



### Informed Consent

Dear students,

I am a final year student of the Masters of Management programme at University of Malaya and I am conducting a research on UCSI University and its students.

The purpose of this study is to identify the factors which contribute to soft skill development and the level of significance of these factors. This study will provide an insight for the university to develop programmes and curriculum to enhance the development of soft skills of its students.

This survey will take approximately twenty (20) minutes to complete. This survey is meant for research purposes only and your responses and personal information will remain confidential.

Should you have any questions regarding this survey, you may contact the researcher – Christine Wong at [wong.christine@yahoo.com](mailto:wong.christine@yahoo.com) or Dr. Sharmila Jayasingam, my supervisor at [sharmila@um.edu.my](mailto:sharmila@um.edu.my)

Your response is vital to me and I greatly appreciate your time and effort in completing this questionnaire.

Thank you.

Christine Wong  
Masters of Management  
Faculty of Business and Accountancy  
University Malaya

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PART 1: Respondent's Particulars

(All survey data will be treated with strict confidentiality. Please answer accurately.)

Course Name: \_\_\_\_\_

Nationality: \_\_\_\_\_

Please 'tick' in the appropriate boxes

1. How old are you? (What is your age?)

- 17 – 19 years old       20 – 22 years old       23 – 25 years old  
 26 – 28 years old       28 – 30 years old       above 30 years old

2. Which Faculty are you from?

- Medical Sciences       Pharmaceutical Sciences       Applied Sciences  
 Management & IT       Music, Social Sciences & Design       Engineering, Architecture

3. Year of Study in your current course (tick one)

- 1<sup>st</sup> year student       2<sup>nd</sup> year student  
 3<sup>rd</sup> year student       Final year student

4. Which semester are you currently in?

- 1<sup>st</sup> semester       2<sup>nd</sup> semester       3<sup>rd</sup> semester

5. The main reason you enrolled in (take) this course (tick one):

- I am interested in this course  
 My parent(s) asked me to take this course  
 My friend(s) is(are) taking this course  
 I don't know what other courses to take  
 Other reasons: \_\_\_\_\_ (Please specify)

4. Gender:

- Male       Female

5. Race (For Malaysians only).

Malay

Chinese

Indian

Others: \_\_\_\_\_ (Please specify)

**PART 2: RESEARCH QUESTIONNAIRE**

Here are a number of characteristics that may or may not apply to you. For example, do you agree that you are someone who likes to spend time with others? Please circle the number to indicate the extent to which you agree or disagree with the following statements?

1	2	3	4	5	6	7
Disagree strongly	Disagree	Disagree a little	Neither Agree nor Disagree	Agree a little	Agree	Agree strongly

Please answer ALL questions. Please answer as honestly as possible. Thank you

No	Statements	Likert Scale 1 - 7						
1.	I am talkative.	1	2	3	4	5	6	7
2.	The lecturer makes the class interesting.	1	2	3	4	5	6	7
3.	When I feel crappy, I don't know what or who is upsetting me.	1	2	3	4	5	6	7
4.	I tend to mix with more outgoing students.	1	2	3	4	5	6	7
5.	Group welfare is more important than individual rewards.	1	2	3	4	5	6	7
6.	I tend to find fault with others.	1	2	3	4	5	6	7
7.	I can learn new ideas quickly in my university.	1	2	3	4	5	6	7
8.	Everybody has some problems, but there are so many things wrong with me that I simply cannot like myself.	1	2	3	4	5	6	7
9.	I enjoy participating in games, competition and other extracurricular activities.	1	2	3	4	5	6	7
10.	Group success is more important than individual success.	1	2	3	4	5	6	7
11.	I do a thorough job.	1	2	3	4	5	6	7
12.	I am glad I go to this university.	1	2	3	4	5	6	7
13.	Some people make me feel bad about myself, no matter what I do.	1	2	3	4	5	6	7
14.	I contribute actively in group discussions.	1	2	3	4	5	6	7

1	2	3	4	5	6	7
Disagree strongly	Disagree	Disagree a little	Neither Agree nor Disagree	Agree a little	Agree	Agree strongly

