

Malaysia's Business and Economic Conditions Survey (M-BECS)

This is a survey jointly conducted by The Associated Chinese Chambers of Commerce and Industry of Malaysia (ACCCIM) and Socio-Economic Research Centre (SERC) on **Malaysia's business and economic conditions in the second half-year of 2020** (2H2020: Jul-Dec 2020) and **prospects for the first half-year of 2021** (1H2021: Jan-Jun 2021) and beyond.

We seek your kind cooperation to return the duly completed questionnaire to ACCCIM Secretariat by **31 December 2020** (Email: socio-economic@accim.org.my / Fax: 03-4260 3080). Thank you for your support and cooperation.

Section A: BUSINESS BACKGROUND

***If you have multiple businesses, please refer to the principal business/sector when answering the questions.*

A1. Constituent Members:

- ₁ KLSCCCI
- ₂ Klang CCCI
- ₃ Negeri Sembilan CCCI
- ₄ Kluang CCCI
- ₅ Sabah UCCC
- ₆ Penang CCC
- ₇ Malacca CCCI
- ₈ ACCCI Sarawak
- ₉ Kelantan CCCI
- ₁₀ ACCCI Pahang
- ₁₁ Perak CCCI
- ₁₂ Johor ACCCI
- ₁₃ Batu Pahat CCC
- ₁₄ Kedah CCCI
- ₁₅ North Perak CCCI
- ₁₆ Terengganu CCCI
- ₁₇ Perlis CCCI

Associate Members:

- ₁₈ Federation of Chinese Physicians and Medicine Dealers Associations of Malaysia (FCPMDAM)
 - ₁₉ Malaysian Wood Industries Association
 - ₂₀ Malaysian Textile Manufacturers Association
 - ₂₁ Malaysia Mobile Content Provider Association
 - ₂₂ Malaysian Furniture Council
 - ₂₃ Federation of Goldsmith And Jewellers Association of Malaysia (FGJAM)
 - ₂₄ The Federation of Malaysia Hardware, Machinery & Building Materials Dealers' Association (FMHMBA)
 - ₂₅ Malaysia Fujian Chamber of Commerce and Industry
 - ₂₆ Pawnbroker's Association of Malaysia
 - ₂₇ Malaysia Retailers Association
 - ₂₈ Malaysian Association of Convention & Exhibition Organisers & Suppliers (MACEOS)
 - ₂₉ Malaysia Teochew Chamber of Commerce
 - ₃₀ Malaysian Photovoltaic Industry Association (MPIA)
 - ₃₁ Malaysian Nail Technicians & Make Up Association
 - ₃₂ Malaysian Hairdressing Association
 - ₃₃ Automotive Accessories Traders Association of Malaysia
 - ₃₄ Malaysia Guangxi Chamber of Commerce
 - ₃₅ Persatuan Anggun Menawan Malaysia
-
- ₃₆ Others

A2. Type of principal industry or sub-sector: [Please select ONE (1)]

- ₁ Agriculture, forestry and fishery
- ₂ Mining and quarrying
- ₃ Manufacturing
- ₄ Construction
- ₅ Wholesale and retail trade
- ₆ Trading (*imports and exports*)
- ₇ Tourism, shopping, hotels, restaurants, recreation and entertainment
- ₈ Transportation, forwarding and warehousing
- ₉ Professional and business services
- ₁₀ Finance and insurance
- ₁₁ Real estate
- ₁₂ Information and Communications Technology (*ICT*)

A3. Annual turnover:

- ₁ Less than RM300k
- ₂ RM300k to < RM3mil
- ₃ RM3mil to < RM15mil
- ₄ RM15mil to < RM20mil
- ₅ RM20mil to ≤ RM50mil
- ₆ More than RM50mil

A4. Number of full-time employees:

- ₁ Less than 5
- ₂ 5 to < 30
- ₃ 30 to < 75
- ₄ 75 to ≤ 200
- ₅ More than 200

A5. Share of total sales derived from:

Domestic market : _____%

Overseas market : _____%

A6. Share of total employees:

Local employees : _____%

Foreign employees : _____%

Section B: OVERALL ASSESSMENT

B1. When comparing to 1H 2020, how are business conditions in 2H 2020?

