

**EMPLOYABILITY SKILLS:  
ICT COMPETENCIES AMONG FRESH GRADUATES**



**RESEARCH MANAGEMENT INSTITUTE (RMI)  
UNIVERSITI TEKNOLOGI MARA  
40450 SHAH ALAM, SELANGOR  
MALAYSIA**

**BY :**

**ZAINON BINTI HAJI BIBI  
AZLINA BUJANG  
ARENAWATI SEHAT OMAR**

**FEBRUARY 2012**

## Contents

1. Letter of Report Submission.....	iii
2. Letter of Offer (Research Grant) .....	iv
3. Acknowledgements.....	v
4. Enhanced Research Title and Objectives .....	vi
5. Report.....	1
5.1 Proposed Executive Summary.....	1
5.2 Enhanced Executive Summary .....	2
5.3 Introduction.....	3
5.4 Brief Literature Review .....	4
5.5 Methodology .....	8
5.6 Results and Discussion .....	9
5.6.1 Personal background.....	9
5.6.2 The level of ICT competencies among fresh graduates .....	12
5.6.3 The needs of ICT competencies among fresh graduates .....	19
5.7 Conclusion and Recommendation .....	23
5.8 References/Bibliography.....	24
6. Research Outcomes .....	26
7. Appendix.....	27
7.1 Questionnaire .....	27
7.2 Research paper: National Academic Conference 2011, ENRICH 2011 .....	32
7.3 Research Paper: Asean Conference On Scientific & Social Science Research (ACSSSR 2011).....	42

## **1. Letter of Report Submission**

Date : 20 February 2012  
Project File No : 600-RMI/ST/DANA 5/3/ Dsp (114/2011)

Head  
Research Management Institute (RMI)  
Universiti Teknologi Mara Malaysia  
40450 Shah Alam  
Malaysia.

Dear Professor,

### **FINAL RESEARCH REPORT “EMPLOYABILITY SKILLS: ICT COMPETENCIES AMONG FRESH GRADUATES”**

With reference to the above, I am pleased to submit two copies of the final research reports entitled Employability Skills: ICT Competencies Among Fresh Graduates.

Thank you,

Yours truly



**ZAINON BINTI HAJI BIBI**

Leader

Research Project

## **5.0 Report**

### **5.1 Proposed Executive Summary**

Information and Communication Technologies (ICTs) have become ubiquitous with current and future social and organisational development. The role of these technologies in national development is undeniably significant. Malaysia now in its journey towards vision 2020 transforming to become a developed nation were as Malaysia has changed tremendously in term of technology development. Therefore, it also has change the nature of work with the use high level of technology to compete in the global market. Information and Communication Technology (ICT) is expected to pervade in all fields of studies, occupations and most important is the world of work. It is believe that ICT skills are expected to provide potential employers for the organizations, since employers are looking for employees that are computer literate. A graduate who is not equipped with required skills may find difficulty to obtain employment. ICT skills is namely as one of required dimension skills to retain a job.

In the education fields, preparing student for the job market depends heavily on the field in which students major. If they major in management, the university departments design a program of study related with their knowledge of management area accompanying theory and a good working knowledge of the majors' field of studies. Of course the program of study provide graduates with a mix of skills and competencies required by the market, but still the university need to provide more than knowledge of an academic subject area.

The main aim of this study is to identify the level of Information Communication and Technology (ICT) competencies among fresh graduates. ICT competency is one of the employability skills needed in part of academic qualification. This paper discussed the gap of ICT competencies and the growing need for the development of advanced ICT skills among university graduates. ICT competency is required as one of employability skills seek by employers in order to be successful in today's global economy. This is due to the increased changing trends which revolve around knowledge creation and information sharing. Therefore, a set of 300 structured questionnaires is distributed among the fresh graduates from different background of studies in Universiti Teknologi MARA Sarawak. The Data will be analyzed using SPSS (version 17.0). The findings were used to provide suggestions on training need analysis (TNA) in order to reduce ICT competency gap among graduates. The result shows that ICT competencies are a strong demand for current market and business trend now a days in order to provide

### **5.3 Introduction**

Malaysia has implement regional development strategies in order to diversification of the economic base that led to increased income, improved living standards, higher quality of life and main objective is to balanced development in all states as to reduced disparities between region. Sarawak Corridor of Renewable Energy or SCORE is one of Malaysia journey toward vision 2020 within the nation. This is the country initiative to developed nation, economic growth and as well as improving the quality of life for the people of Sarawak. Therefore, the changes demand in work skills has changed in term of technology development to compete in the global market. Information and Communication Technology (ICT) is expected to pervade in all fields of studies, occupations and most importantly, in the world of work. It is believed that ICT skills are expected to help provide potential employees for organizations, as employers are looking for workers who are computer literate.

Universiti Teknologi MARA or UiTM provide diversity of programmes especially for Bumiputra students. In the field of education, preparing students for the job market depends heavily on the areas in which students intend to specialize. If they major in management, the university departments would have designed a program of study related to their area of knowledge of with the accompanying theory, and a good working knowledge of the majors' field of studies. Even though the program of study provide graduates with a mix of skills and competency required by the market, the university still needs to provide more than mere knowledge of an academic subject area.