment's employees belong to a trade union?

S4_5Y

 %

4.6. Have you had any labor disputes over the year 2006 concerning any of the following?

Yes = 1 No = 2

- a. pay *S4_6_1* ☐
- b. redundancy *to* ☐
- c. social security ☐
- d. others (specify) *S4_6_4* ☐

4.7. Approximately **how many man-days**, if any, did you lose in year 2006 due to the following? (Please put zero if you did not lose any)

a. Strikes	<i>S4_7_1</i>	<input type="text"/>	<input type="text"/>
b. Other Stoppages		<input type="text"/>	<input type="text"/>
c. Worker slowdowns		<input type="text"/>	<input type="text"/>
d. Worker absenteeism		<input type="text"/>	<input type="text"/>
e. Alcoholism	<i>to</i>	<input type="text"/>	<input type="text"/>
f. Drug abuse		<input type="text"/>	<input type="text"/>
g. Reported sickness		<input type="text"/>	<input type="text"/>
h. Other labor related causes		<input type="text"/>	<input type="text"/>
i. Civil unrest		<input type="text"/>	<input type="text"/>
j. Others (specify) _____	<i>S4_7_10</i>	<input type="text"/>	<input type="text"/>

4.8. What are the major problems with labor regulations on a scale from 1 to 4 with the following meaning:

0 = No problem; Degree of obstacles: 1 = minor obstacle → 4 = Major obstacle;
- 9 = Not Applicable

(a) Dealing with hiring procedures for local workers	<i>S4_8_1</i>	<input type="text"/>
(b) Dealing with hiring procedures for foreign workers		
i. expatriates		<input type="text"/>
ii. immigrants		<input type="text"/>
(c) Limits in hiring expatriates	<i>to</i>	<input type="text"/>
(d) Layoff procedures and cost of retrenchment		<input type="text"/>
(e) Limits on temporary hiring		<input type="text"/>
(f) Inflexible salary scale for skilled workers		<input type="text"/>
(g) Others (specify) _____	<i>S4_8_8</i>	<input type="text"/>

4.8b. How does your company source its foreign labour?

Types of workers	Tick where appropriate		State the option number (Possible to opt more than one)
	Foreign labours are sourced through		Reasons: 1. Convenience 2. Saves time 3. Cost-cutting 4. To minimize risks on rejection at immigration 5. Others, please state.
	Own initiatives	Hiring Agency	
Management	<i>S4_8BA_1</i>	<i>S4_8BB_1</i>	<i>S4_8BC1_1 S4_8BC2_1.....S4_8BC5_1</i>
Professionals	<i>S4_8BA_2</i>	<i>S4_8BB_2</i>	<i>S4_8BC1_2 S4_8BC2_2.....S4_8BC5_2</i>
Skilled workers	<i>S4_8BA_3</i>	<i>S4_8BB_3</i>	<i>S4_8BC1_3 S4_8BC2_3.....S4_8BC5_3</i>
Unskilled workers	<i>S4_8BA_4</i>	<i>S4_8BB_4</i>	<i>S4_8BC1_4 S4_8BC2_4.....S4_8BC5_4</i>
Clerical workers	<i>S4_8BA_5</i>	<i>S4_8BB_5</i>	<i>S4_8BC1_5 S4_8BC2_5.....S4_8BC5_5</i>

Part B. EDUCATION AND SKILLS

4.9 Do you currently have vacancies in your establishment in the following positions?

Yes=1

No=2

1. Professionals (engineers, scientists and other university graduates)

S4_9_1

☐

2. Skilled service workers (skilled technician / skilled sales specialists)

to

☐

3. Unskilled service workers

S4_9_3

☐

4.10. How much time did it take to fill your most recent vacancy for: *S4_10_1 to S4_10_3*

Weeks

1. Professionals (engineers, scientists and other university graduates)

2. Skilled service workers (skilled technician / skilled sales specialists)

3. Unskilled service workers

4. 11. What are the most important causes of these vacancies? *Rank in order of importance.*

