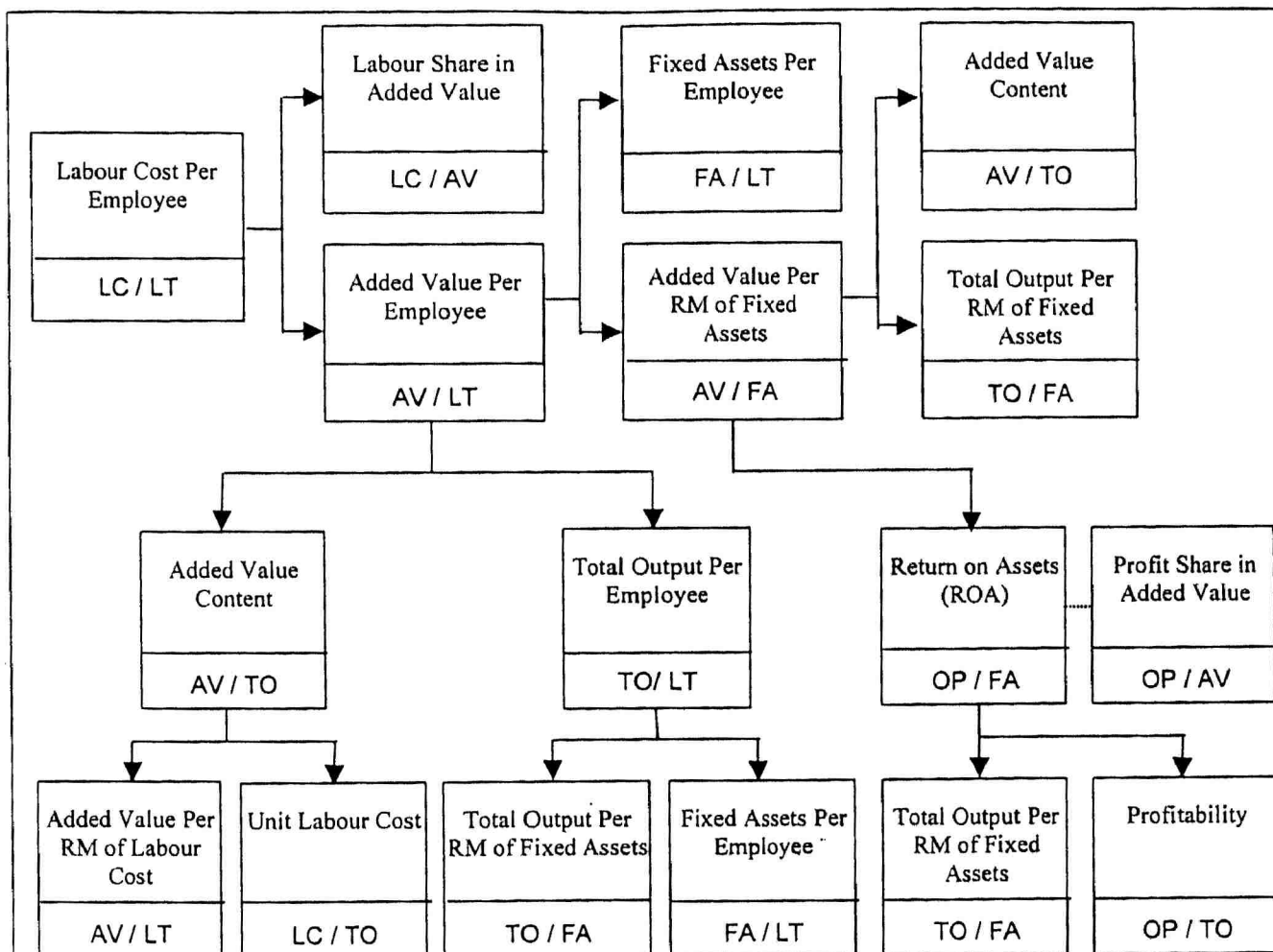


General Linkages Among the Various Productivity Ratios



KEY: TO = Total Output LC = Labour Cost FA = Fixed Assets
 AV = Added Value LT = Number of Employees OP = Operating Profit = (TO - TI)

IT and Productivity in Malaysia: Firm-Level Evidence
Case Studies in the Manufacturing and Service Industries

1. Business Strategies

- 1.1 What is the background of your company?
 - type of ownership
 - years of operation
 - number of workforce
- 1.2 What is the organisational structure of your company and its corporate mission?
- 1.3 What are the main markets for the products/services produced?
- 1.4 Who are your business competitors?
- 1.5 What is your company plan in order to achieve the goal of its business strategies?

2. Operating Strategies

- 2.1 What are the main product/services produced?
- 2.2 What are the main operating (manufacturing/service) strategies of the company?

3. IT Implementation

3.1 What is your IT policy?

3.2 IT application history – when, who, how, what and why?

3.3 IT infrastructure

- type of computers used

- type of systems used

- type of IT/AMT (Advanced Manufacturing Technologies) software, hardware, and system used

- who supports the operation and maintenance of the system

3.4 IT users

- percentage of your total staff who use PC/Terminal for their daily tasks

- ratio of IT users to PC/Terminal

- number of IT personnel in your organisation

- mode and type of IT training for your staff

3.5 What is the level of IT support in your organization?

- describe the intensity of IT application for every organisational function

3.6 What are the benefits gain from implementing IT?

3.7 What are the problems faced in the process of implementing IT?

3.8 In your opinion, what are the critical success factors for IT implementation?

4. Facts and Figures

<i>Item</i>	<i>Facts</i>	<i>Figures/Year</i>	
		<i>1997</i>	<i>1998</i>
4.1	Labour Productivity		
4.2	Capital Intensity		
4.3	Capital Productivity		
4.4	Process Efficiency		
4.5	Labour Cost per Employee		
4.6	Unit Labour Cost		

Company Name & Address:

Contact Person:

Designation:

Tel:

Fax:

E-mail:

THANK YOU FOR YOUR CO-OPERATION