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SERVICES

PART 2 - B

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
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(To be administered to the Personnel Manager / HR Manager)

About the survey

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.** This 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. The survey will 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 much appreciated.

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.

Establishment Name : _____

Establishment No. :

Address : _____

City Name : _____

City Code :

Region Code.
1 = Klang Valley (Selangor, KL, Malacca)
2 = North region (Penang, Kedah)
3 = South Region (Johor)
4 = East Coast (Terengganu)
5 = Sabah
6 = Sarawak

Region Code :

Name of Interviewer : _____

Name of Respondent : _____

Job Title : _____

Telephone Number : _____

Date of interview : | |
d d m m y y y y

Starting time : . am/pm (delete whichever not applicable)

Finish time : . am/pm (delete whichever not applicable)

Enumeration validated by (controller) : _____

Date : | |
d d m m y y y y

Service Code : MSIC Code :

1= Information Technology	2=Communication Services	3= Accounting and Related Professional Services	4= Advertising and Marketing	5= Business Logistics
1. On-Line Information Service 2. Data Processing 3. Custom Computer Programming 4. Computer Systems Design Services 5. Computer Facilities Management 6. Related Services (IT Training, Office Equipment, Repair) 7. Motion Picture and Video Production and Tele Production	1. Wired Telecommunications Carriers 2. Paging Telecommunication Carriers 3. Cellular and Other Wireless Telecommunications 4. Satellite Telecommunications	1. Accounting, Tax Preparation, Bookkeeping, and Payroll Services 2. Management Consulting Services 3. Technical Consulting Services 4. Financial Planning Services For Businesses	1. Advertising Agencies 2. Public Relations Agencies 3. Marketing Research and Public Opinion Polling	1. Freight Air Transportation 2. Freight Shipping Transportation 3. Freight Land (Trucking, Rail) Transportation 4. Couriers 5. Local Messengers and Local Delivery 6. Fulfillment Service/Custom Clearance and Delivery Service 7. Warehousing

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, and
- b. all monetary values are in *RINGGIT MALAYSIA (RM)*

**SECTION 10:
LABOR AND HUMAN RESOURCES**

Please use the following definitions in this section.

Management	Persons making management decisions (exclude supervisors).
Professionals:	Trained and certified specialists outside of management such as engineers, accountants, lawyers, chemists, scientists, software programmers. Generally, Professionals hold a University-level degree.
Skilled "Sales and purchasing" and technicians:	Skilled technicians are those persons involved directly in the production or at a supervisor level and whom management considers to be skilled. Skilled sales and purchasing are engaged in marketing, buying, selling, and have direct customer contact but fell below the level of a Professional.
Unskilled service worker:	Persons involved in service process whom management considers to be unskilled.
Clerical worker:	Support, administrative, sales workers not included in management or among professionals.
Temporary workers:	All (paid) short term (i.e. for less than a year) employees with no guarantee of renewal of employment contract (include part-time workers)
Permanent workers:	All paid workers that are not temporary.
Out sourced / contract workers	All workers engaged through labour supplier.

Part A. Employment Dynamics

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

	2006	2005	2004
Permanent workers	S10_1A_1	S10_1B_1	S10_1C_1
Temporary workers	S10_1A_2	S10_1B_2	S10_1C_2

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

	Management	Professionals	Skilled "Sales and purchasing" and technicians	Unskilled service workers	Clerical 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

10.4. How many employees left for other reasons in 2006? S10_3

%

10.5. What percent (%) of your permanent skilled workers are foreign nationals? S10_4

10.6. What percent (%) of your unskilled workers are foreign nationals? S10_5

10.7. What percent (%) of the senior management is male? S10_6

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					
				Retired		Resigned		Dismissed	
		L	F	L	F	L	F	L	F
2004	Management								
	Professionals								
	Skilled Workers								
	Unskilled Workers								
	Clerical Workers								
	TOTAL								
2005	Management								
	Professionals								
	Skilled Workers								
	Unskilled Workers								
	Clerical Workers								
	TOTAL								
2006	Management								
	Professionals								
	Skilled Workers								
	Unskilled Workers								
	Clerical Workers								
	TOTAL								

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

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

	Management	Professionals	Skilled "Sales and purchasing" and technicians	Unskilled service workers	Clerical 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 establishment** of the year 2006 by the indicated group of **permanent** workers (values in RM)

	Management	Professionals	Skilled "Sales and purchasing" and technicians	Unskilled service workers	Clerical 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 establishment (if your establishment does not employ temporary staff, then skip this table)

	Skilled "Sales and purchasing" and technicians	Unskilled service workers	Clerical 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 establishment (if your establishment does not employ outsourced/contract staff, then skip this table)

	Skilled "Sales and purchasing" and technicians	Unskilled service workers	Clerical workers	Total
Number of workers at the end of the fiscal year of 2005	S10_8B1A_1	S10_8B1B_1	S10_8B1C_1	S10_8B1D_1
Number of workers at the end of the fiscal year of 2006	S10_8B1A_2	S10_8B1B_2	S10_8B1C_2	S10_8B1D_2
Total compensation (RM)				

Yes = 1 No = 2

 6

10.9. Do you pay any of your workers on a piece rate basis? 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 "Sales and purchasing" and technicians	Unskilled service workers	Clerical 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 establishment employ full time as at the end of 2006?

