

APPENDIX 1 : Research Questionnaires

25 March 2010

Dear Sir / Madam,

This research is to fulfil part of a Master of Business Administration (MBA) assessment from the University of Malaya. The objective of this study is to study certain characteristics with relation to knowledge workers.

I would appreciate if you could participate in this survey by completing the attached questionnaire. It will take about 15 minutes to complete the questionnaire. There are no right or wrong answers. Your sincere answers will greatly contribute to the development of this academic research. Please be assured that all information will be treated with the strictest confidentiality and only the aggregated data will be analysed.

If there are queries about this study, please contact me at +6016-4576076 or email me at edyong98@yahoo.com

I thank you very much for your kind participation.
Yours sincerely,

Yong Jing Ren
MBA candidate
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Supervised by,

Dr. Sharmila Jayasingam
Faculty of Business and Accountancy
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A. In each of the following statements, please select **ONE** answer, by crossing (X), that best describes your opinion towards your job, organization and career development.

No.		Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neutral (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
1	I learn new things while performing my work.							
2	I would be very happy to spend the rest of my career with this organization.							
3	I am satisfied with my take home pay.							
4	I enjoy discussing my organization with people outside of it.							
5	I generate new ideas to improve current practices.							
6	I am satisfied with my current salary.							
7	I really feel as if this organization's problems are my own.							
8	I demonstrate creativity while performing my work.							
9	I am satisfied with my overall level of pay.							
10	I think that I could easily become as attached to another organization as I am to this one.							
11	I take knowledge from various sources and package it in a new way.							
12	I am satisfied with the size of my current salary.							
13	I do not feel "emotionally attached" to this organization.							
14	I solve problems while performing my work.							
15	I am satisfied with my benefit package.							
16	I have been given training to help my career.							
17	I do not feel like "part of the family" at my organization.							
18	I am satisfied with the amount the company pays towards my benefits.							
19	My boss has made sure I get the training I need for my career.							
20	The organization has a great deal of personal meaning for me.							

No.		Strongly Disagree (1)	Disagree (2)	Somewhat Disagree (3)	Neutral (4)	Somewhat Agree (5)	Agree (6)	Strongly Agree (7)
21	I am satisfied with the value of my benefits							
22	I have been taught things I need to know to get on in this organization.							
23	I do not feel a strong sense of belonging to my organization.							
24	I am satisfied with the number of benefits I receive.							
25	I have been given a personal development plan.							
26	I am satisfied with my most recent increment							
27	I have been given impartial career advice when I needed it.							
28	I am happy with the influence my supervisor has over my pay.							
29	I have been given work which has developed my skills for the future.							
30	I am satisfied with the raise I have received in the past.							
31	I have been introduced to people at work who are prepared to help me develop my career.							
32	I am happy with the way my increment is determined.							
33	My boss gives me clear feedback on my performance							
34	I am happy with the company's pay structure.							
35	I have been given a mentor to help my career development.							
36	I am happy with the Information the company provided about pay issues of concern to me.							
37	My boss has introduced me to people who will help my career.							
38	I am happy with the pay of other jobs in the company.							
39	I am happy with the consistency of the company's pay policies.							
40	I am happy with the differences in pay among jobs in the company.							
41	I am happy with the way the company administers pay.							

C. Personal profile

Please select **ONE** answer from each statement that best describes you.

1. Gender:
 Male Female
2. Age group:
 30 years and below 31 – 40 years
 41 – 50 years 51 – 60 years
3. Marital status:
 Single Divorced/Separated
 Married Widowed
4. Ethnic background:
 Malay Chinese
 Indian Others _____
5. Monthly income (gross):
 RM2,000 or less RM6,001 – RM8,000
 RM2,001 – RM4,000 RM8,001 – RM10,000
 RM4,001 – RM6,000 More than RM10,000
6. Highest education level achieved:
 Primary Education Postgraduate Degree
 Secondary Education (e.g. Master or Doctorate)
 Certificate or Diploma Professional Qualification
 First Degree (Bachelor) Others _____
7. Current job position:
 Manager (e.g. GM, Regional/Area Manager, Branch Manager)
 First-Line Manager (e.g. Departmental Manager, Supervisor, and Team Leader)
 Administrator / Supporting Staff
 Professional (e.g. Medical Doctor, Lawyer, Professor, Auditor)
 General Workers (e.g. Technicians, Production Operators)
 Others. _____
8. Current industry:
 Banking/Finance Pharmaceutical/Healthcare
 Communications/Advertising Retail/Own business
 Engineering/construction Service/hospitality
 Educations Others _____
9. Please state the number of years you have served your current employer: _____ years
10. Please state your total number of years you have worked: _____ years

