A STUDY ON CRITICAL SUCCESS FACTORS (CSFs) OF SOFT TECHNOLOGY IMPLEMENTATION IN MANUFACTURING COMPANIES.

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ABSTRAK

ABSTRACT

The study aims to identify the possible critical factors that contribute to the success of soft technology such as Total Quality Management (TQM) and Just-In-Time (JIT) implementation in manufacturing companies. This study also investigates soft technology and technology adoption, using the critical success factors (CSFs) approach, implementation success factors, indicators of technology success, and some previous studies. The data collected using a mailed questionnaires survey of manufacturing companies in the state of Selangor. Result of the study shows that top management support and commitment and proper strategic planning are the success factors for manufacturing companies in implementation soft technology. The relationship between those two variables is significant and correlation is very strong. The outcomes provide useful insights into our knowledge of how these possible critical factors will be useful in devising suitable approaches that will benefit manufacturing companies. A set of questionnaires were sent to 100 organizations within the manufacturing companies in Selangor.
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CHAPTER 1

INTRODUCTION

The purpose of this first chapter is to introduce the context of the research. It begins with an explanation of the research background followed by the statement of the problem, objectives of the research, the scope of the study, operational definitions and the contribution of this study to establish the research. Finally, the structure of the research, which explains briefly the contents of the next chapters, is presented in the last section.

1.1 Research Background

The structural transformation of Malaysia’s economy since 1972 has been magnificent. Over the last 40 years, this country took decisive steps to progress from an economy dependent on agriculture and primary commodities to a manufacturing-based, export-driven economy encouraged on by high technology and knowledge-based and capital-intensive industries.

According to data issued by the Malaysia Industrial Development Authority (MIDA), the manufacturing sector accounted for just over half of all foreign direct investment (FDI) inflows in 2011, almost double the 27 percent drawn in by service sector. With FDI in 2011 increasing by 12.3 percent to around RM33.7
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APPENDIX

QUESTIONNAIRES