

# The manufacturing industry in malaysia management essay



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## **Introduction**

Manufacturing industry refers to those industries which involve in the manufacturing and processing of items and indulge in either creation of new commodities or in value addition. The manufacturing industry accounts for a significant share of the industrial sector in developed countries. The final products can either serves as a finished good for sale to customers or as intermediate goods used in the production process.

The manufacturing industry in Malaysia became a significant contributor to the country's economy in the post independence period beginning in the 1960s. During the colonial period, the country had been a major producer of raw materials, namely, tin and rubber. Secondary industries then were related to tin, rubber, timber, foodstuffs, and petroleum.

The manufacturing sector is now a dynamic and flourishing component of the national economy, accounting for about one-third of the gross domestic product (GDP). The electrical, electronics, and machinery-products industries experienced rapid growth and expansion during the 1970s. Malaysia progressed from assembling electrical goods and machinery to manufacturing a wide range of these products by the 1980s. The electronics industry is the largest in the region, and Malaysia is the leading exporter of semiconductor components to the United States. Multinationals like Intel, AMD, Sony, Sharp, Motorola, and others are well entrenched with huge amounts of capital investments.

Under the Malaysia Industrial Development Authority (MIDA) list of industry, there are a number of manufacturing industries which are classified as <https://assignbuster.com/the-manufacturing-industry-in-malaysia-management-essay/>

manufacturing sector. The major manufacturing industries are electronic industry, automobile industry, textile industry, wood based industry, steel industry and petrochemical industry. Among these industries, the electronic industry is the major manufacturing sector.

## **Background of the study**

In this study, the researcher concentrates on the obstacles faced by technician in Malaysian manufacturing industry in the field of transfer the training. The true meaning of transfer of training is trainees effectively and continually applying what they learned in training on their jobs. The work environment plays an important role in ensuring that transfer of training occurs, in this case it would be the manufacturing industry. Transfer of training is also influenced by trainee characteristics and training design.

Recognizing the importance of skill development, Malaysian government has emphasized the importance of human resource development and is committed in promoting training and development activity to become developed country by the year 2020. Due to this, there have been a numerous Training providers (Trainers) and training companies mushroomed over since, the government introduced Human Resource Development Fund. Training has become a lucrative business with the increasing number of manufacturing sectors in this country. Most of the medium to big manufacturing companies have started to outsource their training and development programs/ activities to many of these private training providers.

Apart from these, numerous joint state / enterprise training centers have also been established over the years. Oldest is the Penang skill development center, set-up in 1989 jointly by the Penang state government and a group of multinational enterprise to develop technical skills among the workers. Inspired by the success, Selangor human resource development center was established over the year 1992 and then in Perak, Johor, Melaka, Kedah, Sabah, Sarawak and Negeri Sembilan with the objective of developing skills and abilities in manufacturing management and services, keeping abreast of technological progress. It operators by pooling the resources of the state enterprise and academia with an objective of upgrading the skill level of the workforce in line with technological progress in factory automation and manufacturing process. Training and development programs also help to raise the educational level of the existing workforce to prepare them for the needs of the factory of the future.

## **Problem Statement**

There are several of training programs offered in manufacturing industry, but the optimum benefits are not reached. The diagram below shows a model of the transfer process. It is a common diagram used in manufacturing industry. Training design refers to factors built into the training program to increase the chances that transfer of training will occur. For transfer of training to occur we need to apply transfer of training theories and principles of self - management. The transfer of training theories such as identical elements, stimulus generalization and cognitive theory is vary based on the emphasis, appropriate conditions and type of transfer. The identical elements theory emphasis on training environment is identical to work environment and the

appropriate conditions are work environment features are predictable and stable. The type of transfer for this theory is near. The stimulus generalization prominence on general principles are applicable to many different work situations and the proper conditions are work environment is unpredictable and highly variable. The type of transfer is far. For the third cognitive theory, its emphasis on meaningful material and coding schemes enhance storage and recall of training. It applicable to all types of training and environments, and the type of transfer is near and far.

### **Figure 1. 1: A model of the transfer process**

#### **Source: McGraw-Hill/Irwin**

Self-management refers to a person's attempt to control certain aspects of decision making and behavior Training programs should prepare employees to self-manage their use of new skills and behaviors on the job. Self management involves determining the degree of support and negative consequences in the work setting for using newly acquired skills, setting goals for using learned capabilities, applying learned capabilities to the job, monitoring use of learned capabilities on the job and engaging in self - reinforcement.