APPENDIX 2 : Statistics (Malaysian KW Abroad)

Table 1.1 :

Malaysian Residents Abroad

Table 1: Malaysian residents abroad



Year/ Host Country	Australia	Japan	New Zealand	Singapore	United Kingdom	United States
1981	31,598		3,300	120,104	45,430	11,001
1991	72,628	5,047	8,820	194,929	43,511	33,834
2001	78,858	9,150	11,463	303,828	49,886	51,510
2007	92,337	7,902	14,547		61,000	

Source: United Nations Global Migration Database, 2010. GRAPHICS © 2010

Table 1.2 :

Number of Malaysian Migrants with Tertiary Education in OECD Countries

Countries

Table 2: Number of Malaysian migrants with tertiary education in OECD countries




Tertiary educated Malaysians residing in:	Year 1990	Year 2000	Increase (%)
Australia	34,716	39,601	14.07
Canada	8,480	12,170	43.51
New Zealand	4,719	5,157	9.28
United Kingdom	9,812	16,190	65.00
United States	12,315	24,695	100.53
Others	2,607	4,508	72.92
Total	72,649	102,321	40.84

Source: Frederic Docquier & Abdeslam Marfouk, Brain Drain Database, World Bank 2007. GRAPHICS © 2010

Table 1.3 :

Migrants with Tertiary Education in OECD Countries 2000

Table 3: Migrants with tertiary education in OECD countries in year 2000



Countries	Tertiary educated migrants	Total migrants	Tertiary educated migrants to total migrants (%)	Tertiary educated migrants to country population (%)
Malaysia	102,321	132,468	77.24	0.44
Singapore	50,019	67,560	74.04	1.24
Thailand	92,794	222,550	41.70	0.15
Indonesia	109,612	281,802	38.90	0.05
Korea	652,894	885,885	73.70	1.39
India	1,037,626	1,503,780	69.00	0.10


Source: Fredéric Docquier & Abdelhamid Mourou, Brain Drain Database, World Bank 2007.

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Table 1.4 :

Foreign-born Medical Personnel in OECD Countries 2000

Table 4: Foreign-born medical personnel in OECD countries in year 2000



Country of Birth	Total Nurses	Total Doctors	Total Dentists	Total Pharmacists
Malaysia	7,431	4,129	652	798
Singapore	1,913	1,356	167	102
Thailand	2,928	1,390	91	238
Indonesia	1,310	938	213	144
Hong Kong	5,458	2,798	1,047	1,548
Korea	2,567	444	198	200
Taiwan	2,595	5,332	1,229	1,502
Philippines	110,577	15,859	1,987	1,574

Source: J.C. Dumont and P. Zurm, "Immigrant Health Workers in OECD Countries in the Broader Context of Highly Skilled Migration", International Migration Outlook, OECD, 2007.

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Table 1.5 :

Researchers Employed in S & T in US 2003



Table 5: Researchers employed in S & T in the US in year 2003

Country of origin	S & T researchers in the US	S & T researchers in home country	Researchers at home to US ratio (%)
Malaysia	7,955	10,419	76.35
China	158,524	907,743	17.46
Indonesia	5,163	45,567	11.33
Thailand	7,781	18,430	42.22
Vietnam	44,236	9,863	449.50
Australia	4,889	79,919	6.12
Hong Kong	26,602	12,410	214.36
Japan	34,757	677,723	5.13
Singapore	3,397	21,821	15.58
United Kingdom	72,396	177,625	40.76

Source: F. Docquier and D.H. Rapoport, "Documenting the brain drain of la crème de la crème: Three case-studies on international migration at the upper tail of the education distribution", *Journal of Economics & Statistics*, 2009.

