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SERVICES

PART 3

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**

QUESTIONNAIRE FOR WORKERS
(To be administered to workers sampled from each establishment)

To Enumerators:

This is an annex to the main questionnaire to be administered to 10 full-time workers sampled from each establishment covered by the survey. Workers should be interviewed only if the manager of the business agrees to it. Please ask for a complete list of full-time employees of the establishment from the personnel manager at about the time the human resources module is being completed. Ask also the personnel manager to pick any one worker from the list. The enumerator should then pick workers at fixed regular intervals until a sample of 10 workers is reached. A worker who, for one reason or another, cannot be interviewed, should be replaced by another randomly chosen worker.

Please make sure that:

- a. all monetary values are in *RINGGIT MALAYSIA (RM)***
- b. all dates are entered in the European calendar or Fiscal Year**

ESTABLISHMENT NAME : _____

ESTABLISHMENT NO.

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ADDRESS : _____

CITY CODE :

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REGION CODE :

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

SERVICE CODE:

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 (MSIC 5 digit code)

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1= Information Technology	2= Communication Services	3= Accounting and Related Services	4= Advertising and Marketing	5= Business Logistics
<i>1. On-line information service</i> <i>2. Data processing</i> <i>3. Custom computer programming</i> <i>4. Computer Systems Design Services</i> <i>5. Computer Facilities Management</i> <i>6. Related services (IT training, Office equipment, repair...)</i> <i>7. Motion Picture and Video Production and Tele production</i>	<i>1. Wired Telecommunications Carriers</i> <i>2. Paging Telecommunication carriers</i> <i>3. Cellular and other wireless Telecommunications</i> <i>4. Satellite Telecommunications</i>	<i>1. Accounting, Tax preparation, Bookkeeping, and Payroll services</i> <i>2. Management Consulting Services</i> <i>3. Technical Consulting Services</i> <i>4. Financial Planning Services for businesses</i>	<i>1. Advertising Agencies</i> <i>2. Public relations Agencies</i> <i>3. Marketing Research and Public Opinion Polling</i>	<i>1. Freight Air Transportation</i> <i>2. Freight shipping transportation</i> <i>3. Freight Land (Trucking, Rail) Transportation</i> <i>4. Couriers</i> <i>5. Local messengers and local delivery</i> <i>6. Fulfillment Service/Custom clearance and delivery service</i> <i>7. Warehousing</i>

Name of Interviewer : _____

Date of interview :

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d d m m y y y y

Starting time :

		.		
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 am/pm (delete which ever is not applicable)

Finish time :

		.		
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 am/pm (delete which ever is not applicable)

Enumeration validated by (controller) : _____

Date :

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d d m m y y y y

Part A. Administrative Records and Ethnicity

No.	W.1. Names of workers interviewed (First and last names in that order)	W.2. Sex 1=Male 2=Female	W.3. How old are you?	W.4. Marital status 1=single 2=married 3=separated 4=divorced 5=widow 6=others	W.5. Are you Malaysian? Yes =1 No=2	If YES, W.5.y. What is your ethnicity? 1. Bumiputera 2. Chinese 3. Indian 4. Others	If NO, W.5.n.a. What is your country of origin? 1. Indonesia 2. Philippines 3. Bangladesh 4. China 5. India Others (specify)	W.5.n.b. When did you move to this country? (Year)	W.6. How far do you live from your place of work? City and distance			W.7. How long does it take to get to work? (Minutes)
									City name	City code	Distance in KM	
1		P1_W2_01	P1_W3_01	P1_W4_01	P1_W5_01	P1_W5Y_01	P1_W5NA_01	P1_W5NB_01	P1_W6A_01	P1_W6B_01	P1_W6C_01	P1_W7_01
2												
3												
4												
5		to		to		to		to		to		to
6												
7												
8												
9												
10		P1_W2_10	P1_W3_10	P1_W4_10	P1_W5_10	P1_W5Y_10	P1_W5NA_10	P1_W5NB_10	P1_W6A_10	P1_W6B_10	P1_W6C_10	P1_W7_10

Part B. Education, Skills, and Life-long learning

No.	W.8. What is the highest level of formal education you attended? 1= Degree 2= Diploma 3= Upper secondary 4= Lower secondary 5= Primary 6= Informal 7= None (illiterate)	W.9. How many years of Formal Education have you completed? (Number of years)	W. 10 When did you leave the formal education System? (Year)	W. 11. Did you complete professional Certification Program(s) or Skills training (Polytechnic, Vocational...)? Yes=1 No=2	IF YES, W.11.y. How long in total did it take? (Number of cumulated months)	W. 12. What are the three skills that you lack the most in doing your job? 1. English language proficiency 2. Professional Communication skills 3. Social Skills 4. Team working 5. Leadership skills 6. Time Management skills 7. Adaptability 8. Creativity/innovation skills 9. Numerical skills 10. Problem solving 11. IT skills 12. Technical/professional skills	W.13. Did you study abroad? Yes=1 No=2	If NO, (If you studied in MALAYSIA) W.13.n.a. What level of the Malaysian Education system should have provided you with the skills you are lacking? 1. Primary 2. Secondary 3. Tertiary 4. Vocational
1	P2_W8_01	P2_W9_01	P2_W10_01	P2_W11_01	P2_W11Y_01	P2_W12_01	P2_W13_01	P2_W13NA_01
2								
3								
4								
5	to	to	to	to	to	to	to	to
6								
7								
8								
9								
10	P2_W8_10	P2_W9_10	P2_W10_10	P2_W11_10	P2_W11Y_10	P2_W12_10	P2_W13_10	P2_W13NA_10