- ₁ Better ₂ No change ₃ Worse

B2. Overall economic conditions and outlook:

	<u>Better</u>	<u>Neutral</u>	<u>Worse</u>
2H 2020	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1H 2021	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
2H 2021	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Estimation for 2021	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Forecast for 2022	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

B3. Overall business conditions and outlook:

	<u>Better</u>	<u>Neutral</u>	<u>Worse</u>
2H 2020	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
1H 2021	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
2H 2021	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Estimation for 2021	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Forecast for 2022	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

B4. Which of the following factors may adversely affect your business performance in 2H 2020? [Please select at least THREE (3)]

- | | |
|---|---|
| <input type="checkbox"/> ₁ Unclear communication and inconsistent interpretation of SOP | <input type="checkbox"/> ₈ Lower external demand |
| <input type="checkbox"/> ₂ Changing consumer behaviour | <input type="checkbox"/> ₉ Declining business and consumer sentiment |
| <input type="checkbox"/> ₃ High operating cost and cash flow problem | <input type="checkbox"/> ₁₀ The Ringgit's fluctuation |
| <input type="checkbox"/> ₄ Supply chain disruptions | <input type="checkbox"/> ₁₁ Increase bad debt and delay payments |
| <input type="checkbox"/> ₅ Shortage of raw materials | <input type="checkbox"/> ₁₂ Political climate |
| <input type="checkbox"/> ₆ Availability of skilled labour | <input type="checkbox"/> ₁₃ Lack of financing |
| <input type="checkbox"/> ₇ Different SOP from state, local authorities, agencies and departments | <input type="checkbox"/> ₁₄ Lower domestic demand |

***If "Unclear communication and inconsistent interpretation of SOP" is one of your answers, please share your experiences.**

B5. How much your business sales have recovered when comparing to pre-pandemic level?

- ₁ More than 30% higher than pre-pandemic level
 ₂ 10-30% higher than pre-pandemic level
 ₃ Same as per pre-andemic level
 ₄ 10-30% below pre-pandemic level
 ₅ 31-50% below pre-pandemic level
 ₆ More than 50% below pre-pandemic level

B6. Are you confident of an economic recovery in 2021?

- ₁ Yes
 ₂ No
 ₃ Unsure

B7. Can your business absorb the impact of the Conditional MCO (CMCO) and Enhanced MCO (EMCO) for more than 1-2 months?

- ₁ Yes
 ₂ No
 ₃ Unsure

B8. How long can your business survive IF there is a “Total Lockdown”?

- ₁ Still can manage
 ₂ Less than 3 months
 ₃ 3-6 months
 ₄ More than 6 months
 ₅ Most likely to cease operation
 ₆ Unsure

B9. Are you still concerned about 3Cs (Cash flow, Cost and Credit)?

- ₁ Yes
 ₂ No
 ₃ Manageable

B10. Does your company apply for loan repayment assistance?

- ₁ Yes, applied but did not approve (*Proceed to B11*)
 ₂ Yes, applied but facing a lot of issues (*Proceed to B11*)
 ₃ Yes, applied and approved with no issue (*Proceed to B12*)
 ₄ No (*Proceed to B12*)

B11. What issues/problems encountered when applying for loan repayment assistance?
(*Multiple-choice*)

- ₉₉ Not applicable / Not relevant
 ₁ Request many supporting documents
 ₂ Long processing time
 ₃ No follow up after the submission of application
 ₄ Incur additional costs, terms and conditions (*e.g. processing fee, higher interest rate*)
 ₅ Not qualified to apply the loan repayment assistance
 ₆ Banks are doubtful on the ability of borrower's repayment ability due to the risky nature of business
 ₇ Others, please specify : _____

B12. What more the Government should assist businesses in 2021? (*Multiple-choice*)

- ₁ Extension of Wage Subsidy Program
 ₂ Extension of electricity tariff discount
 ₃ Extend e-CAP, which allows for a deferment and restructuring of the employer's share of EPF contributions by six months in 2021
 ₄ Extend the exemption payment for Human Resources Development Fund (HRDF) levy for all sectors by another six months from November 2020 until April 2021.
 ₅ Extend the special tax deduction on reduction of rental
 ₆ Payment of balance of tax for YA 2020 and 2021 in 3 monthly instalments
 ₇ Others, please specify : _____