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APPENDIX 3 : SPSS Results

Normality Test	Mean	Kurtosis	Skewness
KW1 - I learn new things while performing my works	5.73	1.874	-1.155
AC1 - I would be very happy to spend the rest of my career with this organization.	4.21	-.644	-.303
PS1 - I am happy with my take home pay.	3.93	-.452	-.154
AC2 - I enjoy discussing my organization with people outside of it.	4.68	-.131	-.549
KW2 - I generate new ideas to improve current practices.	4.97	-.039	-.705
PS2 - I am happy with my current salary.	3.81	-.499	-.242
AC3 - I really feel as if this organization's problems are my own.	4.31	-.505	-.158
KW3 - I demonstrate creativity while performing my work.	4.93	.282	-.492
PS3 - I am happy with my overall level of pay.	3.87	-.375	-.204
AC4 - I think that I could easily become as attached to another organization as I am to this one.	4.26	-.441	-.382
KW4 - I take knowledge from various sources and package it in a new way.	4.31	-.749	-.189
PS4 - Size of my current salary.	3.86	-.453	-.108
AC5 - I do not feel "emotional attached" to this organization.	4.05	-.807	-.207
KW5 - I solve problems while performing my work.	4.30	-.962	-.271
PS5 - My benefit package.	4.09	-.483	-.249
FOCM1 - I have been given training to help my career.	4.57	-.183	-.636
AC6 - I do not feel like "part of the family" at my organization.	4.63	-.193	-.417
PS6 - Amount the company pays towards my benefits.	4.02	-.317	-.210
FOCM2 - My boss has made sure I get the training I need for my career.	4.39	-.382	-.545
AC7 - The organization has a great deal of personal meaning for me.	4.40	.184	-.348
PS7 - The value of my benefits	4.27	-.004	-.421
FOCM3 - I have been taught things I need to know to get on in this organization.	4.63	.643	-.866
AC8 - I do not feel a strong sense of belonging to my organization.	4.51	-.445	-.184
PS8 - The number of benefits I receive.	4.02	-.453	-.259
FOCM4 - I have been given a personal development plan.	4.05	-.548	-.293
PS9 - My most recent increase.	3.77	-.601	-.172
UOCM1 - I have been given impartial career advice when I needed it.	4.35	.060	-.628
PS10 - Influence my supervisor has over my pay.	4.07	-.359	-.381
FOCM5 - I have been given work which has developed my skills for the future	4.94	.928	-.953
PS11 - The raises I have typically received in the past.	4.09	-.124	-.307
UOCM2 - I have been introduced to people at work who are prepared to help me develop my career.	4.50	-.310	-.609
PS12 - How my raises are determined.	3.79	-.457	-.338
FOCM6 - My boss has give me clear feedback on my performance.	4.31	-.237	-.494
PS13 - The company's pay structure.	3.61	-.713	-.260
UOCM3 - I have been given a mentor to help my career development.	3.96	-.797	-.331
PS14 - Information the company gives about pay issues of concern to me.	3.73	-.554	-.224
UOCM4 - My boss has introduced me to people who will help my career.	4.16	-.447	-.352
PS15 - Pay of other jobs in the company.	3.81	.127	-.461
PS16 - Consistency of the company's pay policies.	3.91	-.693	-.275
PS17 - Differences in pay among jobs in the company.	3.95	.047	-.327
PS18 - How the company administers pay.	4.07	-.251	-.220

Table 4.8**Model Summary on the Relationship of AC with PS, FOCM and****IOCM**

Model Summary ^d										
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.483 ^a	.233	.227	.65844	.233	35.123	3	346	.000	1.784
2	.590 ^b	.348	.341	.60802	.115	60.769	1	345	.000	
3	.612 ^c	.374	.361	.59851	.026	4.683	3	342	.003	

Figure 4.1 :

