

巴生中华总商会

KLANG CHINESE CHAMBER OF COMMERCE AND INDUSTRY

2016 年巴生滨海区营商状况调查 Survey on Business Environment of Klang and Coastal Selangor 2016

这是巴生中华总商会（巴生中总）进行 2016 上半年巴生滨海区营商状况的调查问卷。此调查的目的是反映巴生滨海区商家所面临的困境和问题。本会将集合所有意见和数据，并将有关资料呈交给有关当局，以改善巴生滨海区的营商状况。请您回答下列问题后，于 2016 年 6 月 30 日前（传真 03 – 3344 7362 或电邮 klang.ccci@gmail.com）寄回巴生中总秘书处。感谢您的支持及合作。

注：

1. 如有问题是与您的行业不相关的，请忽略该问题。
2. 若回答的空格不足够，可回答在第 11 页的空页上。

This is a survey conducted by the Klang Chinese Chamber of Commerce and Industry (KCCCI) on the business environment of Klang and Coastal Selangor for the first (1st) half of 2016. The objective of this survey is to highlight the issues that are faced by the business community. The information obtained will be presented to the relevant authorities to improve the business environment. We seek your cooperation to complete the survey and return to the KCCCI Secretariat by **30th June 2016** (Fax : 03 – 3344 7362, Email: klang.ccci@gmail.com). Thank you.

Note:

1. Please ignore the question if it is not related to your business.
2. If you require more space for your answer, there is an extra answer sheet on pg 11.

A 项：公司背景 Company Profile

A1. 公司主要业务是：（请选择一项）

Main industry: [Please select ONE (1) only]

- | | |
|---|--|
| <input type="checkbox"/> 农业，林业及渔业 | Agriculture, forestry and fishery |
| <input type="checkbox"/> 采矿 | Mining |
| <input type="checkbox"/> 制造业 | Manufacturing |
| <input type="checkbox"/> 建筑业 | Construction |
| <input type="checkbox"/> 地产业 | Real estate |
| <input type="checkbox"/> 运输，报关和仓库服务 | Transportation, forwarding and warehousing |
| <input type="checkbox"/> 通讯及资讯工艺 | Telecommunications and information technology |
| <input type="checkbox"/> 批发和零售 | Wholesale and retail trade |
| <input type="checkbox"/> 国际贸易（进出口） | International trade (import and export) |
| <input type="checkbox"/> 旅游、酒店，餐馆，消闲和娱乐 | Tourism, hotels, restaurants, recreation and entertainment |
| <input type="checkbox"/> 金融和保险 | Finance and insurance |
| <input type="checkbox"/> 其他，请注明：_____ | Others, please specify : _____ |

A2. 公司的主要市场是：

Market channels:

- | | |
|--|----------------------------------|
| <input type="checkbox"/> 内销 (60 - 80%) | Domestic market (60 - 80%) |
| <input type="checkbox"/> 内销 (超过 80%) | Domestic market (More than 80%) |
| <input type="checkbox"/> 外销 (60 - 80%) | Export market (60 - 80%) |
| <input type="checkbox"/> 外销 (超过 80%) | Export market (More than 80%) |
| <input type="checkbox"/> 内外销参半 | Both domestic and export markets |

A3. 公司的全职员工：

Number of full time employees:

制造业

- ☐ 1 - 4 人
- ☐ 5 - 74 人
- ☐ 75 - 100 人
- ☐ 101 - 200 人
- ☐ 请注明: _____ (> 200 人)

服务业

- ☐ 1 - 4 人
- ☐ 5 - 29 人
- ☐ 30 - 49 人
- ☐ 50 - 75 人
- ☐ 请注明: _____ (> 75 人)

Manufacturing

- 1 - 4 persons
- 5 - 74 persons
- 75 - 100 persons
- 101 - 200 persons
- Please specify: _____ (> 200 persons)

Services

- 1 - 4 persons
- 5 - 29 persons
- 30 - 49 persons
- 50 - 75 persons
- Please specify: _____ (> 75 persons)

A4. 年营业额：

Annual turnover:

制造业

- ☐ 少于 RM500,000
- ☐ RM 500,000 – RM 2,999,999
- ☐ RM 3,000,000 – RM 9,999,999
- ☐ RM 10,000,000 – RM 19,999,999
- ☐ RM 20,000,000 – RM 49,999,999
- ☐ 50,000,000 – RM 100,000,000

Manufacturing

- Less than RM 500,000
- RM 500,000 – RM 2,999,999
- RM 3,000,000 – RM 9,999,999
- RM 10,000,000 – RM 19,999,999
- RM 20,000,000 – RM 49,999,999
- RM 50,000,000 – RM 100,000,000

请注明: _____ (> RM 100,000,000)

Please specify: _____ (> RM 100 million)

服务业

- ☐ 少于 RM500,000
- ☐ RM 500,000 – RM 2,999,999
- ☐ RM 3,000,000 – RM 4,999,999
- ☐ RM 5,000,000 – RM 9,999,999
- ☐ RM 10,000,000 – RM 20,000,000

Services

- Less than RM 500,000
- RM 500,000 – RM 2,999,999
- RM 3,000,000 – RM 4,999,999
- RM 5,000,000 – RM 9,999,999
- RM 10,000,000 – RM 20,000,000

请注明: _____ (> RM 20,000,000)

Please specify: _____ (> 20.0 million)

B 项: 基本设施问题 Infrastructure Issues

B1. 互联网以及无线网络 Internet & Wifi

- (i) 在您的营商区域，是否设有宽频服务？

Is your business area covered by broadband service?

☐ 有 Yes

☐ 没有 No

☐ 不了解 Not Sure

- (ii) 如果没有，请注明地点。

If NO, please provide your location.

- (iii) 您是否满意目前的宽频服务？

Are you satisfied with the current broadband service?

☐ 满意 Satisfied

☐ 一般 Neutral

☐ 不满意 Dissatisfied

(iv) 如果不满意，请说明原因。(可复选)

If DISSATISFIED, please state your reason. (Tick all that apply)

- ☐ 价钱高 Expensive ☐ 连线不稳定 Not Stable ☐ 服务差 Poor Service ☐ 网速慢 Speed Slow
☐ 宽频服务商选择少 Limited Service Providers ☐ 其他 Other: _____

(v) 多快的网速才能符合中小型企业的要求？

What is the desired broadband speed for SME business?

- ☐ 1Mbps ☐ 10Mbps ☐ 30Mbps ☐ 50Mbps ☐ 其他 Other: _____

B2. 水供 Water Supply

(i) 请问您是否满意目前的水供情况？

Are you satisfied with current water supply conditions?

- ☐ 满意 Satisfied ☐ 一般 Neutral ☐ 不满意 Dissatisfied

(ii) 如果不满意，请注明地点。

If DISSATISFIED, please provide your location.

(iii) 如果不满意，请说明原因。(可复选)

If DISSATISFIED, please state your reason. (Tick all that apply)

- ☐ 水质不干净 Poor Water Quality ☐ 断水频率高 High Frequency of Water Disruption
☐ 水压低 Low Water Pressure ☐ 申请时间长 Long Duration of Application
☐ 价格高 High Cost ☐ 申请程序繁杂 Complicated Application Process
☐ 其他 Other: _____

(iv) 若有水供申请不被通过者，请说明原因、申请日期及次数：

If your application is rejected, please indicate date and number of application.

原因 Reason: _____

申请日期 Date of Application : _____ 申请次数 Number of Application : _____

B3. 供电 Electricity Supply

- (i) 请问您是否满意目前的供电情况？

Are you satisfied with current electricity supply conditions?

☐ 满意 Satisfied ☐ 一般 Neutral ☐ 不满意 Dissatisfied

- (ii) 如果不满意，请注明地点。

If DISSATISFIED, please provide your location.

- (iii) 若不满意，请说明原因。（可复选）

If DISSATISFIED, please state your reason. (Tick all that apply)

☐ 断电频率高 High Frequency of Electricity Disruption ☐ 电压低 Low Voltage
☐ 申请时间长 Long Duration of Application ☐ 价格高 High Cost
☐ 申请程序繁杂 Complicated Application Process ☐ 其他 Other: _____

- (iv) 若有供电申请不被通过者，请说明原因、申请日期及次数：

If your application is rejected, please indicate date and number of application.