Code : 1= Most important —————> 7= Least important

1. Applicants demand very high wage S4_11_1
2. Universities not producing a sufficient number of graduates
3. Applicants do not have required basic skills
4. Applicants do not have required technical skills to
5. No applicants for unskilled workers position
6. High turnover of new recruits
7. Others (specify) _____ S4_11_7

4.12. What are the most important considerations you use in recruiting? *Rank in order of importance.*

Code : 1= Most important —————> 8 = Least important

1. Education level S4_12_1
2. Technical skills
3. Experience
4. Loyalty to
5. Ethnic Quotas
6. Interpersonal Skills
7. Proficiency in multiple languages
8. Others (specify) _____ S4_12_8

4.12.b. What are the main channels through which you recruit new workers?
(in percentage (%) of your new recruits in the past three years (2004 to 2006))

1. Establishment's door postings S4_12B_1
2. Friends recommendation
3. Other workers' recommendation
4. Announcement in news papers to
5. Through Head Hunters
6. Electronic Labor Exchange
7. Others (specify) _____ S4_12B_7

%		
Total		
1	0	0

4.13. Based on the experience of your company in the past 3 years, how would you rank the performance of following categories of workers?

Codes : **1= Lower** **2= Higher** **3 = Same performance** **Not applicable = -9**

- | | | |
|---|---------|----------------------|
| 1. Malaysian Professional educated locally <i>vis-à-vis</i> Foreign Professional | S4_13_1 | <input type="text"/> |
| 2. Malaysian Professional educated locally <i>vis-à-vis</i> Malaysian Professional train abroad | S4_13_2 | <input type="text"/> |
| 3. Malaysian Professional educated abroad <i>vis-à-vis</i> Foreign Professional | S4_13_3 | <input type="text"/> |

4.13b. How would you assess the quality of your current workforce?

(Skills Quality Codes: 1 = very poor 2 = poor 3 = fairly good 4 = very good Not applicable = -9)

Attributes	Professionals		Skilled Production Workers	
	Local	Foreign	Local	Foreign
1. English language proficiency	S4_13B1_1	S4_13B2_1	S4_13B3_1	S4_13B4_1
2. Professional Communication skills				
3. Social Skills				
4. Teamworking skills				
5. Leadership skills				
6. Time Management skills	to	to	to	to
7. Adaptability skills				
8. Creativity/innovation skills				
9. Numerical skills				
10. Problem solving skills				
11. IT skills				
12. Technical/professional skills	S4_13B1_12	S4_13B2_12	S4_13B3_12	S4_13B4_12

4.13c. Please list three most striking skills/attitude (refer to attributes list in 4.13b) that differentiates a Malaysian Professional educated locally from a Malaysian Professional educated abroad:

- | | | |
|----|-------|----------|
| 1. | _____ | S4_13C_1 |
| 2. | _____ | S4_13C_2 |
| 3. | _____ | S4_13C_3 |

4.13d. List down three most critical skills/competencies needed in keeping up with the emerging technologies?

Critical skills/competencies	
Current Shortage of Skills	Future Needs
1. S4_13D1_1	1. S4_13D2_1
2. to	2. to
3. S4_13D1_3	3. S4_13D2_3

4.14. Did you hire fresh graduates from public vocational training institutions in 2006? Yes = 1 No = 2 ☐ S4_14

If Yes,

4.14.y. Could you please list three institutes from which you hire the most and assess the quality of their graduates?

Name of Institute	Institute Code	Quality of graduates 1 = very poor 2 = poor 3 = fairly good 4 = very good
1.	S4_14Y1_1	S4_14Y2_1
2.	to	to
3.	S4_14Y1_3	S4_14Y2_1

4.15. Please give your assessment of the following Institutes:

	Institute Code	Have you hired fresh graduates from this particular institution? 1=yes 2=No 3=Never heard about this institute	If yes, How would you assess the quality of its graduates ? 1 = very poor 2 = poor 3 = fairly good 4 = very good
Local Public Universities		S4_15A_1	S4_15B_1
Local Private Colleges and University Colleges			
National Youth Skills Training Institute (IKBN)			
Industrial Training Institute (ILP)		to	to
MARA Vocational institute (IKM)			
Community Center (GIAT MARA)			
Polytechnics (Ministry of Education)		S4_15A_7	S4_15B_7

