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

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ABSTRAK

Kajian ini diadakan untuk menyelidik faktor-faktor kritikalyang menyumbang kepada kejayaan penggunaan *soft technology* seperti *Total Quality Management (TQM)* dan *Just-In-Time (JIT)* di dalam syarikat pembuatan.Kajian ini juga menyelidik *soft technology* dan penggunaan teknologi, pendekatan faktor-faktor kritikal, perlaksanaan faktor-faktor kejayaan, petunjuk faktor-faktor kejayaan teknologi, dan kajian terdahulu.Data dikumpulkan dengan menggunakan borang soal selidik secara pos yang dihantar kepada syarikat-syarikat pembuatan di negeri Selangor.Keputusan kajian menunjukan bahawa sokongan dan komitmen daripada pengurusan pihak atasan dan stategi perancangan yang betul adalah faktor-faktor kejayaan kepada syarikat-syarikat pembuatan dalam perlaksanaan *soft technology*.Didapati kedua-dua faktor berubah ini mempunyai hubungan yang ketara dan korelasi yang sangat kuat dengan kejayaan penggunaan *soft technology*.Hasil kajian yang diperolehi berguna sebagai faktor-faktor kemungkinan dan pendekatan yang mana dapat memberi kebaikan kepada syarikat pembuatan.Borang soal selidik telah dihantar ke 100 syarikat di dalam negeri Selangor.

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 100organizations 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 beginswith an explanation of the research background followed by the statement of theproblem, objectives of the research, the scope of the study, operational definitionsand the contribution of this study to establishthe research. Finally,the structure of the research, which explains briefly the contents of the next chapters, ispresented in the last section.

1.1 Research Background

The structural transformation of Malaysia's economy since 1972 has beenmagnificent. Over the last 40 years, this country took decisive steps to progress from an economy dependenton agriculture and primary commodities to a manufacturing-based, export-driveneconomy encouraged on by high technology and knowledge-based and capital-intensiveindustries.

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