Part B. Education, Skills, and Life-long learning (cont'd)

No.	W.14. In your job, how important is dealing with people? Codes: 1: Not at all important 2: fairly important 3: Important 4: Very important	W.15. How important is analyzing complex problems and planning the activities of others? Codes: 1: Not at all important 2: fairly important 3: Important 4: Very important	W.16. How important is caring for others? Codes: 1: Not at all important 2: fairly important 3: Important 4: Very important	W.17. How important is using a computer? Codes: 1: Not at all important 2: fairly important 3: Important 4: Very important	W.18. To what extent do you agree with the following statement: "Your current job offers you sufficient scope to use your knowledge and skills" Codes: 1 to 4 1. Do not agree at all 2. somewhat agree 3. Agree 4. Agree completely	W.18.b To what extent do you agree with the following statement: "You would perform better in your current job if you possessed additional knowledge and skills" Codes: 1 to 4 1. Do not agree at all 2. somewhat agree 3. Agree 4. Agree completely	W.19. Do you think you have the necessary skills to adapt to the changing needs of the labor market? Yes =1 No=2	If No, W.19.n Do you know of any training institution where you could acquire these skills? Yes =1 No=2	W.20. Are you currently enrolled in any after work learning program? Yes =1 No=2	If Yes, W.20.y.a. Is it partially or totally Government Financed? Yes =1 No=2	If Yes, W.20.y.b. What is the name of the program?
1	P3_W14_01	P3_W15_01	P3_W16_01	P3_W17_01	P3_W18_01	P3_W18B_01	P3_W19_01	P3_W19N_01	P3_W20_01	P3_W20YA_01	P3_W20YB_01
2											
3											
4											
5	to	to	to	to	to	to	to	to	to	to	to
6											
7											
8											
9											
10	P3_W14_10	P3_W15_10	P3_W16_10	P3_W17_10	P3_W18_10	P3_W18B_10	P3_W19_10	P3_W19N_10	P3_W20_10	P3_W20YA_10	P3_W20YB_10

Part C. Employment Dynamics (cont'd)

No.	W.21. When did you take up your first permanent job? (Year)	W.22. What kind of work did you do at your first permanent job, i.e., the job referred to in question W.21 ? Management1 Professionals:2 Skilled "Sales and purchasing" and technicians:.....3 Unskilled service worker:.....4 Clerical worker:.....5 Apprentice.....6	W.23. What was your starting monthly salary for the first permanent job, i.e. the job referred to in question W.21? <i>(before Tax, including all allowances and bonuses)</i> (RM)	W.24. How many times have you changed employers since your first permanent job? (Number)	W. 25. Have you ever been employed in the public sector (government agency, a government owned enterprise, or the army)? Yes=1 No=2	If yes, W.25.y.a. When were you last employed in the public sector? (Year)	W.26.y.b. How long have you worked (or did you work) in the public sector? (Number of years)
1	P4_W21_01	P4_W22_01	P4_W23_01	P4_W24_01	P4_W25_01	P4_W25YA_01	P4_W26YB_01
2							
3							
4							
5	to	to	to	to	to	to	to
6							
7							
8							
9							
10	P4_W21_10	P4_W22_10	P4_W23_10	P4_W24_10	P4_W25_10	P4_W25YA_10	P4_W26YB_10

Part C. Employment Dynamics (cont'd)

No.	W.27. Have you ever been unemployed? Yes=1 No=2 <i>If No, go to W.23</i>	If yes, W.27.y.a. When were you last unemployed? (Calendar year)	W.27.y.b. For how long were you unemployed the last time? (Number of weeks)	W.27.y.c. How long in total were you unemployed since you left school? (Number of months)	W.28. Have you ever been self-employed? Yes=1 No=2	If yes, W.28.y.a. When were you last self-employed? (Calendar year)	W.28.y.b. How long have you been in self-employment since you left school? (Number of months)	W.29. Are you a member of a trade union? Yes=1 No=2	If yes, W.29.y. How long have you been a member of a trade union? (Number of years)
1	P5_W27_01	P5_W27YA_01	P5_W27YB_01	P5_W27YC_01	P5_W28_01	P5_W28YA_01	P5_W28YB_01	P5_W29_01	P5_W29Y_01
2									
3									
4									
5	to	to	to	to	to	to	to	to	to
6									
7									
8									
9									
10	P5_W27_10	P5_W27YA_10	P5_W27YB_10	P5_W27YC_10	P5_W28_10	P5_W28YA_10	P5_W28YB_10	P5_W29_10	P5_W29Y_10