Part C. EMPLOYER-PROVIDED TRAINING

4.16. Did your establishment run formal training programs for its employees during the fiscal year of 2006? S4_16 Yes = 1 No = 2 ☐

4.17. Is your establishment registered with the Human Resource Development Fund (HRDF)? S4_17 Yes = 1 No = 2 ☐

If yes, go to 4.18

If no, go to 4.21

4.18. How critical is HRDF in your decision to train workers? S4_18 ☐

Code : **0 = no value** **1= minor value** **2 = moderate value**
 3 = major value **4 = critical value to your establishment**

4.19. How long, in average, did it take HRDF to process your claims for reimbursement in 2006? S4_19 Days

4.20. Would you train more workers if HRDF was more efficient? S4_20 Yes = 1 No = 2 ☐

4.21. Have you sent your workers for training in a Skills Development institute in the past three years? S4_21 Yes = 1 No = 2 ☐

If 'No' go to question 4.23.

If 'Yes',

4.21.y. Could you please list the three institutes you have used the most and assess impact of training on worker's performance?

Name of Institute	Institute Code	Impact of training on worker's performance 1 = very poor 2 = poor 3 = fairly good 4 = very good
1.	S4_21YA_1	S4_21YB_1
2.	to	to
3.	S4_21YA_3	S4_21YB_3

4.22.y. Could you rank these institutes along the listed attributes?

Please rank on a scale of 1-4 with 1 = very poor 2 = poor 3 = fairly good 4 = very good

Attributes	Institute 1.	Institute 2.	Institute 3.
Outreach and dissemination of their programs	S4_22Y1_1	S4_22Y2_5	S4_22Y3_1
Ease of application process			
Theoretical content of training	To	To	To
Practical content of training			
Relevance/effectiveness of training received by employees for your establishment	S4_22Y1_5	S4_22Y2_5	S4_22Y3_5

If No,

4.23. If you have not worked with any Skills Development support institutions in the past three years, what are the three most important reasons?

S4_23_1
1

S4_23_2
2

S4_23_3
3

1. Do not know of any of them
2. Their services are not relevant to your plant's needs
3. Don't know anyone there to make a first point of contact
4. Application process too cumbersome
5. Tried it before and it was not a fruitful experience
6. Others (Specify) _____

SECTION 5:
INVESTMENT CLIMATE CONSTRAINTS AND BUSINESS RELATIONS

Part A. Investment Climate Constraints

5.1. Please judge on a four-point scale how problematic the following factors are for the operation and growth of your business.

0 = No problem 1 = Minor obstacle → 4 = Major obstacle -9 = Not applicable

A. Telecommunications	S5_1_01	<input type="text"/>
B. Electricity		<input type="text"/>
C. Transportation		<input type="text"/>
D. Access to Land		<input type="text"/>
E. Tax rates		<input type="text"/>
F. Tax administration		<input type="text"/>
G. Customs and trade regulation administration		<input type="text"/>
H. Labor regulations		<input type="text"/>
I. Skills and education of workers		<input type="text"/>
J. Business licensing and registration	to	<input type="text"/>
K. Access to Domestic Credit		<input type="text"/>
L. Access to Foreign Credit		<input type="text"/>
M. Cost of Financing (e.g. interest rates)		<input type="text"/>
N. Economic policy uncertainty		<input type="text"/>
O. Macro-economic instability (inflation, exch. rate)		<input type="text"/>
P. Corruption		<input type="text"/>
Q. Crime, theft and disorder		<input type="text"/>
R. Anti-competitive practices (e.g. monopoly)		<input type="text"/>
S. Immigration	S5_1_19	<input type="text"/>

5.2. What are the three biggest obstacles to doing business in Malaysia in order of importance?

DO NOT READ THESE RESPONSES TO THE RESPONDENT, ASK THE QUESTION AND LET HIM TELL YOU THE PROBLEMS. THEN CODE AS APPROPRIATE OR WRITE IN THE OTHER PROBLEMS BELOW.

