



**A STUDY ON HUMAN RESOURCE FACTORS  
THAT AFFECT THE BUMIPUTERA WOODEN  
FURNITURE VENDORS IN KUCHING REGION**

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## **ABSTRACT**

This study mainly focuses on the human resource factors that affect Bumiputera wooden furniture vendors in Kuching Region. Human resources are people who work for the organization. The success of the business is dependent on the employees.

It is important to the vendors to manage their employees, in terms of good compensation paid to them and develop the workers through training provided to acquire more knowledge and skilled .

The human resource factors that have been identified are high turnover of the employees due to low wage paid to them and lack of skilled workers in the Bumiputera wooden furniture manufacturer by vendors.

Throughout this period of study, twelve responses had been received and all the data have been analyzed.

The overall findings indicated that low wages paid to the workers have contributed to the high turnover of the employees and lack of skilled workers is due to lack of training and guidance.

# CHAPTER ONE

## INTRODUCTION AND BACKGROUND OF THE STUDY

### 1.1 Introduction

Malaysia is endowed with tropical forests, which have been the foundation for the flourishing of wood-based sector, and the various industries associated with the raw material (Menon, P., June 2000).

Wood or timber has served mankind well and will continue to do so in the new millennium and beyond. However the continued used of this resource should be carefully considered as the principle of sustainable usage should strictly be adhered, to maintaining the global image and market share of Malaysia's timber sector. It is important to briefly examine the industry that contributes significantly to the national export earnings.

Processing of timber from logging activities to value-added downstream processing such as furniture components, has contributed towards the Nation's economic growth. For instance, in 1999, the export of timber product of wooden furniture ranks amongst the top-performing product in timber industry (MTIB, 2000).

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Human Resource Management**

Human resource refers to people who work for organization. People exhibit pride and loyalty in working for successful organizations that treat them well (Fisher, Schoenfeldt and Shaw, 1993). People are of fundamental importance for the skills and expertise or 'human capital' they bring to the firm (Hendry, Arthur and Jones. 1995).

It is vital to the organization to manage their people. Why people? Hendry, Arthur and Jones (1995) noted that people are the actors through whom strategy unfold, as a result of which firms succeed or fail. We need to recognize the diverse roles people play in representing the history and interests of a firm, in providing specific knowledge and expertise, and in contributing to both internal and external communication.

The characteristics that describe the organizations that treat people well include payment, benefits, the employees want to be treated as part of the team, that their opinions are valued and they have opportunity to grow and be promoted. According to fisher, Schoenfeldt and Shaw (1993, p.3) stated: