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**ABSTRACT**

*The purpose of this thesis was to identify problems influence the working effect at the Designing Department in Kobe EN&M Vietnam.*

*The problems were found out by analyzing and observing methods: designers' performance under time pressure and stress, designers' language obstacles, learning about experience from themselves but not from colleagues, regular requirement of the professional knowledge update and the unsuitable training policies.*

*This study also provides guidelines to help Kobe EN&M Vietnam understand how to solve these problems to increase in production in the Designing Department in Kobe EN&M Vietnam.*

## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 BACKGROUND**

Kobe E&M Vietnam, located at Bien Hoa industrial zone 2, designs and manufactures drums, tanks, and heat exchange machines. Every product of the company is independent for its differently operating function, so the Designing Department plays an important role in the manufacturing process of company. The functions of the Designing Department do not only calculate technical specifications and make drawings for almost every machine, but also design many kinds of machines for other companies.

According to the annual financial reports, the monthly profits are unstable although the monthly tasks are often stable at the high level and rising trend, so the Designing Department has many problems which need solving.

#### **1.2 RESEARCH QUESTIONS**

This study proposes to investigate the question, “What are the main reasons that cause the working ineffectiveness of staffs in the Design Department in Kobe EN&M Vietnam?” And the writer also recommends some suggestions to solve the problems.

### **1.3 SCOPE AND LIMITATIONS**

As with all empirical research, this study also has limitations.

Firstly, the deadline for submission was reduced at the last period, so it is very difficult to avoid shortcomings about thought explanations and thought presentations.

Secondly, I have not finished any economic course yet. Therefore, external factors are not analyzed here and pro analysis software is not applied here.

Moreover, in this research paper I do not study external factors such as general policies of the Government.

Finally, the study just has been carried out by a person who has limited knowledge in business, so it is difficult to avoid some subjective details.

Therefore, this research just focuses on influence the working effect at the Designing Department in Kobe EN&M Vietnam. The recommended solutions base on my personal knowledge and experience.

### **1.4 SUBJECTS**

The study involved four types of subjects.

The first kind of subjects is 15 participants who work with the researcher in the Designing Department.

The second kind of subjects is 83 participants who work at the involvement department. There are 12 participants who work at the Personnel Department, the Accounting Department, the Purchasing Department, Quality Controlling

Department, and officers of the Work Shop. There are 71 participants who work at the Work Shop.

The third kind of subjects is seven managers. Two managers work in the Designing Department and five workers in the involved departments.

The research also refers to data from manufacturing reports, order reports and Personnel Department's reports within the last three years.

### **1.5 RESEARCH OUTCOMES**

Research outcomes concern stabilization, overcoming officers' language obstacles, reduction of stress, the better way for updating professional knowledge and the necessity to change facilities.

### **1.6 RESEARCH METHODS**

The research methods are utilized to investigate problems related to work at the Designing Department:

A set of questionnaire was distributed to 105 officers / workers in the company. About 20 in 105 questionnaires were interviewed at the working position and 19 questionnaires were mailed to participants. Responds were classified according to the designing officers and the involvement officers.

Data procedures of the manufacturing reports, the order reports and the Personnel Department's reports within the last three years were collected. Microsoft Excel was used to make graphs and figures.

Further more, observations were conducted with the working environment to consider information which is collected from questionnaires.

## CHAPTER II

### DATA ANALYSIS AND FINDINGS

105 sheets of questionnaires were distributed, but only 72 sheets were collected. The following table analyzed the results from the collected questionnaires. It took three weeks for all questionnaires to come back.

#### 2.1 Demographic Characteristics

Characteristics	Frequency	%
<b>Age</b>		
25 or under	37	51.4
26-35	22	30.6
36-45	4	5.6
46-55	7	9.7
Over 55	2	2.8
<b>Gender</b>		
Male	67	93.1
Female	5	6.9
<b>Marital Status</b>		
Single	49	68.1
Married	22	30.6
Divorced / Widowed	1	1.4
<b>Monthly Salary</b>		
Under 1 million	4	5.6

1 million – 5 millions	57	79.2
Over 5 millions – 10 millions	7	9.7
Over 10 millions	4	5.6
<b>Education</b>		
High school	1	1.4
Vocational school	49	68.1
College, university	21	29.2
Over 2 colleges, university	1	1.4
Postgraduate education	0	0
<b>Length of employment</b>		
Under 1 year	15	20.8
1 to 5 years	50	69.4
6 to 10 years	7	9.7
<b>Working expectation</b>		
1 year	24	33.3
5 years	39	54.2
10 years	0	0
Over 10 years	9	12.5

**Table 1: Demographic Characteristics of Pilot Study (N=72)**

As it is shown in the table, the questionnaire presents the profile of the participants with regard to age, gender, marital status, monthly salary, education, length of employment and working expectation.