Gender Profile of Respondents

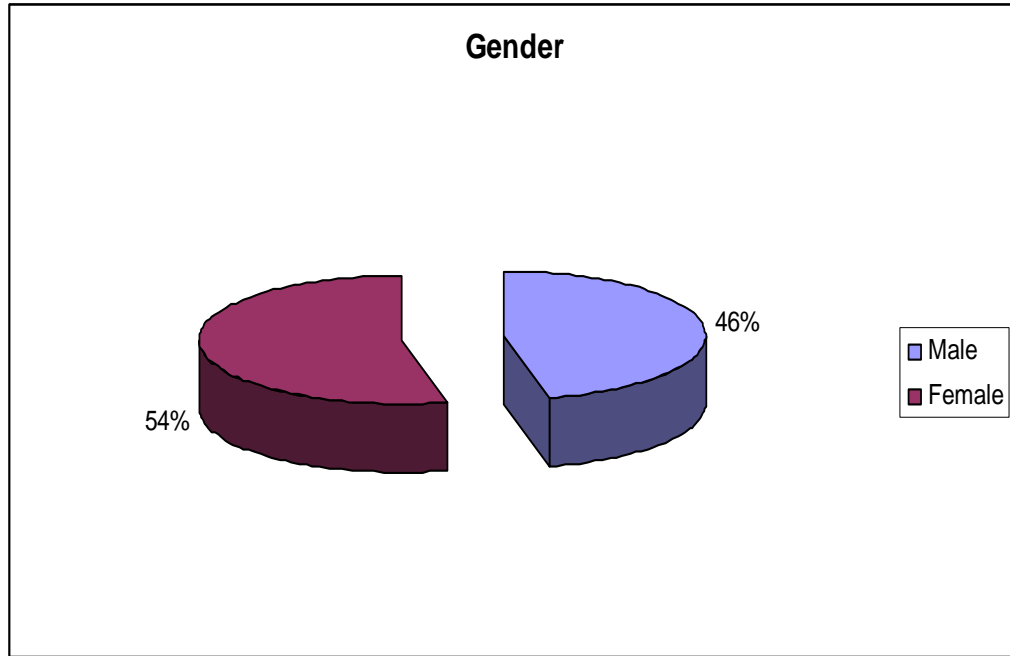


Figure 4.2 :

Age Group Profile of Respondents

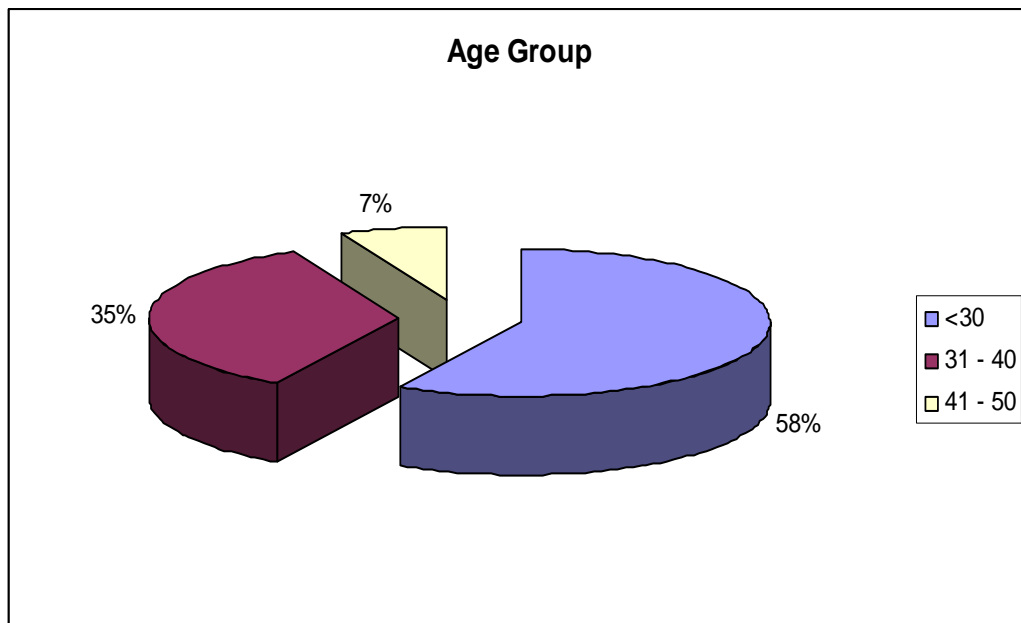


Figure 4.3

Marital Status of Respondents

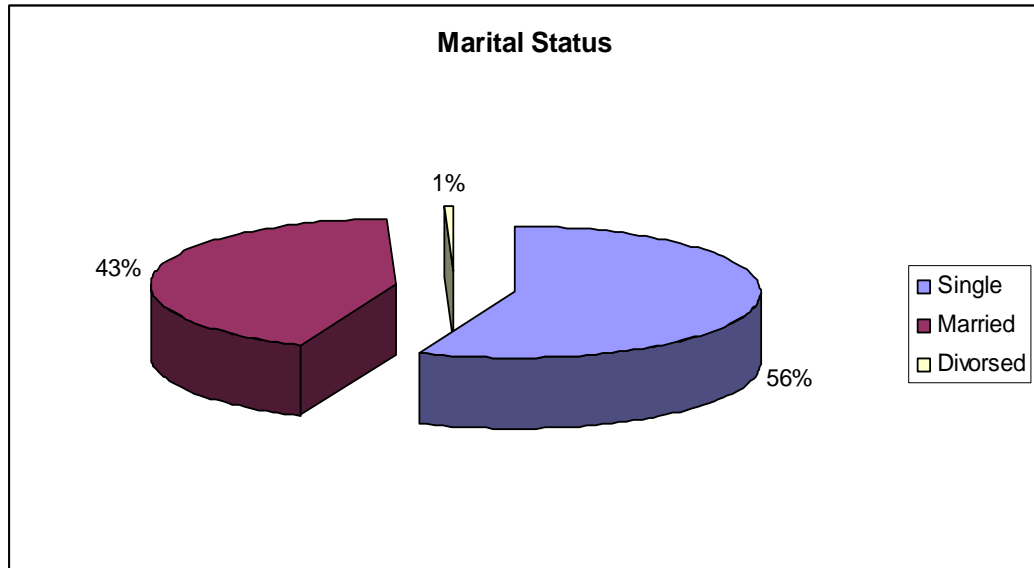


Figure 4.4

Ethnic Group Profile of Respondents

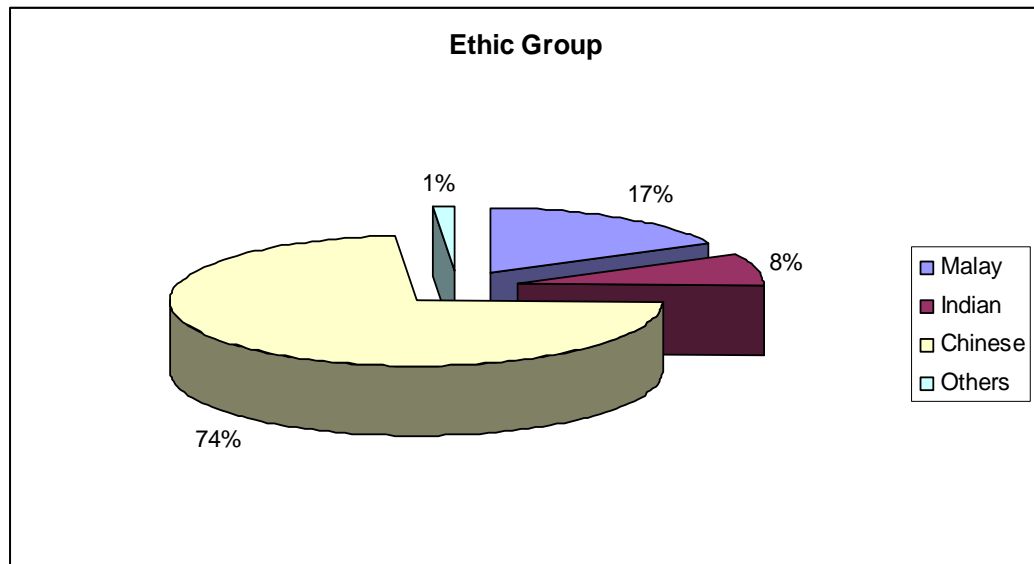


Figure 4.5

Highest Qualification Profile of Respondents

