UNIVERSITI TEKNOLOGI MARA

INFORMATION PROFESSIONALS' COMPETENCY MODEL FOR PUBLIC SECTOR

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for the degree of

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DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

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ABSTRACT

Information Professionals (IP) handles information in various forms, so does the technology involved. IP are seen as specific personnels involved with handling of information on a digital landscape. The IPs are commonly associated with, professionals from various fields but not limited to; technology, educations, business, and management. Information and technology based products are highly sought by users and organizations for their decision making process to achieve better economic wealth. This has shifted the paradigm expected on IP competency within organizations. Possessing educational and technical knowledge alone are no more assurance of securing good employment, but it requires further skills that contribute to the performance of an IP in the dynamic information age. In this thesis, competency framework from various professionals' bodies and industries alike were reviewed and consolidated in the effort of constructing the IP Competency Model, encompassing most professions that use information and technology in their conduct of business. A face validation process was done to validate the IP Competency Model. This will be used in monitoring the competency of an IP to ensure proper training can be developed and convenient redeployment exercise could be carried out with ease in gaining optimal benefit from the IPs. Subsequently, an IP Competency Assessment Tool (IPCAT) is developed to measure the competency attributes and to establish an IP profile effortlessly. IPCAT comprises of tasks termed as operational definition based on selective attributes as keywords derived from the IP Competency Model describing each competency traits. IP personnel from selected agencies and organizations participated in the exercise to validate the IPCAT as the assessment tool by using Rasch methodology. Responses from the validation serve as the measure, which reflects their ability in carrying out their daily operation. The study revealed that Malaysian IP have three conspicuous profiles; those are aspiring male IP that shows high competency with average 2.59*logit*, the average competency of male top management with 0.334*logit*, and low competency IP are female professionals that have long working years but in the subordinate management rank with average -0.20*logit*. This measurement enables organization's decision making on promotion, placement and redeployment exercise to be done more objectively. This new model of measurement assessment put classical resource management to a new paradigm.

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بسم الله الرحمن الرحيم *In the name of Allah, Most Gracious, Most Merciful.* The Prophet Muhammad (pbuh) said,

إذا وسد الأمر لغير أهله فانتظر الساعة رواه البخاري

translated as; *Thou shall not confer the non expert, verily destruction shall befall*
(Related by al-Bukhary)

I would like to thank Allah for His love and grace which has carried me through a very brilliant life. I treasure the gifts He has given me especially my loving and patience husband including a beautiful family he brought, as well as friends and colleagues who have changed my life in so many wonderful ways.

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My journey starts with an easy door opening opportunity, which leads me into the Faculty of Information Management. Even though I was from the Computer Science background, I want to embark into a more of management approach rather than technical. My first proposal was easy as I have experienced in writing thesis for my Master in MIS before. I am happy, although I know that I have to really divide my time between being a wife, a mother and a student, plus having to come up with my own money for the tuition fee. Here, I would like to thank Prof. Dr Szarinah, if not of her, I will not even graduated from the Faculty of Perseverance.

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