1 S5_2_1

--	--

2 S5_2_2

--	--

3 S5_2_3

--	--

0. No problem/non applicable
1. Ownership regulations
2. Tax regulations and/or high taxes
3. Skilled labor shortage
4. Labor regulations
5. Obtaining land and buildings
6. Foreign currency regulations
7. Lack of business support services
8. Inadequate supply of infrastructure
9. Utility prices
10. Inadequate access to credit
11. Import regulations
12. High collateral requirements
13. High interest rates
14. Insufficient demand for my products
15. Competition from imports
16. Crime and theft
17. Official corruption
18. Regulations for starting a business, new
19. Bureaucratic burden (custom, immigration, legal protection, quality of judiciary)
20. Political instability
21. Lack of insurance (product liability)
22. Others (specify) _____

Part B. Business Relations

5.3. Is your establishment/firm a member of a business association or chamber of commerce?

S5_3

Yes = 1

No = 2

☐

If yes,

5.3.y.a. How many such associations does [KIT] belong to? (Number)

S5_3YA

5.3.y.b. For the association that is the most important to your establishment, please indicate if they provide the following services. If so, what is the value of this service to your firm?

S5_3YB_1 to S5_3YB_6

Code : 0 = no value 1= minor value 2= moderate value 3 = major value
4 = critical value to your firm N/P = Not provided

1. Lobbying government

2. Resolution of disputes (with officials, workers or other firms)

3. Information and/or contacts on domestic product and input markets

4. Information and/or contacts on international product and input markets

5. Accrediting standards or quality of products

6. Information on government regulations

5.3.y.c. Does this association include any of the following as members?

Yes=1

No=2

Don't Know = -8

a) [KIT] suppliers

S5_3YC_1

b) [KIT] customers

to

c) [KIT] competitors

d) Financial institutions

S5_3YC_4

5.4. For each of the following business services available in Malaysia, please assess whether it is affordable.
If **yes**, please evaluate the quality on a 1-4 scale.

Quality: 1 = very poor 2 = poor 3 = fairly good 4 = very good -9 = not applicable

	S5_4A_1 to S5_4A_6	S5_4B_1 to S5_4B_6
	Affordable Yes = 1 No = 2	Quality
1) Engineering & design	<input type="checkbox"/>	<input type="checkbox"/>
2) Management & Marketing	<input type="checkbox"/>	<input type="checkbox"/>
3) Accounting	<input type="checkbox"/>	<input type="checkbox"/>
4) Legal services	<input type="checkbox"/>	<input type="checkbox"/>
5) Insurance	<input type="checkbox"/>	<input type="checkbox"/>
6) IT services	<input type="checkbox"/>	<input type="checkbox"/>

Have you had disputes with clients such as a delay or suspension of payment, return shipment or cancellation of future shipments over the last 2 years? S5_5

Yes = 1 No = 2 ☐

If yes,

5.5.y. Were these disputes resolve through ...?

1. Court	S5_5Y_1	<input type="checkbox"/>
2. Federal Government		<input type="checkbox"/>
3. State government		<input type="checkbox"/>
4. Business association	to	<input type="checkbox"/>
5. Arbitration		<input type="checkbox"/>
6. Amicable		<input type="checkbox"/>
7. Others	S5_5Y_7	<input type="checkbox"/>

5.6. To what degree do you agree with this statement?

"I am confident that the judicial system will enforce my contractual and property rights in business disputes." (read 1-6)? **S5_6**

1. Fully disagree
2. Disagree in most cases
3. Tend to disagree
4. Tend to agree
5. Agree in most cases
6. Fully agree

☐

Part C. Expectations

5.7. What is your expectation of the following variables next year (2008)

	At the end of 2008	
	Minimum	Maximum
1. Growth of your sales (in %)	S5_7A_1	S5_7B_1
2. Expectation of change in average cost per unit of locally produced raw material (in %)	To	to
3. Expectation of change in average cost per unit of imported raw material (in %)	S5_7A_3	S5_7B_3

SECTION 6: INFRASTRUCTURE, ACCESS TO LAND AND GOVERNMENT REGULATION

Part A. Licenses, Permits, and Government Regulation

6.2. In the past two years from which of the following institutions / agencies did you apply for licenses, permits and approvals / certificates and how long did it take?