原因 Reason: _____

申请日期 Date of Application : _____ 申请次数 Number of Application : _____

B4. 排水 Drainage

- (i) 在您的营商区域，是否满意排水的状况？

Are you satisfied with the drainage situation in your business area?

☐ 满意 Satisfied ☐ 一般 Neutral ☐ 不满意 Dissatisfied

- (ii) 如果不满意，请注明地点。

If DISSATISFIED, please provide your location.

(iii) 如果不满意，请说出原因。（可复选）

If DISSATISFIED, please state your reason. (Tick all that apply)

☐ 沟渠阻塞 Clogged Drains

☐ 大雨后水灾 Floods After Heavy Rain

☐ 其他 Other: _____

B5. 交通 Traffic

(i) 在您的营商区域，是否满意交通规划？

Are you satisfied with the traffic planning in your business area?

☐ 满意 Satisfied

☐ 一般 Neutral

☐ 不满意 Dissatisfied

(ii) 如果不满意，请注明地点。

If DISSATISFIED, please provide your location.

(iii) 若不满意，请说明原因。（可复选）

If DISSATISFIED, please state your reason. (Tick all that apply)

☐ 交通阻塞 Traffic Jam

☐ 道路规划不完善 Imperfect Road Planning

☐ 交通指示不完善 Imperfect Traffic Signs

☐ 停车位少 Lack of Parking Lots

☐ 其他 Other: _____

(iv) 在您的营商区域，是否满意公共交通服务？

Are you satisfied with the public transport services in your business area?

☐ 满意 Satisfied

☐ 一般 Neutral

☐ 不满意 Dissatisfied

v) 如果不满意，请注明地点。

If DISSATISFIED, please provide your location.

(vi) 若不满意，请说明原因。（可复选）

If DISSATISFIED, please state your reason. (Tick all that apply)

☐ 无公共交通 No Public Transport

☐ 路线不明确 Uncertain Routes

☐ 车站少 Lack of Stations

☐ 不准时 Not On Time

☐ 班次少 Lack of Routes

☐ 其他 Other: _____

B6. 垃圾及卫生 Hygiene

- (i) 在您的营商区域，是否满意卫生状况？

Are you satisfied with the hygiene conditions in your working area?

☐ 满意 Satisfied ☐ 一般 Neutral ☐ 不满意 Dissatisfied

- (ii) 如果不满意，请注明地点。

If DISSATISFIED, please provide your location.

- (iii) 如有不满，请说明原因。（可复选）

If DISSATISFIED, please state your reason. (Tick all that apply)

☐ 垃圾没定时清理 No Regular Clean Up ☐ 无公共垃圾桶 No Public Garbage Trash
☐ 无垃圾分类 No Garbage Disposal Classification ☐ 执法不严谨 No Enforcement
☐ 其他 Other: _____

B7. 公共场所 Public Area

- (i) 在您的营商区域，是否满意公共场所的规划？

Are you satisfied with conditions of the public area in your business location?

☐ 满意 Satisfied ☐ 一般 Neutral ☐ 不满意 Dissatisfied

- (ii) 若不满意，请说明原因。（可复选）

If DISSATISFIED, please state your reason. (Tick all that apply)

☐ 公共场所少 Lack of Public Area ☐ 公共场所不安全 Unsafe
☐ 公共场所不卫生 Unhygienic ☐ 其他 Other: _____

- (iii) 你是否满意公共设备？

Are you satisfied with the current facilities of the public area?

☐ 满意 Satisfied ☐ 一般 Neutral ☐ 不满意 Dissatisfied

- (iv) 如果不满意，请说明原因。（可复选）

If DISSATISFIED, please state your reason. (Tick all that apply)

☐ 公共设备少 Lack of Facilities ☐ 公共设备被破坏 Damaged Facilities
☐ 其他 Other: _____

C 项: 执照问题 Licencing Issues

(i) 您在申请执照时，是否面对困难？

Do you face difficulty when applying new licence?

