

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

**BY**

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## ABSTRAK

Kajian ini diadakan untuk menyelidik faktor-faktor kritikal yang 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, pelaksanaan 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 menunjukkan bahawa sokongan dan komitmen daripada pengurusan pihak atasan dan strategi perancangan yang betul adalah faktor-faktor kejayaan kepada syarikat-syarikat pembuatan dalam pelaksanaan *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 100 organizations within the manufacturing companies in Selangor.

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# TABLE OF CONTENTS

pages

## **CHAPTER 1 INTRODUCTION 1-11**

- 1.1 Research Background
- 1.2 Problem Statement
- 1.3 Research Objective
- 1.4 Scope of Study
- 1.5 Research Significance
- 1.6 Research Structure

## **CHAPTER 2 LITERATURE REVIEW AND RESEARCH FRAMEWORK 12-62**

- 2.1 Overview of Soft Technology
  - 2.1.1 Technology
  - 2.1.2 Manufacturing Technology
  - 2.1.3 Advanced Manufacturing Technology (AMT)
  - 2.1.4 Soft Technology
- 2.2 Technology Adoption
- 2.3 Critical Success Factors Approach
- 2.4 Implementation Success Factor
  - 2.4.1 Top Management Support
  - 2.4.2 Planning
  - 2.4.3 Employee Involvement
  - 2.4.4 Education and Training
  - 2.4.5 Multi-disciplinary Approach
  - 2.4.6 Supplier Relationship
- 2.5 Soft Technology Success Indicator
- 2.6 Conclusions from Past Studies
- 2.7 Proposed Framework of Success Factors and Implementation Success
- 2.8 Research Hypotheses
- 2.9 Conclusion

**CHAPTER 3      METHODOLOGY      63-78**

- 3.1      Overview
- 3.2      Item Measure Development
  - 3.2.1      Success Factors Measures
  - 3.2.2      Technology Success Measures
- 3.3      Questionnaires Development
  - 3.3.1      Instrument
  - 3.3.2      Pilot Test
    - 3.3.2.1      Validity
    - 3.3.2.2      Reliability
- 3.4      Survey Administration
  - 3.4.1      Survey Plan
    - 3.4.1.1      Unit of Analysis and Targeted Respondent
    - 3.4.1.2      Targeted Population
    - 3.4.1.3      Sampling Frame and Sample Size
  - 3.4.2      Survey Implementation
- 3.5      Concluding

**CHAPTER 4      RESEARCH FINDINGS      79-93**

- 4.1      Introduction
- 4.2      Companies' Profile
- 4.3      Descriptive Analysis
- 4.4      Major Findings
- 4.5      Conclusion

**CHAPTER 5      CONCLUSION AND RECOMMENDATION      94-98**

- 5.1      Introduction
- 5.2      Discussion of Findings
- 5.3      Recommendation for Future Research
- 5.4      Conclusion

**REFERENCES      99-110**

**APPENDIX      111-116**

# 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**