In this study, the researcher has studied some obstacles in the work environment that inhibit transfer of training faced by the technicians in Malaysian manufacturing industry. Some common obstacle might involved are from the aspect of work conditions, the trainee might has difficulty using new knowledge, skills, or behavior, time pressures, inadequate equipment, few opportunities to use skills and inadequate budge. Another common

obstacle is lack of peer support. This means peers do not support use of new knowledge, skills, or behavior. So this involuntarily will discourage use of new knowledge and skills on the job, the technicians might also unwilling to provide feedback and see training as a waste of time. The third obstacle is lack of management support, which are managers do not reinforce training or provide opportunities to use new knowledge, skills, or behavior. The managers themselves do not accept ideas or suggestions that are learned in training; they do not discuss training opportunities and oppose use of skills learned in training. Some managers' thinks communicate that training is a waste of time and unwilling to provide feedback and reinforcement for trainees to use training content. Hopefully throughout this study, the obstacles will be proven hence to enhance the transfer of training for technicians in Malaysian manufacturing industry.

### **Purpose of the study**

This study examines the usefulness of good method in transferring the training to reduce the problems faced by technicians in Malaysian manufacturing industry. This study is also concerned with the researcher own growth and development in transfer of training.

In carrying out this study, the researcher used questionnaires to obtain data about technicians' perspectives and about shifts in their perspectives that occurred when they learned about the current method of training transfer. Observations during and outside the workshop sessions provided the researcher with another means of collecting data, particularly participants' response to the elements and development of the transfer of training

components. In this study, the researcher used a case study approach and <https://assignbuster.com/the-manufacturing-industry-in-malaysia-management-essay/>

collected quantitative data primarily. A descriptive method was used to analyze and present the data.

Through this study the researcher hopes to promote technicians' self-evaluation, reflection, and critical thinking about the obstacles they faced in transfer of training in Malaysian manufacturing industry. This will make them realize that through this approach they can gain a better way of method to success in their work career and bring them into a better thinking skill in order to implement those skills in their career.

### **Scope and limitations of the study**

The area of this study is continuing professional development in transfer of technology in manufacturing industry. Its aspect is evaluation, with a specific interest in the impact on the current development as a means of documenting transfer of training for technicians' development and as a basis for planning, monitoring, and evaluating ongoing method and developmental activities.

The findings of this thesis shall be useful to the manufacturing companies in Malaysia to understand the issues with the current training system.

Significance of independent variables will help to identify the gaps in current training system and to develop training programs that may help develop companies in terms of performance improvement through effective transfer of training. Majority of the manufacturing companies are committed towards human resource development and strong believe that investment in training and development is one of the key factors for productivity, profitability and most importantly, to stay competitive in this globalized market. Recently

there has been an enormous pressure that this country facing due to open market policy by many of the rising countries like China, Vietnam, Thailand, India and others. This happens even though Malaysia has an advantage of having experience in the field of manufacturing, and government's support in attracting new investment. But, there seem to be less emphasis and research that has been put forth to explore the challenges faced by technicians in manufacturing industry and help human resources managers to develop suitable training program in transfer.

A limitation of the study was a short period over which the researcher conducted it. The researcher knew that short period is not likely sufficient for most participants to complete a training portfolio and the researcher had no expectation that they would do so. The researcher did believe the period to be long enough to provide the participants with a foundation and understanding to initiate a career in manufacturing industry during or after the study and for completing and maintaining it following the study.

## **Research questions**

1. What is the technician perception of the training and development program in the manufacturing industry?
2. Does the existing training and development program help to improve the technician's job performance?
3. Is the training program linked to measure job performance and thus improve operational excellence?
4. What are the challenges and obstacles faced by technicians?

5. What are the training and development expectations that technicians require to enhance their skill to better perform in their tasks?

## **Summary**

The human resource management / development of the company are responsible to coordinate and provide training to employees. However, most of the technical training are provide by the individual department's senior technical groups hand on at work (on the job training), which is task specific and unstructured training provide to handle the issues faced in the manufacturing plant. This research shall focus in the structured training programs organized by the human resources development or by the individual department

This study will empirically investigate a new area of research, which are the challenges faced by technicians in the Malaysian manufacturing industry. Therefore, the researcher will develop measures for the scopes, which may help in future research. Moreover, this study will develop the theoretical model based on the theory about the challenges. Adding to this is that this might be considered a contribution that will open a new area of future research. Therefore, the applications of this technique in this study may provide some guidelines for its use in this context.