Issuing authority	Licenses		Permits		Approvals/Certificates	
	Number of licenses	Average Time to obtain (weeks)	Number of Permits	Average Time to obtain (weeks)	Number of approvals/certificates	Average Time to obtain (weeks)
a) Federal government (e.g. MITI, MIDA, JAKIM, LPKP)	S6_2A_1	S6_2B_1	S6_2C_1	S6_2D_1	S6_2E_1	S6_2F_1
b) State government (e.g. Land office, district office)	to	to	to	to	to	to
c) Local authority						
d) Others	S6_2A_4	S6_2B_4	S6_2C_4	S6_2D_4	S6_2E_4	S6_2F_4

6.3. How many of these licenses, permits and approvals/certificates do you need to renew periodically (i.e. every year, 2 years)? **[S6_3_1 to S6_3_3]**

a) licenses	Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
b) permits	Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
c) approvals/certificates	Number	<input type="text"/>	<input type="text"/>	<input type="text"/>

6.4. In 2006, did you use agents, consultants, or one or more employees to help you process these permits, licenses and **approvals/certificates**? **S6_4**

Yes = 1 No = 2

IF YES, S6_4Y

6.4.y. At what cost or salary?

RM

6.5. How long did it take to obtain your most recent license/permit/approvals/certificates from the following agencies?

Please write N/A if not applicable (N/A=-9)

		Weeks
1. Foreign Investment Committee (FIC)	S6_5_1	<input type="text"/> <input type="text"/> <input type="text"/>
2. Commercial Vehicle Licensing Board (LPKP)		<input type="text"/> <input type="text"/> <input type="text"/>
3. Immigration Department	to	<input type="text"/> <input type="text"/> <input type="text"/>
4. Land office		<input type="text"/> <input type="text"/> <input type="text"/>
5. Fire & Rescue Department	S6_5_5	<input type="text"/> <input type="text"/> <input type="text"/>

6.6 Based on the experience of your establishment **over the last two years**, how long did it take to obtain each of the following?

Please write N/A if not applicable (N/A = -9)

		Days
1) Fixed telephone line	S6_6_1	<input type="text"/> <input type="text"/> <input type="text"/>
2) Electrical connection		<input type="text"/> <input type="text"/> <input type="text"/>
3) Water connection	to	<input type="text"/> <input type="text"/> <input type="text"/>
4) Approval for construction		<input type="text"/> <input type="text"/> <input type="text"/>
5) Import permit		<input type="text"/> <input type="text"/> <input type="text"/>
6) Operating license	S6_6_6	<input type="text"/> <input type="text"/> <input type="text"/>

6.7. On average, how many days were spent last year (2006) in dealing (i.e. in inspections, meetings) with each of the following agencies in relation to of your business and what was the associated cost?

Agency	Total number of days spent in contact with agency dealing with regulation of the business.	Total Cost (RM)
Tax Inspectorate (IRB)	S6_7A_1	S6_7B_1
Labor and Social Security (EPF, SOCSO/PERKESO)		
Fire & Rescue Department / Department of Occupational Safety & Health	to	to
Local authority		
Others	S6_7A_5	S6_7B_5

6.8. How many times did inspectors from these agencies visit your establishment last year?

S6_8

--	--

6.9. What percentage (%) of senior management's time per year is spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labor regulations, licensing and registration] including dealings with officials, completing forms, etc.?

