

**PRODUCTIVITY GAIN MEASUREMENT (PGM)**  
**KAJI SELIDIK TERHADAP PRODUKTIVITI**  
*SURVEY ON PRODUCTIVITY*

**Pengenalan:** Perbadanan Produktiviti Malaysia (MPC) sedang menjalankan kaji selidik untuk mendapatkan maklumat kepada inisiatif- inisiatif ke arah peningkatan produktiviti oleh syarikat- syarikat di dalam industri kecil dan sederhana di Malaysia. Maklumat yang dikumpulkan dalam kajian ini akan digunakan oleh kerajaan Malaysia untuk membolehkan kerajaan untuk membangunkan dasar-dasar baru bagi menyokong industri kecil dan sederhana dalam usaha kerajaan dalam meningkatkan produktiviti dan daya saing negara. Maklumat anda adalah **sulit** dan ia akan hanya digunakan oleh Perbadanan Produktiviti Malaysia (MPC) untuk tujuan penyelidikan sahaja.

*Introduction: Malaysia Productivity Corporation (MPC) is undertaking this survey to obtain useful statistical information on innovation activities towards productivity by Malaysian enterprises. The information compiled in this survey will be used by the Malaysian government towards productivity and competitiveness for the country. This enables the government to develop new policies to support the industries in their efforts to improve productivity and competitiveness. Your information is confidential and it may also be used by Malaysia Productivity Corporation (MPC) for research purposes only.*

**Objective:**

- To ensure the implementation of the intervention (loans, incentives, grants, etc) in accordance to the proposed plan and oversee the impact on productivity performance.
- To oversee the impact on productivity performance before and after intervention to industry/ agency

Berdasarkan skala di bawah, sila nyatakan tahap organisasi anda perjanjian dengan kenyataan berikut. *(Based on a rating below, please indicate your organization's level of agreement with the following statements):*

**BAHAGIAN 1- KEPIMPINAN (PART 1- LEADERSHIP)**

	Tidak bersetuju <i>Disagree</i>	Agak Tidak Bersetuju <i>Partly agree</i>	Agak Bersetuju <i>Mostly agree</i>	Setuju <i>Fully agree</i>
a) Kami mempunyai visi yang jelas (kita tahu di mana kita mahu pergi) dan ini jelas kepada semua pengurus dan pekerja. <i>(We have a clear vision (we know where we want to go) and this is clearly communicated to all managers and employees).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Pasukan kepimpinan kami sentiasa mencari cara baru untuk mengekalkan dan mengembangkan organisasi. <i>(Our leadership team is always seeking new ways to sustain and grow the organization).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Kami memantau operasi harian dan prestasi organisasi secara keseluruhan menggunakan pelbagai maklumat (cth: kewangan, kepuasan pelanggan, kepuasan pekerja, alam sekitar, pembekal dan proses utama. <i>(We track daily operations and overall organizational performance using a full range of information (e.g. financial, customer satisfaction, employee satisfaction, environmental, suppliers, and key processes).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Tidak bersetuju <i>Disagree</i>	Agak Tidak Bersetuju <i>Partly agree</i>	Agak Bersetuju <i>Mostly agree</i>	Setuju <i>Fully agree</i>
<b>BAHAGIAN 2- PEKERJA (PART 2- PEOPLE)</b>				
d) Kami membangunkan pelan penggantian bagi jawatan kepimpinan dan pengurusan, dan perancangan kemajuan kerjaya untuk pekerja. <i>(We develop succession plans for leadership and management positions, and career progression plans for employees).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Kami menggalakkan inisiatif individu, inovasi, tindak balas pantas, kerjasama dan komunikasi yang berkesan di seluruh organisasi kami. <i>(We encourage individual initiative, innovation, rapid response, cooperation and effective communication throughout our organization).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Kami menentukan dan memantau faktor utama yang memberi kesan kepada pekerja kesejahteraan, kepuasan dan motivasi agar kita boleh memperbaiki persekitaran kerja. <i>(We determine and monitor the key factors that affect employee well-being, satisfaction and motivation so that we can improve the work environment).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>BAHAGIAN 3- OPERASI (PART 3- OPERATION)</b>				
g) Kami mengadakan perbincangan dan mesyuarat untuk melihat bagaimana kita boleh menangani dan mengurangkan kesan negatif daripada produk, perkhidmatan, proses dan tapak untuk alam sekitar dan masyarakat. <i>(We hold discussions and meetings to see how we can address and minimize the negative impact of our products, services, processes and sites to the environment and community).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Kami mempunyai banyak inisiatif yang ada untuk meningkatkan kualiti proses, produk dan perkhidmatan. <i>(We have many initiatives in place to improve the quality of our processes, products and services).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>BAHAGIAN 4- PELANGGAN (PART 4- CUSTOMER)</b>				
i) Kami sentiasa mengesan dan menilai keperluan pelanggan-pelanggan kami dan keperluan, dan tahap kepuasan mereka. <i>(We regularly track and assess our customers' needs and requirements, and their satisfaction levels).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Kami berusaha, memantau dan pelanggan rekod aduan dan mengambil tindakan yang sewajarnya untuk memastikan bahawa masalah tidak berlaku lagi. <i>(We seek, monitor and record customer complaints and take appropriate action to ensure that problems do not occur again).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**BAHAGIAN 5 : MAKLUMAT SYARIKAT / PART 5 : COMPANY PROFILE**