B13. Performance and Forecast

	<u>Current Performance</u>			<u>Forecast</u>		
	Actual for 2H 2020 (Jul-Dec) compared to 1H 2020 (Jan-Jun)			Outlook for 1H 2021 (Jan-Jun) compared to 2H 2020 (Jul-Dec)		
	<u>Good</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Good</u>	<u>Satisfactory</u>	<u>Poor</u>
B13.1 Overall						
i. Business conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Debtors' conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii. Cash flows conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. How many months can your cash flow cover business operations/productions, raw materials/inventory, manpower?				<i>Intentionally left blank, kindly go to Question iv</i>		
<input type="checkbox"/> ₁ Less than 3 months						
<input type="checkbox"/> ₂ 3-6 months						
<input type="checkbox"/> ₃ 7-12 months						
<input type="checkbox"/> ₄ More than 12 months						
b. Has wage subsidy program helped to ease cash flow?						
<input type="checkbox"/> ₁ Yes, cash flow condition has improved more than 25%						
<input type="checkbox"/> ₂ Yes, cash flow condition has improved 10-25%						
<input type="checkbox"/> ₃ Yes, cash flow condition has improved less than 10%						
<input type="checkbox"/> ₄ No, cash flow condition remains poor						
<input type="checkbox"/> ₅ Did not/ Unable to apply the wage subsidy program						
iv. Capacity utilization level	<input type="checkbox"/> Less than 50%	<input type="checkbox"/> 50% to < 75%	<input type="checkbox"/> 75% to ≤ 90%	<input type="checkbox"/> Less than 50%	<input type="checkbox"/> 50% to < 75%	<input type="checkbox"/> 75% to ≤ 90%
◇ N/A or N/R	<input type="checkbox"/> More than 90%			<input type="checkbox"/> More than 90%		
v. Overall Sales	Increase	<i>Unchanged</i>	Decrease	Increase	<i>Unchanged</i>	Decrease
- Volume	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%
	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
B13.2 Domestic sales						
i. Volume	Increase	<i>Unchanged</i>	Decrease	Increase	<i>Unchanged</i>	Decrease
◇ N/A or N/R	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%
	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
ii. Price level	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%
◇ N/A or N/R	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
B13.3 Foreign sales						
i. Volume	Increase	<i>Unchanged</i>	Decrease	Increase	<i>Unchanged</i>	Decrease
◇ N/A or N/R	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%
	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%
ii. Price level	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%	<input type="checkbox"/> 1-15%	<input type="radio"/>	<input type="checkbox"/> 1-15%
◇ N/A or N/R	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%	<input type="checkbox"/> 16-30%		<input type="checkbox"/> 16-30%
	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%	<input type="checkbox"/> > 30%		<input type="checkbox"/> > 30%

Note: N/A = Not applicable; N/R=Not Relevant

(B5 Cont.) Note: N/A=Not Applicable N/R= Not Relevant	Current Performance Actual for 2H 2020 (Jul-Dec) compared to 1H 2020 (Jan-Jun)			Forecast Outlook for 1H 2021 (Jan-Jun) compared to 2H 2020 (Jul-Dec)		
	Increase	Unchanged	Decrease	Increase	Unchanged	Decrease
<u>B13.4 Business operations</u>						
i. Production ◇ N/A or N/R	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%	○	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%	○	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%
ii. Inventory or stock level ◇ N/A or N/R	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%	○	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%	○	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%
<u>B13.5 Cost of raw materials</u>						
i. Local ◇ N/A or N/R	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%	○	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%	○	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%
ii. Imported ◇ N/A or N/R	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%	○	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%	○	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%
<u>B13.6 Manpower</u>						
i. Number of employees	<input type="checkbox"/> 1-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> > 10	○	<input type="checkbox"/> 1-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> > 10	<input type="checkbox"/> 1-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> > 10	○	<input type="checkbox"/> 1-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> > 10
ii. Wage growth	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%	○	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%	○	<input type="checkbox"/> 1-5% <input type="checkbox"/> 6-10% <input type="checkbox"/> > 10%
<u>B13.7 Others</u>						
i. Capital expenditure ◇ N/A or N/R	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%	○	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%	○	<input type="checkbox"/> 1-15% <input type="checkbox"/> 16-30% <input type="checkbox"/> > 30%

Section C: CURRENT ISSUE

RESKILLING AND UPSKILLING OF MANPOWER

C1. When making hiring decision, which skills are the most important for a person to have?

