

UNIVERSITI TEKNOLOGI MARA

**THE INFLUENCE OF
INTERPERSONAL SKILLS ON
GRADUATES EMPLOYABILITY
FROM THE PERSPECTIVES OF THE
UNDERGRADUATES OF UITM
SELANGOR, MALAYSIA**

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ABSTRACT

Malaysian main issue is the issue of employability especially among graduates. The unemployment rate of bachelor graduates is high and has been closely linked to the problem of inadequate knowledge, skills and attitudes of graduates in an applied technology and technical work for labour market requirements in the industrial sector with a 27.9% unemployment rate compared respective groups as reported in the data source obtained from the Ministry of Higher Education and Bank Negara Malaysia estimates. Each student needs to activate their knowledge as a worker in training with various skills to help them find a job after graduated. Graduates must be prepared for all challenges and industrial demand of skilled workers in technologies knowledge that is related to employability skills. As a matter of fact, individuals who are educated, equipped with good personal features as well as interpersonal skills can significantly influence the job market needs. This study focuses in determining the relationship between the interpersonal skills that are communication skills, soft skills and work readiness with graduates' employability from the perspectives of the undergraduates of UiTM Selangor by using Pearson Correlation analysis. Moreover, this study also focused on determining which among the factors is the most influential factor affecting the graduates' employability by using multiple regression analysis. A total of 357 respondents were involved throughout this study that is among the undergraduates of UiTM Selangor. Therefore, from the findings obtained, it indicates that from the perspectives of the undergraduates on their employability skills from UiTM Selangor, it was found that communication skills and soft skills is important but have low influence on their employability skills while work readiness is important and have high influence on their employability skills. Meanwhile, it is revealed that the graduates' employability from the perspectives of the undergraduates from UiTM Selangor are mostly affected by soft skills.

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CHAPTER ONE

INTRODUCTION

1.1 Preamble

This research study mainly concentrates on the influence of interpersonal skills on graduates' employability from the perspectives of the undergraduates of UiTM Selangor, Malaysia. This chapter will start with the background of the research and proceeded with the statement of the problem. The main research questions as well as the objectives of the study will be explained in detail. The definition, importance and the concepts that are used for this research will also be discussed in the following section.

1.2 Research Background

Nowadays almost all developing countries are dealing with the issue of unemployment among graduates sustainable economic. Any individuals who just graduated move from one job to another job or someone who moves from school to a job market is considered as a valid short-term unemployment. In the meantime, the fresh graduates who just transform into one of the workforces in Malaysia are still not gainfully recruited due to some reasons is considered as a long-term unemployment (Omar, 2016). Education in university is a fundamental determinant of the career decision of an individual (Sibel, 2016). Dokmen (1989) stated that the extent of the curiosity among the final year undergraduate students about their future and looking for jobs is significantly greater than the first year of undergraduate students (Aktaran, Koc & Polat, 2006; Nazime & Huseyin, 2010; Sibel, 2016).

Education in university prepares students for different career sectors by providing them fundamental education. However, increased number of universities and graduates, understanding the importance of improving themselves in a way that they can compete with other young people to get a job and the unemployment problem in North Cyprus, led into the elevation of the worries of the young people in regards to the unemployment (Dursun & Aytac, 2009; Uzunboylu, Eris & Ozcinar, 2011; Sibel, 2016). The graduation