Nama syarikat / Company Name	
Alamat / Address	
Laman web / Website	
Pegawai untuk dihubungi / Contact Person	
Nama / Name	
Jawatan / Position	
Nombor telefon / Telephone No.	
No. fax. / Fax No.	
Alamat email / Email Address	

**Kategori syarikat (Sila tanda) / Category of the Company (Please Tick) :****SME : Manufacturing**

- Micro: Sales Turnover <RM300,00 OR Employees: <5       Small: Sales Turnover RM 300,000 <RM15mil OR Employees: From 5 to <75
- Medium: Sales Turnover RM15mil ≤ 50mil OR Employees: From 75 to ≤ 200

**SME : Services and other sectors**

- Micro: Sales Turnover <RM300,00 OR Employees: <5       Small: Sales Turnover RM 300,000 <RM3mil OR Employees: From 5 to <30
- Medium: Sales Turnover RM3mil ≤ 20mil OR Employees: From 30 to ≤ 75

**Sektor ia beroperasi / Sector where it operates :**

- Pembuatan / Manufacturing     Perkhidmatan / Services     Pertanian Asas / Primary Agriculture     Pembinaan / Construction
- Perlombongan & Pengkuarian / Mining & quarrying

**Pemilikan (Sila tanda) / Ownership (Please tick) :**

- Bumiputera / Bumi     Bukan Bumiputera / Non- Bumi

Jantina / Gender:  Lelaki / Men     Perempuan / Women

Pekerja / Employment: Jumlah pekerja / Total number of employees : \_\_\_\_\_

Pekerja tempatan / Local workers (%) : \_\_\_\_\_ Pekerja asing / foreign workers (%) : \_\_\_\_\_

**Jualan / Sales**

Tahun / Year	Jumlah jualan tahunan / Total sales	Untung atau rugi (sebelum cukai) / Profit or loss (before tax)	Jumlah gaji pekerja / Total salary
2020			
2019			
2018			

**Maklumat Tambahan / Additional Information (Jika ada / If available):-**

Tahun / Year	Kos bahan dan perkhidmatan yang dibeli / Cost of Bought in Materials and Services (BIMS)	Nilai harta tetap / Fixed Assets Value
2020		
2019		
2018		

**Keterangan produk atau perkhidmatan / Information on products and services :**

**Keterangan projek inovasi / Information on innovation project**

Total score	Interpretation of total score
19– 30	<p>Your organization is on the road at <b>high productivity and profitability</b> and serves as a model for others in the business. Your organization is showing sincere efforts in implementing productivity improvement initiatives and is ready to achieve greater heights productivity and profitability.</p> <p><i>What would happen:</i> <b>Financial condition is sound and stable</b></p> <p><i>What should be done:</i> <b>Sustain or further improve productivity</b></p>
13 – 18	<p>Your organization has started its productivity journey where your company lie in <b>high productivity and low profitability</b> quadrant. You need a more systematic approach to improvement that considers how productivity measures can be more widely used in all parts of the business – both horizontally across all processes and vertically through all tiers of management. This is a good time to undertake a comprehensive self-productivity assessment to identify your strengths and opportunities for improvement.</p> <p><i>What would happen:</i></p> <p><b>High profitability may not sustained on a long term basis</b></p> <p><i>What should be done:</i></p> <p><b>Focus to improve productivity</b></p>
7 – 12	<p>Your organization has some understanding of the basics of productivity measurement but implementation of systems has been sporadic or poor and your company lie at <b>low productivity and high profitability</b> quadrant. There is a need to re-evaluate the direction and capabilities of your organization and staff, and potentially seek productivity improvement assistance so that your organization can move to the next level.</p> <p><i>What would happen:</i></p> <p><b>The company may soon be operating at a loss and may be in the brink of shutdown</b></p> <p><i>What should be done:</i></p> <p><b>Improve productivity by strengthening market strategy, research, promotions,/ advertisements and pricing policy</b></p>
0-6	<p>Your organization would benefit from implementing some basic management systems such as a performance measurement system to sustain your business; otherwise the future of your organization is at risk where your company lie at <b>low productivity and low profitability</b>.</p> <p><i>What would happen:</i></p> <p><b>Shutdown/ bankruptcy</b></p> <p><i>What should be done:</i></p> <p><b>Improve productivity &amp; develop/ strengthen market</b></p>