Please tick (✓) the **only one appropriate score per row**

	Soft skills	Hard skills
1. Entry level	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
2. Mid-level (non-managerial)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
3. Senior-level (managerial)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
4. Executive level	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

Note:

Soft skills – Communication, Leaderships, Teamwork, etc.

Hard skills – Technical skills, a Degree or Certificate, etc.

C2. Why did you see the need to upskill or reskill your employee? (Multiple-choice)

- ₁ As part of HR training development
- ₂ To prepare workforce for future on new technologies
- ₃ To improve employee retention and avoid hiring costs
- ₄ To increase productivity
- ₅ To address new regulations affecting our company
- ₆ As a means of reward/benefit/employer branding
- ₇ Due to the lack of skill set
- ₈ Do not see the need for skill set enhancement

- C3. Please state barriers to reskilling and upskilling of employees. (Multiple-choice)**
- ₁ Lack of time and resources to develop it
 - ₂ HR infrastructure cannot execute a new strategy for addressing skill gaps
 - ₃ Finding the right training resources/programs
 - ₄ Unable to have a good understanding of how automation and digitalization will affect future skill needs
 - ₅ Addressing skill gaps is not a high priority
 - ₆ Sceptical of the return on retraining investments
 - ₇ Unaware of any internal and external solutions for skills gap
 - ₈ No issue at all
 - ₉ Others, please specify : _____
- C4. Does your company provide reskilling or upskilling program/course to your employees? (Multiple-choice)**
- ₁ Yes, quarterly
 - ₂ Yes, bi-annually
 - ₃ Yes, yearly
 - ₄ Yes, on an ad-hoc basis, upon employees' request
 - ₅ No, employees are not keen to attend training program/course
 - ₆ No, not feasible due to a small number of employees
 - ₇ No, limited or no budget for training cost
 - ₈ Do not see the necessary training needs
- C5. Does your company list the number of reskilling or upskilling programs/courses attended as an employee's Key Performance Indicator (KPI)?**
- ₁ Yes
 - ₂ No
 - ₉₉ Not applicable / Not relevant
- C6. How does your company reskill/upskill employees? (Multiple-choice)**
- ₁ Continuous training
 - ₂ Industry courses and qualifications/certifications program/course
 - ₃ In-house training
 - ₄ Seminars/events/conferences
 - ₅ External training providers
 - ₆ Online learning tools
 - ₇ Not applicable / not relevant
 - ₈ Others, please specify : _____
- C7. Which aspects of reskilling and upskilling are needed for employees? (Multiple-choice)**
- ₁ Soft skills (*communication, emotional, engagement, team work etc.*)
 - ₂ New technology adoption
 - ₃ Cross-functional skill set
 - ₄ Initiatives, innovative and creativity
 - ₅ Multi-tasking
 - ₆ Critical thinking
 - ₇ Others, please specify : _____

C8. Does your company sponsor (via paid leave, study loan, and scholarship) employees to pursue further studies?

- ₁ Yes, an employee must work for a minimum of three years with the company with good performance rating
- ₂ Yes, an employee must work for a minimum of five years and above with the company with good performance rating
- ₃ Yes, without a minimum number of working years with the company but the course must be relevant
- ₄ No, we do not have this policy

C9. Has upskilling/reskilling training been beneficial to your company? (Multiple-choice)

- ₁ Increase company productivity and process efficiency
- ₂ Employee motivation and retention
- ₃ Alignment of employees towards the company's goals
- ₄ Enhance company reputation
- ₅ Not applicable / Not relevant

C10. How will automation and digitalization impact on your company's skill requirements? (Multiple-choice)

- ₁ Lower demand for physical and manual skills in repeatable and predictable tasks
- ₂ Reduce demand for basic literacy and numeracy skills
- ₃ Increase demand for technological skills (*both coding and especially interacting with technology*)
- ₄ Need for complex cognitive skills
- ₅ Demand for high-level social and emotional skills, such as initiative taking, leadership, and entrepreneurship
- ₆ Others, please specify : _____

Human Resources Development Fund (HRDF)

C11. Does your company register with the Human Resources Development Fund (HRDF)?