S6_9

			%
--	--	--	---

6.10. Please give your assessment of the following Institutions:

	Have you received incentives/grants or loans from these institutions in the past 3 years? 1 = yes 2 = No, I Never heard about the scheme 3 = No, I applied and was turned down 4 = No, never applied because process too long and complicated	If yes, when did you get this benefit? (Year)	How critical was this to your establishment? 0 = no value 1 = minor value 2 = moderate value 3 = major value 4 = critical
Malaysian External Trade Corporation (MATRADE)	S6_10A_1	S6_10B_1	S6_10C_1
Malaysian Industrial Development Authority (MIDA)			
Human Resource Development Fund (HRDF)	to	to	to
Small- and Medium-sized Industries Development Corporation (SMIDEC)			
Malaysian Technology Development Corporation (MTDC)			
Malaysian Industrial Development Finance (MIDF)	S6_10A_6	S6_10B_6	S6_10C_6

Part B. Provision of Public Goods

6.11 a) Please estimate the losses (as a percentage (%) of total sales) from theft, robbery or vandalism against your establishment in the last year? %

[S6_11_1 to S6_11_3]

b) What percentage (%) of the incidents did you report to the police? %

c) Of those reported, what percentage (%) was solved? %

6.12. Please estimate your establishment's costs (as a % of its total sales) of providing security? %

S6_12

6.13. On average, what percentage (%) of your shipment is lost while being transported due to breakage, theft or spoilage? %

S6_13

6.14. **On average, how many times per month** did your establishment experience the following service interruptions in 2006, and how long did they last?

[S6_14A_1 to S6_14A_4] [S6_14B_1 to S6_14B_4]

	No. of times per month	Average duration hrs
--	------------------------	-------------------------

a) Power outages or surges from the public grid

b) Insufficient water supply?

c) Interruption fixed telephone service?

d) Transport disruption?

6.15. What percentage (%) of your production value was lost due to power interruptions from the public grid in 2006?

(Please include losses due to lost production time from the outage, time needed to reset machines and production has to be rejected due to processes being interrupted.)

S6_15 %

6.16. Do you own or share a generator? S6_16 Yes = 1 No = 2

IF YES,

6.16.y.a. When did you acquire this generator? S6_16YA Year

6.16.y.b. What was the cost of acquisition? S6_16YB

RM

6.17. What is the average cost of a kilowatt-hour (KwH) of electricity from

a) your private generator S6_17_1 RM

b) the public grid S6_17_2 RM

6.18. What percentage (%) of your consumption of electricity is from your own or shared generator in year 2006?

S6_18

			%
--	--	--	---

6.19. What share of your firm's water supply is from:

a. public sources?

S6_19_1

			%
--	--	--	---

b. your own well or tank?

to

			%
--	--	--	---

c. purchased from private vendors?

S6_19_3

			%
--	--	--	---

Part C. Access to Premises

6.20. In setting up or expanding your business how did you acquire your premises?

1. Bought

S6_20

--

2. Rented

3. Leased

IF response is RENTED or LEASED, skip to Question 6.22

IF BOUGHT,

6.21. How long did it take to transfer the property?

S6_21

Month

--	--

6.22. In the process of acquiring the premises, did you encounter any problems?

S6_22

Yes = 1

No = 2

--

6.23. **If yes**, was this problem relative to?

S6_23

--

1. Price of land
2. Bureaucratic procedures
3. Corruption
4. Lack of suitable location
5. Others (please specify) _____

Part D. Location:

6.24.

Region	a) Is the business environment in this region <div><input type="text"/></div> is as 1 =better 2 =same 3 = worse -9 =not applicable -8 = don't know than where KIT is based now ?	b) Is this region better, worse or the same when compare with where [KIT] is based now with respect to the following ... Code: better=1 same=2 worse=3 Not applicable=-9 Don't know=-8					
		A. Power supply	B. Transportation	C. Telecommunications	D. Access to land / premises	E. Availability of suppliers	F. Labor quality
1. Klang Valley	S6_24X_1	S6_24A_1	S6_24B_1	S6_24C_1	S6_24D_1	S6_24E_1	S6_24F_1
2. North							
3. South	to	to	to	to	to	to	to
4. East Coast							
5. Sabah							
6. Sarawak	S6_24X_6	S6_24A_6	S6_24B_6	S6_24C_6	S6_24D_1	S6_24E_1	S6_24F_1