Part C. Employment Dynamics (cont'd)

No.	W.30. How long have you worked for this establishment? (Number of years)	W.31. What kind of work did you do when you started here? Management1 Professionals...2 Skilled "Sales and purchasing" and technicians.....3 Unskilled service worker:.....4 Clerical worker:.....5 Apprentice6	W.32. What kind of work are you doing now? Management1 Professionals...2 Skilled "Sales and purchasing" and technicians....3 Unskilled service worker:.....4 Clerical worker:.....5 Apprentice6	W. 32b. According to you, what is the most appropriate level of education for the work you are doing? 1=Degree 2=Diploma 3=Upper secondary 4=Lower secondary 5=Primary 6=Informal 7=None (illiterate)	W. 32c. According to you, what is the most appropriate field of education for the work you are doing? 1. Only your own field 2. related to my field 3. completely different from my field 4. No specific field is required for this job	W.33. On average, how many hours a week are you working at present? (Number of hours)	W.34. On average, how many hours a week did you work when you started here? (Number of hours)	W.35. Have you received formal training since you joined this firm? Yes=1 No=2	If yes, W.35.y. What was the content of training? 1. Production technologies 2. Marketing 3. Information technology 4. Management / quality technologies 5. Intellectual property 6. Safety procedures 7. Language skills Others (specify)	W.36. <i>(If this is not your first job)</i> Did you receive formal training at the previous employer? Yes=1 No=2 (Training= formal class room in-firm or outside firm training)
1	P6_W30_01	P6_W31_01	P6_W32_01	P6_W32B_01	P6_W32C_01	P6_W33_01	P6_W34_01	P6_W35_01	P6_W35Y_01	P6_W36_01
2										
3										
4										
5	to	to	to	to	to	to	to	to	to	to
6										
7										
8										
9										
10	P6_W30_10	P6_W31_10	P6_W32_10	P6_W32B_10	P6_W32C_10	P6_W33_10	P6_W34_10	P6_W35_10	P6_W35Y_10	P6_W36_10

Part C. Employment Dynamics (con'td)

No.	W. 37. What is your current monthly salary in 2007? <i>(before Tax, including all allowances and bonuses)</i> (RM)	W.38. What is the amount of all allowances and bonuses you received in 2006? (RM)	W.39. What was your monthly salary in 2006? <i>(before Tax, including all allowances and bonuses)</i> (RM)	W.40. What was your monthly salary when you started working here? <i>(before Tax, including all allowances and bonuses)</i> (RM)	W.41. Do you have any other source of income? Yes=1 No=2	W.42. How much would you estimate the amount of income from other sources? (RM)	W.43. What is your estimated total amount of monthly household income? (RM)
1	P7_W37_01	P7_W38_01	P7_W39_01	P7_W40_01	P7_W41_01	P7_W42_01	P7_W43_01
2							
3							
4						9	
5	to	to	to	to	to	to	to
6							
7							
8							
9							
10	P7_W37_10	P7_W38_10	P7_W39_10	P7_W40_10	P7_W41_10	P7_W42_10	P7_W43_10

Part D . Information and Technology

No.	W.44. What is the size of your household? (Number)	W.45. Besides yourself, how many of your household members are having the same line of work? (Number)	W.46. How many of your household members are less than 12 years old? (Number)	W.47 How would you rate your level of sophistication in computer use? Codes: 0: zero use 1: basic (eg. printing invoices) 2: Moderate (word processing, e-mail) 3:complex (programming) (Number)	W.48. Do you use a computer in your daily work? Yes =1 No=2	If Yes, W.48.y. How many hours per week do you spend working on a computer? (Number of hours)	W.49. Do you own a personal computer at home? Yes =1 No=2	W.50. Do you have a Bank account? Yes =1 No=2	If yes, W.50.y. How many banks do you deal with? (Number)	W.51. Have you ever done banking transaction online? Yes =1 No=2	W.52. What % of your expenses do you pay with electronic /plastic payment cards? (%)	W. 53. Have you ever bought or sold goods through the Internet? Yes =1 No=2	If Yes, W.53.y. What % of your expenses are conducted online? (%)
1	P8_W44_01	P8_W45_01	P8_W46_01	P8_W47_01	P8_W48_01	P8_W48Y_01	P8_W49_01	P8_W50_01	P8_W50Y_01	P8_W51_01	P8_W52_01	P8_W53_01	P8_W53Y_01
2													
3													
4													
5	to	to	to	to	to	to	to	to	to	to	to	to	to
6													
7													
8													
9													
10	P8_W44_10	P8_W45_10	P8_W46_10	P8_W47_10	P8_W48_10	P8_W48Y_10	P8_W49_10	P8_W50_10	P8_W50Y_10	P8_W51_10	P8_W52_10	P8_W53_10	P8_W53Y_10