☐ 有 Yes ☐ 一般 Neutral ☐ 没有 No

若是，请说明问题。（可复选）

If YES, please state your problem. (Tick all that apply)

☐ 申请程序繁杂 Complicated Application Procedures

☐ 批准时间长 Long Approval Time

☐ 程序标准不一致 Inconsistent Standard Procedures

☐ 其他 Other: _____

请说明申请哪一种执照？

What kind of licence are you applying?

(ii) 您在申请工厂建筑准证时，是否面对困难？

Do you face difficulty when applying for factory building plan approval ?

☐ 有 Yes ☐ 一般 Neutral ☐ 没有 No

若是，请说明问题。（可复选）

If YES, please state your problem. (Tick all that apply)

☐ 申请程序繁杂 Complicated Application Procedures

☐ 批准时间长 Long Approval Time

☐ 程序标准不一致 Inconsistent Standard Procedures

☐ 其他 Other: _____

(iii) 您在申请土地转换手续时，是否面对困难？

Do you face difficulty when applying for land conversion?

☐ 有 Yes ☐ 一般 Neutral ☐ 没有 No

若是，请说明问题。（可复选）

If YES, please state your problem. (Tick all that apply)

☐ 申请程序繁杂 Complicated Application Procedures

☐ 批准时间长 Long Approval Time

☐ 程序标准不一致 Inconsistent Standard Procedures

☐ 其他 Other: _____

D 项: 治安问题 Security Issues

(i) 是否满意目前的治安状况 ?

Are you satisfied with current security conditions?

☐ 满意 Satisfied ☐ 一般 Neutral ☐ 不满意 Dissatisfied

(ii) 是否面对过以下哪种治安问题 ? (可复选)

What is the security issue? (Tick all that apply)

☐ 抢夺 Snatching ☐ 打劫 Robbery ☐ 恐吓 Intimidation ☐ 偷窃 Stealing
☐ 其他 Other: _____

(iii) 是否满意报案程序 ?

Are you satisfied with the reporting procedures?

☐ 满意 Satisfied ☐ 一般 Neutral ☐ 不满意 Dissatisfied

(iv) 若不满意, 请说明原因。 (可复选)

If DISSATISFIED, please state your reason. (Tick all that apply)

☐ 报案程序繁杂 Complicated Reporting Procedures ☐ 其他 Other: _____

(v) 是否满意执法单位所采取的行动 ?

Are you satisfied with the actions taken by enforcement agencies?

☐ 满意 Satisfied ☐ 一般 Neutral ☐ 不满意 Dissatisfied

(vi) 若不满意, 请说明原因。 (可复选)

If DISSATISFIED, please state your reason. (Tick all that apply)

☐ 执法不严谨 No Enforcement ☐ 缺乏巡逻 Lack of Patrolling
☐ 其他 Other: _____

如果您是经营物流公司，请回答以下问题。

Please answer the following questions if you are operating a logistics business.

E 项: 运输问题 Logistics Issues

(i) 政府实施的政策，是否对您的生意造成影响？

Does the government policies affect your business?

☐ 是 Yes

☐ 一般 Neutral

☐ 没有 No

(ii) 若是，请说明什么政策影响您的生意及建议解决方案。

If YES, please state and provide your suggestions.

(iii) 关于政府每个月更改油价的政策，是否对您的生意造成影响？

Is the monthly fuel price floating mechanism applied by the government causing any adverse effect?

☐ 有 Yes

☐ 一般 Neutral

☐ 没有 No

(iv) 请问当您和检验机构交涉时，是否面对困难？

Do you face any difficulty when dealing with enforcement or inspection agency?