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

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

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

10.13. How many persons in your firm work as:

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

TOTAL

1	0	0
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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	S10_13BA_1	S10_13BB_1	S10_13BC_1
PMR/SRP			
SPM/MCE			
Diploma/STPM	to	to	to
Undergraduate			
Post Graduate			
No formal education	S10_13BA_7	S10_13BB_7	S10_13BC_7

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

10.14. Did **your establishment** 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 "Sales and purchasing" and technicians	Unskilled service workers	Clerical workers
How many people were trained in these programs?	S10_14Y_1	S10_14Y_2	S10_14Y_3	S10_14Y_4	S10_14Y_5

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

		%			
1. Dedicated internal trainers	S10_15_1	<input type="text"/> <input type="text"/> <input type="text"/>			
2. Managers (part-time)		<input type="text"/> <input type="text"/> <input type="text"/>			
3. Supervisors / foremen		<input type="text"/> <input type="text"/> <input type="text"/>			
4. Suppliers, buyers, business partners	to	<input type="text"/> <input type="text"/> <input type="text"/>			
5. Training consultants		<input type="text"/> <input type="text"/> <input type="text"/>			
6. Donors, NGOs		<input type="text"/> <input type="text"/> <input type="text"/>			
7. Government institution		<input type="text"/> <input type="text"/> <input type="text"/>			
8. Others (specify) _____	S10_15_8	<input type="text"/> <input type="text"/> <input type="text"/>			
Total		<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>1</td> <td>0</td> <td>0</td> </tr> </table>	1	0	0
1	0	0			

10.16. What was the content of the training?

		%
1. Production technologies	S10_16_1	□ □ □
2. Marketing		□ □ □
3. Information technology		□ □ □
4. Management / quality technologies	to	□ □ □
5. Intellectual property		□ □ □
6. Safety procedures		□ □ □
7. Language skills		□ □ □
8. Others (specify) _____	S10_16_8	□ □ □
Total		1 0 0

Part D. Formal Outside Training

10.17. Did your establishment 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 "Sales and purchasing" and technicians	Unskilled service workers	Clerical workers
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					
Total	S10_17YA_13	S10_17YB_13	S10_17YC_13	S10_17YD_1 3	S10_17YE_13

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

		%
1. University	S10_18_1	<input type="text"/> <input type="text"/> <input type="text"/>
2. Joint-venture Partners		<input type="text"/> <input type="text"/> <input type="text"/>
3. Government institutes		<input type="text"/> <input type="text"/> <input type="text"/>
4. Private training schools	to	<input type="text"/> <input type="text"/> <input type="text"/>
5. Vocational/technical schools		<input type="text"/> <input type="text"/> <input type="text"/>
6. Human Resource Development Fund (HRDF)		<input type="text"/> <input type="text"/> <input type="text"/>
7. Others (specify) _____	S10_18_7	<input type="text"/> <input type="text"/> <input type="text"/>
Total		1 0 0

10.19. In 2006, what was the content of the training?

		%
1. Production technologies	S10_19_1	<input type="text"/> <input type="text"/> <input type="text"/>
2. Marketing		<input type="text"/> <input type="text"/> <input type="text"/>
3. Information technology		<input type="text"/> <input type="text"/> <input type="text"/>
4. Management / quality technologies	to	<input type="text"/> <input type="text"/> <input type="text"/>
5. Intellectual property		<input type="text"/> <input type="text"/> <input type="text"/>
6. Safety procedures		<input type="text"/> <input type="text"/> <input type="text"/>
7. Language skills		<input type="text"/> <input type="text"/> <input type="text"/>
8. Others (specify) _____	S10_19_8	<input type="text"/> <input type="text"/> <input type="text"/>
Total		1 0 0

10.19. Content of training in year 2006

Training Content	HRDF Courses	Non-HRDF Courses	% Share
	Tick where appropriate (possible to tick both)		
Management	S10_19A_01	S10_19B_01	S10_19C_01
Marketing			
Information Technology			
Production Technologies	to	to	to
Quality Technologies			
Intellectual Properties			
Safety Procedures			
Language Procedures			
Other (specify)			
TOTAL	S10_19A_10	S10_19B_10	S10_19C_10

10.19a. The training cost for the following years

Year	Total Training Cost (RM)		Claim from HRDF (RM)
	In-house Training	External Training	
2004	S10_19BA_1	S10_19BB_1	S10_19BC_1
2005	to	to	to
2006	S10_19BA_3	S10_19BB_3	S10_19BC_3

10.20. How much did your firm spend on outside training in 2006? S10_20

RM

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10.21. How many of the employees that participated in training (both in-house and outside) were promoted in 2006 following training? S10_21

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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? S10_22

--	--	--	--	--

10.23. How many of the employees that participated in training (both in-house and outside) left your establishment in 2006 after the training? S10_23

--	--	--	--	--

10.24. Did the employees share the cost of training in 2006? Yes = 1 No = 2 S10_24

10.25 How many weeks of training does it take for a newly hired production worker to be fully operational?

S10_25

Weeks

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