

**THE EFFECTIVENESS OF STUDENT DEVELOPMENT PROGRAM (SDP)
MODULES FOR UiTM STUDENTS AT PAHANG CAMPUS**

**Prepared for:
MADAM NORLAILI BINTI HARUN**

**Prepared by:
JULIZA BINTI ISKAN
NOR FAZLINDA BINTI MAHTAR @ MOHTAR
WAN NORHAYANI BINTI CHE WAN KHIRUDIN
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY
2011**

ACKNOWLEDGMENT

Praise to Allah for the strength given, finally we able to complete our research as requirement to Research Method course. Thus, we would like to take this opportunity to state a few persons who gave us their help and support. Without one of the persons below, our research paper will be not successfully completed.

First, we would like to thanks to our advisor, Puan Norlaili binti Harun, for giving us her assistance, guidance, patience, and endless support throughout this study. Without her enormous amount of time and effort, we would not be able to complete this study within the time given. Sincere thanks and appreciation goes to Tuan Hj Abdul Razak bin Said, lecturer of Research Method (OSM601) and Issue in Administrative Management (OSM651), for his guidance and support.

Next, thanks to our parents for their support and understanding throughout the long and strenuous journey. Then, special appreciation to all staffs at UiTM Pahang that had contributed on supporting and giving us information and cooperation in order to complete this study direct and indirectly.

Finally, to all our friends who were always helped us in completing us job, we are much appreciated. All the time spent with all of you will be our precious and unforgettable memories.

Thank you.

ABSTRACT

Bernd Schulz (2008) stated that soft skills are shaping human beings personalities. Therefore, to face the obstacles and challenges, UiTM has taken initiative to prepare the student with soft skills abilities by providing such programs for instance, the Student Development Program (SDP), “Program Kemahiran Insaniah” (Pro-KI) and Co-curriculum. Therefore, SDP are organized by Department of Student Training, Development and Leadership or well known as ULPKP among UiTM members. This unit was created to implement self-development programs and student leadership in a systematic and coordinated through the residential colleges, faculties, campuses and student unions. UiTM requires all students to attend the SDP at each semester in which they must complete five modules that have been set by the university. Modules they need to attend are the personal development module, the module self-development, leadership and organizational management, strengthening self-esteem and career strategic and work allocation module. The objective of this study was to find out, whether the Student Development program (SDP) improves students’ soft skills at UiTM Pahang. This study was also conducted to determine the effectiveness of SDP that organized by UiTM Pahang to their students. Besides that, the purposes of this study was find out which module in SDP is not effective and are the student’s soft skills enough to fulfill the employer expectations after attending this program. A questionnaire used as the main instrument and the data was analyzed using SPSS version 18.0. The questionnaires were distributed personally by researchers to the respondents who being choosing by cluster sampling. They are diploma students in part six from Faculty of Applied Science (AS120), Faculty of Wood Technology (AS117), and Faculty of Agro Technology (AT110). This study found that, all the modules provided are effective, but the self-development modules and self-growth modules get lower frequency of agree which are 22 % only. Then, management need to restructure again the method that they used to ensure it’s was relevant with the current situation. Other than that, the facilities provided should be adequate and are in good conditions, such as the LCD and classroom. In addition, the result had also indicated that student’s soft skills was improved after they attended all the modules, because each module has its own strength such as effectiveness and organizational management module show that 51.8% of respondents agree with this module can develop and establish leadership style after they are attend this program. Last but not least, students cannot depend only on the SDP to make sure their soft skills meet employer expectations. It is because, SDP that provided by UiTM just a platform to help student’s become more independent.

TABLE OF CONTENTS

LIST OF TABLES.....	i
LIST OF FIGURES.....	ii

CHAPTER 1

INTRODUCTION

Background of the Study.....	1-3
Problem Statement.....	4
Research Objective.....	5
Research Question.....	5
Significance of the Study.....	6
Limitation of the Study.....	7
Definition of Terms.....	8

CHAPTER 2

LITERATURE REVIEW

<i>Introduction.....</i>	<i>9</i>
<i>The SDP as a soft skills helping in develop performance.....</i>	<i>10-18</i>
<i>Conceptual Framework.....</i>	<i>19</i>

CHAPTER 3

METHODOLOGY

Introduction.....	20
Research Design.....	20
Population.....	21
Sampling Frame.....	21
Sampling Technique.....	21
Sample Size.....	22
Unit of Analysis.....	22
Data Collection Procedures.....	22
Research Instrument.....	23
Validity of Instrument.....	23
Plan for Data Analysis.....	23-24

**CHAPTER 4
FINDINGS**

Introduction.....	24
Response Rate.....	25
Discussion	
Total Respondent according to Gender.....	26
Total Respondent according to Program.....	27
Total Respondent according to CGPA.....	28
Self-Development Module.....	29-30
Self-Growth Module.....	31-32
Leadership & Organizational Management Module.....	33-34
Strengthen Self Esteem Module.....	35
Career Strategic & Work Allocation Module.....	36-37
Overall Program Evaluation.....	38
Effectiveness of the module.....	39-43

**CHAPTER 5
CONCLUSIONS AND RECOMMENDATIONS**

Introduction.....	44
Demographic Profile of Respondents.....	44
Conclusions.....	45-47
Recommendations.....	48
Suggestion for future research.....	49

REFERENCES.....50

APPENDICES

A	Agreement Form.....	51-53
B	Consultation Form.....	54-55
C	Submission of Final Academic Report Form.....	55-56
D	Permission Letter.....	57
E	Student's Name List.....	58-67
F	Cover Letter.....	68
G	Questionnaire.....	69-70
H	Data Analysis.....	71-87