6.25. Which region has the best business environment? S6_25

6.26. By what percentage (%) would your cost of production be cut if you were based in that region? S6_26

 %

6.27. Which region has the worst business environment? S6_27

6.28. By what percentage (%) would your cost of production rise if you were based in that region? S6_28

 %

Part E. Entry and Exit

6.29. Is new entry allowed in your sector?

1. by foreign firms S6_29_1

Yes = 1

No = 2

2. by domestic firms S6_29_2

Yes = 1

No = 2

6.30. Would you change your production/marketing strategies if more competition was allowed in your sector?

Yes = 1 S6_30 No = 2

If yes,

- 6.30.y. Would it be by: Yes = 1 No = 2
- 1. Improving product quality S6_30Y_1
 - 2. Reducing costs
 - 3. Adopting a more aggressive marketing policy to
 - 4. Engaging in new alliances
 - 5. Exiting the sector
 - 6. Others S6_30Y_6

6.31. By what percentage (%) would your sales change if there was less restriction on entry of new firms? _____% (+ or -) S6_31 %

6.32. Is there a restriction on foreign ownership in your sector? S6_32 Yes = 1 No = 2

6.33. In absence of restrictions, do you believe the level of foreign ownership would be higher? S6_33 Yes = 1 No = 2

If yes,

6.33.y. At what level would be the percentage (%) of foreign ownership in firm's equity in your industry? S6_33Y

%

For foreign firms and Joint Venture

6.34. How does the restriction on foreign ownership affect your firm's activity?

Codes: 1=positively; 2=Negatively; 3=No effect

- 1. Technology transfer from foreign parent to the joint venture S6_34_1
- 2. Quality of Management of the Joint venture
- 3. Technological capacity of local firms to
- 4. New local entrepreneurship
- 5. Others S6_34_5

6.35. Does the Government consult you before deciding on policy related to foreign ownership?

S6_35

Yes = 1

No = 2

☐

6.36. How much influence do you believe you (and other firms in your sector) have on government decisions?

S6_36

Codes: 1 = none

2 = little

3 = moderate

4 = significant

☐

SECTION 7: INTERNATIONAL TRADE

7.1. Is your Establishment located in an industrial park/export processing zone?

S7_1

Yes = 1

No = 2

☐

7.2. Is your Establishment part of an Electronic Data Interchange (EDI) network which you can use to exchange information and settle financial transactions?

S7_2

Yes = 1

No = 2

☐

7.3. Are you currently using or benefiting from a Government facility to promote export of services?

S7_3

Yes = 1

No = 2

☐

7.4. Did your Establishment export services in 2006?

S7_4

Yes = 1

No = 2

☐

7.5 Among the following factors, what are the 3 most important that constitute an obstacle or completely inhibit you from exporting services?

S7_5_1

to

First

☐

Second

☐

S7_5_3

Third

☐

1. Shipping and transport costs
2. Costs of obtaining visas for immigration of temporary and permanent employees
3. Cost of meeting foreign legal and product standards
4. Inability to produce to potential clients' standards, specifications, and schedule
5. Cannot match prices of domestic competitors who export
6. Cannot match prices of foreign competitors
7. Foreign clients demand upgrades and changes in specifications too frequently
8. Recovering payments from abroad is difficult
9. Supplying the domestic market is relatively more profitable
10. Costs of establishing a foreign distribution network (and where applicable after sales service)
11. Domestic content requirements

7.6. Did you directly import equipment or other inputs in 2006?

Yes = 1

No = 2

☐

S7_6

[IF NO, STOP HERE]
IF YES,

7.6.y.a. What was the average and the longest number of days it took you to clear Malaysian customs?

S7_6YA_1

Average number of days

--	--	--

S7_6YA_2

Longest number of days

--	--	--

7.6.y.b. When was your last consignment of such inputs delivered to you?

S7_6YB1

S7_6YB2

m	m	y	y	y	y	

7.6.y.c. Where did the consignment originate from? S7_6YC

(country of origin, not transit)

--	--	--

7.6.y.d How long did it take the consignment to reach the port/airport of transit from the country of origin? S7_6YD

Days

--	--	--