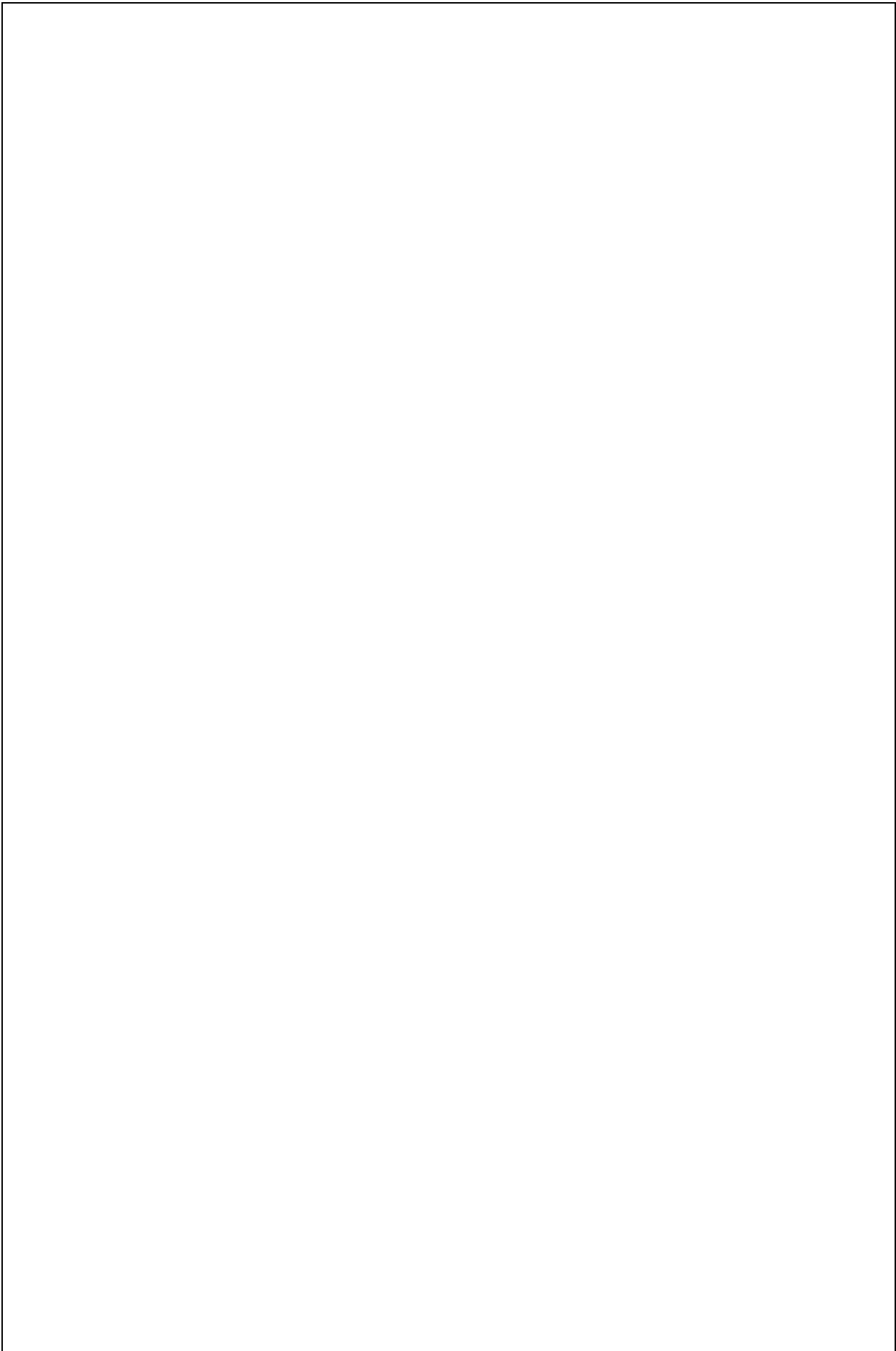
☐ 有 Yes

☐ 一般 Neutral

☐ 没有 No

(v) 若是，请说明问题及建议解决方案？

If YES, please state and provide your suggestions.



截止日期：30-6-2016

Closing date: 30th June 2016



巴生中华总商会

KLANG CHINESE CHAMBER OF COMMERCE AND INDUSTRY

42A, Lebuhr Enggang, 41050 Klang, Selangor Darul Ehsan, Malaysia.

Tel: 03-3343 9289, Fax: 03-3344 7362 Email: klang.ccci@gmail.com

Website: www.kccci.org.my