Socio-economic Development and Importance of Small-scale Manufacturing
QUESTIONNAIRE:

"Socio-economic development and importance of small-scale manufacturing enterprises in Malaysia. The case of metal industries in Georgetown/Penang".

Small-scale industry (SSI) research
(All data and given informations will be handled confidentially)

1) ID-no. [__] 2) Date of interview [_____] 3) Time [__:__]h
   Duration [____]h
4) Name of enterprise: ________________________________
5) Address: ___________________________________________________________________________

A) General informations:
6) Year of establishment: [___]
7) Legal status: 1. family business, 2. sole proprietorship, 3. partnership, 4. private limited co., 5. cooperative, 6. others __________ [__]
8) Type of enterprise: 1. trad. "foundry" (metal fabrication), 2. "mixed" machinery workshop, 3. modern engineering company, 4. factory, industrial engineering, 5. others __________ [__]

B) Physical set-up of the enterprise:
9) Type of premises: 1. tenement, 2. shophouse (longhouse), 3. resident flatted or one storey, 4. commercial flatted or one storey, 5. factory type, 6. squatter, 7. others __________ [__]
10) Size of workshop (built-up floor space) in sq. feet: ______
11) Building material: 1. brick/concrete, 2. timber, 3. zinc corrugated iron, 4. others (mixed) ______ [__]
12) Building code: 1. detached flat, 2. semi-detached flat, 3. traditional (shophouse, house), 4. link terrace/corner terrace house, 5. cluster, 6. flat or one storey, 7. complex/purpose building, 8. factory type (non industrial estate), 9. factory (FTZI), 10. village, kampong, 11. marginal makeshift, 12. others ______ [__]
13) Surrounding activity combination:
   1. private residential only.
   2. commercial only. 3. industrial only.
   4. residential & commercial.
   5. residential & industrial.
   6. commercial & industrial.
   7. residential & commercial & industrial.
   8. others ___________________________

C) Personal data:

14) Name of respondent: __________________________

15) Function of interviewed person:
   1. sole owner/employer, 2. partner, 3. manager, 4. adviser/foreman.
   5. employee/worker, 6. others __________________________

16) Place of birth: __________________________________

17) Age: [___] years 18) Sex: 1. male, 2. female.

19) Martial status:
   1. married, 2. single, 3. divorced, 4. widowed.

20) Number of children: __________________________

21) Number of depending persons:
   - if any, please give details: __________________________

22) Religious affiliation:
   6. other __________________________

23) Ethnicity:
   1. Malay(bumi), 2. Chinese, 3. Indian, 4. others __________________________
   - if Chinese, province of origin: __________________________

D) Occupational history:

24) Do you have any other sources of income besides this enterprise:
   1. no, __________________________
   - if yes:
     2. from family members
     like: __________________________
     3. from myself
     like: __________________________
     4. from other sources
     like: __________________________

25) Year of first entry into business/work: [___]

26) For how many years do you run (work in) this enterprise: [___]
27. What was the reason for you to start (enter) this kind of business (1st./2nd. priority)?
   1. no idea. 2. for good profit prospects.
   3. to be my own boss.
   4. lack of choice/other opportunities.
   5. by chance. 6. lost a previous job.
   7. to make a living (survive).
   8. take over from the father (inherited).
   9. others __________________  [___/___]

28. What were the major problems you were facing when you started this enterprise (1st./2nd. priority)?
   1. no at all. 2. lack of capital/finance.
   3. management. 4. technical.
   5. shortage of clients.
   6. shortage of skilled labour.
   7. others __________________ [___/___]

29. How many years have you been to school? [___]

30. Have you ever received any vocational, technical or business training?
   1. no. 2. yes.
   - if yes, what kind: __________________

31. Do you speak English? 1. no. 2. a little bit. 3. yes. [___]

32. What was (is) your father's/mother's (brother's/sister's) occupation? 1. not in same field. 2. within
   a. father: __________________
   b. mother: __________________
   c. brother: __________________
   d. sister: __________________
   e. others: __________________ [___]

E) Operating conditions:

33. Number of 1. part-time, 2. full-time employees:
   1. [___] 2. [___]

34. Are there any (unpaid) family members working in this enterprise, or in a familiar business? 1. no. 2. yes. [___]
   - if yes, who? __________________

35. Specification of employees in numbers:
   1. family members [___:___]
   2. apprentice [___:___]
   3. self-trained on the job [___:___]
   4. semi-skilled [___:___]
   5. skilled worker (trained) [___:___]
   6. office stuff [___:___]
   7. others __________________ [___:___]
35) Number, type, age, origin and brand of machinery:

<table>
<thead>
<tr>
<th>no.</th>
<th>machine type</th>
<th>age (years)</th>
<th>origin (country)</th>
<th>brand</th>
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<td>[__]</td>
<td>lathe machines</td>
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<td>milling machines</td>
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<td>sharpening machines</td>
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<td>grinding machines</td>
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<td>drilling machines</td>
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<td>[__]</td>
<td>miscellaneous</td>
<td>([__])</td>
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<td>[__]</td>
<td>Total amount (remarks):</td>
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37) About what age is your machinery mainly?
1. 0 - 5 years,
2. 5 - 10 years,
3. 10 - 20 years,
4. 20 + years.
[(__)]