- ₁ Yes and have utilised the fund
- ₂ Yes, but never utilise the fund
- ₃ No

Note: According to PSMB Act 2001, employers with 10 or more Malaysian employees are COMPULSORY to register with HRDF while employers with 5 to 9 Malaysian employees are given the OPTION to register with HRDF

C12. Please rate the following training schemes offered by the Human Resource Development Fund (HRDF).

<i>Please tick (✓) the only one appropriate score per row</i>	Totally ineffective /irrelevant	Less effective/ relevant	Effective/ relevant	Totally effective /relevant	Not aware	Not applicable
1. Future Workers Training (FWT)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉
2. Skim Bantuan Latihan (SBL)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉
3. Skim Bantuan Latihan Khas (SBL-Khas)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉
4. Skim Latihan Bersama (SLB)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉
5. Training Facilities and Renovation (ALAT)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉
6. Information Technology (IT)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉
7. Industrial Training Scheme (ITS)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉
8. On Job Training (OJT)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉
9. Recognition of Prior Learning (RPEL)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉
10. Computer Based Training (CBT)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₈₈	<input type="checkbox"/> ₉₉

C13. What factors restraining your company to apply/participate in the HRDF's training programs?

(Multiple-choice)

- 1 Difficult to fulfil the required information
- 2 High compliance cost *(e.g. long procedures, time consuming, etc.)*
- 3 Poor quality of trainers
- 4 Training venue/centre is too far from the company
- 5 Training program is outdated or irrelevant
- 6 Not aware of the training programs offered by HRDF
- 7 Unfriendly eTRiS system
- 8 HRDF staffs are not well-prepared responding to business's enquiry
- 9 No issue at all
- 10 Not applicable / Not relevant

C14. Will you take up the measures below under hiring incentive programme (PenjanaKerjaya)?

Note: PenjanaKerjaya includes salary incentives for hiring apprentice and workers through MYFutureJobs Portal with special incentive for selected types of recruitment (e.g. replacement of foreign workers, OKU, etc.)

- 1 Yes
- 2 No

C15. Are you aware of the following tax incentives for human capital development? *(Multiple-choice)*

- 1 Participation in approved training programme
- 2 Structured Internship Programme (SIP)
- 3 Skim Latihan 1Malaysia (SL1M) training scheme for unemployed graduates
- 4 National Dual Training Scheme (NDTS/SLDN) for Industry4WRD programmes
- 5 Talent ProCertification
- 6 None of the above

C16. What can the Government facilitate companies to upskill/reskill their employees for future-ready workforce? *(Multiple-choice)*

- 1 Grant to encourage people attending online certification courses
- 2 Improve the remuneration of STEM teaching profession
- 3 Public-private partnership program in developing industry and market-driven training program
- 4 Provide subsidised enrolment fee in the TVET courses
- 5 Make "Coding" course a compulsory subject in the secondary education
- 6 Government-academia-industry partnering in structuring a successful internship/experiential learning program
- 7 Set up a council or think tank run by industry professionals who will look into the latest training trends and skills that are needed by the market
- 8 Allocate the required funds or loans to cater for those underprivileged students for TVET program
- 9 Others, please specify: _____

Kindly elaborate if your company is facing the challenges and issues in handling "Generation Z workforce (Gen Z refers to those who born between 1997 and 2012)".

Closing Date: 31 December 2020

Company name	:	_____	Respondent's name	:	_____
Email address	:	_____	Contact number	:	_____

Disclaimer: The information provided in this survey will be treated in strictest confidential.

~ Thank you very much for your cooperation ~