Most of the participants were 25 to 35 years old (78.7%). 8.2% were female and 91.8% were male and had completed at least a vocational school education (98.4%). Of this sample, 82.0% participants had at least one year experience. About one third (39.3%) wanted to end their job at the company within one year and about two third of participants (60.7%) wanted to work longer than one year.

## **2.2 Aspects of jobs**

This sample was divided into two groups (table 2): group one is 17 participants of the Designing Department and 17/17 answer sheets of the designing officers and managers. Group two is 55 participants of the involvement department.

	Group 1		Group 2	
	YES	NO	YES	NO
Satisfied with your income	11	6	20	35
Satisfied with working conditions	15	2	31	24
Stress in job	16	1	37	18
Colleagues / co_workers are				
Friendly and approaching	9	8	37	18
Willing to help	15	2	33	22
Active and positive	9	8	29	26

**Table 2: The answers to aspects of jobs (Sum=72)**

As it is shown in the table 2, when participants were asked about income, 6/17 members of group one and 35/55 members of group two were not satisfied with their income. About their working conditions, 15/17 members of group one and 31/55 members of group two were satisfied with the working conditions. Most of them answered that they were stressful (16/17 members of group one and 37/55 members of group two). Answering about colleagues / co-workers, about over 50% participants agreed that colleagues / co-workers are good.

### **2.3 Language barrier table**

	Group 1		Group 2	
	YES	NO	YES	NO
There are problems when you communicate with foreigners	14	3	31	24
The problems in fields				
Daily talk conversation	9	8	20	35
Communication on job	12	5	47	8
Professional communication	16	1	52	3

**Table 3: The answers to language barrier table (Sum=72)**

Almost participants agreed that they need to use foreign languages in their job (80/105 participants used Japanese and 15/105 participants used English in their job), but they had problems when they communicated with foreigner bosses and company's customers. The difficulties they have in three fields:

Daily talk conversations (9/17 members of group one and 20/55 members of group two), communication on job (12/17 members of group one and 47/55 members of group two) and professional communication (16/17 members of group one and 52/55 members of group two).

#### **2.4 Professional / specialist knowledge and experience**

	Group 1		Group 2	
	YES	NO	YES	NO
The ability to accord with job demands	5	12	19	36
Jobs are creative	13	4	15	40

**Table 4: The answers to Professional / specialist knowledge and experience (Sum=72)**

The answer to importance of your specialist knowledge and experience in job, participants answered that they were important. Participants' ability could accord with job demands (14/17 members of group one and 36/55 members of group two). Two third answered that their job demanded ability of creativity (10/17 members of group one and 31/55 members of group two). Answering the question about capacity with professional knowledge was divided into five dimensions; most of responds were at the average.

#### **2.5 Facilities**

Answering the question about facilities have been using in job, 8/72 participants ticked "modern", 23/72 ticked "Updating", 28/72 ticked "normal", 13/72 ticked "breaking down regularly" and no one ticked "behind the times".

## **2.6 Turnover of the Designing Department**

According to manufacturing reports and order reports, turnover of the Designing Department increased positive. Especially, at the beginning of year 2004, from an individual company, it was merged into Kobe Corporation, named Kobe Vietnam. Because of the practical conditions of the present day and in limitation of the study, reports were used within three years lately.

	A	A'	B	C	D
01/01/2005	8	6	26	1248	1428
03/01/2005	8	6	27	1296	1476
06/01/2005	6	6	26	1248	1428
09/01/2005	8	6	25	1200	1380
12/01/2005	8	6	26	1248	1428
03/01/2006	8	6	27	1296	1476
06/01/2006	7	6	26	1248	1428
09/01/2006	5	5	25	1000	1150
12/01/2006	5	5	26	1040	1190
03/01/2007	16	5	27	1080	1230
06/01/2007	15	5	26	1040	1190
09/01/2007	15	5	25	1000	1150
12/01/2007	15	5	26	1040	

**Table 5: Designing regular time (Hour/month) and Designing digestion ability (Hour/month)**