38) Mainly in which countries your machinery was produced?
1. England,
2. Japan,
3. Taiwan,
4. F.R. of China,
5. Spain,
6. others
[(__)]

39) No. of Machines equipped with digital control gear?
[(__)]

40) Technological standard of the enterprise:
1. trad. prewar (transmission belt drive)
2. prewar & postwar (mixed) standard,
3. not older than 20 years,
4. less than 10 years old,
5. others
[(__)]

F) Characteristic of products & services:

41) In general, what kind of clients do you have?
1. private persons =(__)%
2. local small enterprises =(__)%
3. industrial firms (non FDI) =(__)%
4. foreign industries (FDI) =(__)%
5. others =(__)%

42) How do you get your orders?
- if yes, how?
1. self-engaged to get them (visits)
2. via advertisement
3. via a persons recommendation
4. while waiting for them
5. others
[(__)]

43) When do you get your raw-materials?
1. ordinary material on stock,
2. material usually bought after an order
3. others
[(__)]
44) How do you get your raw-materials?
1. usually new bought from a sales agent.
2. recycled material from a ironmonger.
3. material provided by client.
4. others ____________________ (___)

45) How far away (in km) your business is operating in:
1. getting orders/clients ____________________ (___)
2. getting raw-materials ____________________ (___)
3. getting machinery/equipment ____________________ (___)

46) What is/are your main production processes?
1. repair. 2. metal fabrication & welding
3. milling. 4. turning (lathes).
5. shaping. 6. grinding. 7. drilling.
8. others ____________________ (___)

47) What products (services) do you offer?
1. making of single (sand) castings.
2. manufacturing of (machine) parts.
3. self-producing of machinery.
   - if yes, what kind: ____________________ (___)

48) Are you mostly working according the customer's requirement?
   1. no. 2. yes.
   - if yes, is a drawing provided. 3. no. 4. yes. (___)

49) What is your usual amount of a certain part production?
1. 1 - 10. 2. 10 - 20. 3. 20 - 50. 4. ___.
5. others ____________________ (___)

50) What kind of basic problems are you facing at the moment (1st./2nd. priority)?
1. no at all. 2. lack of capital/finance.
3. management. 4. technical.
5. shortage of clients/orders.
6. shortage of skilled labour.
7. others ____________________ (___)

51) What kind of future plans do you have regarding your firm (1st./2nd. priority)?
1. no idea/conception.
2. to remain unchanged.
3. to increase (invest in) one firm.
4. gettng more machinery.
5. increase the number of work force.
6. to reduce machinery.
7. to reduce work force.
8. to shift to another site.
9. others ____________________ (___)

G) Social aspects:

52) Is your enterprise or are you a member of any organization?
1. no. 2. yes. (___)
   - if yes, what kind (association): ____________________
33) What kind of business contacts (cooperation) do you have to other small-scale enterprises?
   1. none. 2. occasional visits/talks. 3. exchange of ideas/opinions. 4. assistance to fulfill a order. 5. to borrow/lend raw-materials, tools... 6. others ___________________

34) How many hours do you work per day? ______________________

35) What kind of spare-time activities do you join?

36) How far away (km) do you live from the enterprise? ______________________

H) Financial questions:

37) Who is doing the bookkeeping/accounting/tax balances...
   1. nobody. 2. internal person. 3. external person. 4. specify ___________________

38) What kind of financial sources do you use/have?
   1. no. 2. own savings. 3. family. 4. friends. 5. associations. 6. bank loans. 7. government credits. 8. others ___________________

39) What is the total value (in Malaysian Ringgit -MR-) of the enterprise? __________________

40) What is the value of the machinery only? __________________

41) How much is your monthly rental for the premises? __________________

42) Do you own the enterprise yourself? 1. no. 2. yes. __________________

43) How big is your annual sales turnover? __________________

44) How much money do you have to spend for your monthly overheads?
   - for wages, water/electricity, raw-materials... __________________

45) How much money do you have to spend annually for 1. taxes and 2. licences? 1. __________________ 2. __________________

46) How much money do you earn per 1. day. 2. week. 3. month? __________________

47) How much money have you invested into the enterprise within the last three years? __________________

48) What kind of expectations do you have in government or MBR bodies/authorities? 1. no. 2. yes: ____________________
I) Further informations/abstract:

69) Characteristic of the interview: (a = yes/b = no)
1. noisy environment [__]
2. friendly atmosphere [__]
3. within the workshop [__]

70) General attitude/co-operation of respondent: from 1 (good) to 6 (bad):
no answer [__], refused to answer [__], don't know [__]
willing [__], talkative [__], informative [__]

71) Additional remarks (a)/conclusions (b)/summary (c):