

UNIVERSITI TEKNOLOGI MARA

**THE EMPLOYABILITY SKILLS OF GRADUATES
AT KUALA TERENGGANU COMMUNITY
COLLEGE AND JOB PLACEMENT**

FARIDAH BINTI MOHAMAD

Dissertation submitted in a partial fulfillment of the requirement
for the degree of
**Master of Science in Information Management
(IS 770)**

Faculty of Information Management

OCTOBER 2010


ABSTRACT

In the economic situation today, it is definitely essential on being employable. Equipping with extra skills and knowledge will help graduates in job placement. Awareness to this scenario, this study is conducted and discussed employability skills of graduates at Kuala Terengganu Community College (KTCC) and job placement. Delphi technique is adopted as a research methodology. This technique is designed as a group communication process which aims to achieve convergence of opinion. This study also emphasized on employability skills development and the relationship with course or programmed offered by KTCC and job placement. It is found that course or programmed offered by KTCC and job placement has a significant relationship with employability skills. This finding has concluded that academic qualification and technical knowledge is essential as well as employability skills to ensure graduates from KTCC have a good reputation in job placement in the future. KTCC and employers both have important role to play in assist the development of employability skills such as campus talk from employers and prepared specific employability modules in effort to providing job and work placement, internship and opportunities to graduates at KTCC.

Keywords: employability, job placement, graduates, technical, Kuala Terengganu Community College

DECLARATION BY THE CANDIDATE

I (Faridah binti Mohamad,UiTM No.2008786903) confirm that the work in this report is my own work and the appropriate credit has been given where references have been made to the work of other researchers.

()

Student Name : FARIDAH BINTI MOHAMAD

Student ID : 2008786903

Date : 18 OCTOBER 2010

TABLE OF CONTENTS

	Page
ABSTRACT	i
DECLARATION BY THE CANDIDATE	iii
ACKNOWLEDGEMENTS	iv
TABLE OF CONTENTS	v
LIST OF TABLES	vii
LIST OF FIGURES	viii

CHAPTER 1: INTRODUCTION

1.1	Introduction	1
1.2	Organizational Background	4
1.3	Problem Statement	5
1.4	Research Questions	8
1.5	Research Objective	8
1.6	Theoretical Framework	9
1.7	Scope of Research	11
1.8	Significance of the Research	11
1.9	Definition of terms	12
	1.9.1 Employability	12
	1.9.2 Technical and vocational skill	13
	1.9.3 Job placement	13
1.10	Conclusion	14

CHAPTER 2: LITERATURE REVIEW

2.1	Introduction	15
2.2	Concept of Employability	15
2.3	Employability Model	17
	2.3.1 DOTS Model	18
	2.3.2 USEM Model	19
	2.3.3 The Key of Employability Model	20
2.4	Employability Skills	22
	2.4.1 Basic Skills	23
	2.4.2 Thinking Skills	24
	2.4.3 Resource/ Capability Skills	25
	2.4.4 Information Skills	26
	2.4.5 Interpersonal Skills	26
	2.4.6 System and Technology Skills	27
	2.4.7 Personal Quality Skills	28
2.5	Job Placement as Dependent Variable	29

2.6	Research Framework Model	30
2.7	Conclusion	31

CHAPTER 3: RESEARCH METHODOLOGY

3.1	Introduction	33
3.2	Research Design	33
3.3	Delphi Technique	35
3.4	Population and Sample	36
3.5	Delphi Instruments	36
	3.5.1 Section A: Terms of Employability skill	37
	3.5.2 Section B : Employability Skill	38
	3.5.3 Section C : Courses and programmes offered by KTCC	38
	3.5.4 Section D : Job Placement	38
3.6	Advantages and limitation of Delphi Technique	39
3.7	Data Analysis	40
3.8	Reliability of instruments	41
3.9	Research Hypotheses Statements	42
3.10	Conclusion	45

CHAPTER 4: DATA ANALYSIS AND FINDING

4.1	Introduction	46
4.2	Analysis of Consensus	46
	4.2.1 Analysis for first round in Delphi technique	47
	4.2.2 Analysis for second round in Delphi technique	47
	4.2.3 Analysis for third round in Delphi technique	50
4.3	Research Objective 1	53
4.4	Research Objective 2	58
4.5	Research Objective 3	59
4.6	Conclusion	60

CHAPTER 5: CONCLUSION AND RECOMMENDATION

5.1	Introduction	62
5.2	Summary of finding	62
5.3	Recommendation	65
5.4	Suggestion for future research	68

REFERENCES		69
APPENDIX		