No	Statements	Likert Scale 1 - 7						
15.	Being accepted by members of your work group is very important.	1	2	3	4	5	6	7
16.	I feel depressed and blue.	1	2	3	4	5	6	7
17.	This is a good university.	1	2	3	4	5	6	7
18.	When I mess up, I say self-depreciating things, such as "I am such a loser," "Stupid, stupid, stupid," or "I can't do anything right."	1	2	3	4	5	6	7
19.	I need to hang out with friends every day.	1	2	3	4	5	6	7
20.	Employees should only pursue their goals after considering the welfare of the group.	1	2	3	4	5	6	7
21.	I always come up with new ideas.	1	2	3	4	5	6	7
22.	I work harder in the university.	1	2	3	4	5	6	7
23.	I feel uneasy in situations where I am expected to display affection.	1	2	3	4	5	6	7
24.	I always look to my friends for their opinion.	1	2	3	4	5	6	7
25.	Managers should encourage group loyalty even if individual goals suffer.	1	2	3	4	5	6	7
26.	I am reserved.	1	2	3	4	5	6	7
27.	I relate well to my lecturers.	1	2	3	4	5	6	7
28.	I get into a mode where I feel strong, capable and competent.	1	2	3	4	5	6	7
29.	I prefer to mix with students who have similar interest as I do.	1	2	3	4	5	6	7
30.	Individuals may be expected to give up their goals in order to benefit group success	1	2	3	4	5	6	7
31.	I am helpful and unselfish with others.	1	2	3	4	5	6	7
32.	I am self-motivated to do my schoolwork.	1	2	3	4	5	6	7
33.	When I resolve to achieve something, I run into obstacles that keep me from reaching my goals.	1	2	3	4	5	6	7
34.	I discuss with friends on choices of subjects to take every semester.	1	2	3	4	5	6	7
35.	Managers should make most decisions without consulting subordinates.	1	2	3	4	5	6	7

1	2	3	4	5	6	7
Disagree strongly	Disagree	Disagree a little	Neither Agree nor Disagree	Agree a little	Agree	Agree strongly

No	Statements	Likert Scale 1 - 7						
36.	I am relaxed and handle stress well.	1	2	3	4	5	6	7
37.	This university is a good match for me.	1	2	3	4	5	6	7
38.	I cannot stop thinking about my problems.	1	2	3	4	5	6	7
39.	I prefer to mix with friends who are in leadership positions.	1	2	3	4	5	6	7
40.	It is frequently necessary for a manager to use authority and power when dealing with subordinates.	1	2	3	4	5	6	7
41.	I am curious about different things.	1	2	3	4	5	6	7
42.	University work is easy for me.	1	2	3	4	5	6	7
43.	It is better to remain cold and neutral until you really get to know a person.	1	2	3	4	5	6	7
44.	I tend to hang around friends who are cool and popular. It is nice to be seen with more popular students.	1	2	3	4	5	6	7
45.	Managers should seldom ask for the opinions of employees.	1	2	3	4	5	6	7
46.	I am somewhat careless.	1	2	3	4	5	6	7
47.	I like my lecturers.	1	2	3	4	5	6	7
48.	I have difficulty saying things like "I love you," even when I really feel them.	1	2	3	4	5	6	7
49.	I tend to spend more time with friends who are driven to achieve their goals and ambition.	1	2	3	4	5	6	7
50.	Managers should avoid off-the-job social contacts with employees.	1	2	3	4	5	6	7
51.	I am full of energy.	1	2	3	4	5	6	7
52.	My lecturers make learning interesting.	1	2	3	4	5	6	7
53.	I am bored.	1	2	3	4	5	6	7
54.	Employees should not disagree with management decisions.	1	2	3	4	5	6	7
55.	I am a reliable worker.	1	2	3	4	5	6	7

1	2	3	4	5	6	7
Disagree strongly	Disagree	Disagree a little	Neither Agree nor Disagree	Agree a little	Agree	Agree strongly

No	Statements	Likert Scale 1 - 7						
56.	My lecturers show concern about me.	1	2	3	4	5	6	7
57.	I worry about things that other people don't even think about.	1	2	3	4	5	6	7
58.	Managers should not delegate important tasks to employees.	1	2	3	4	5	6	7
59.	I am easily tensed.	1	2	3	4	5	6	7
60.	Doing well in university is important for my future career goals.	1	2	3	4	5	6	7
61.	I need someone's push in order to get going.	1	2	3	4	5	6	7
62.	It is important to have job requirements and instructions spelled out in detail so that employees always know what they are expected to do.	1	2	3	4	5	6	7
63.	I am an ingenious and a deep thinker.	1	2	3	4	5	6	7
64.	I like this university.	1	2	3	4	5	6	7
65.	My life is full of dead ends.	1	2	3	4	5	6	7
66.	Managers expect employees to closely follow instructions and procedures.	1	2	3	4	5	6	7
67.	I generate a lot of enthusiasm.	1	2	3	4	5	6	7
68.	I can grasp complex concepts in university.	1	2	3	4	5	6	7
69.	I am not satisfied with my work unless someone else praises it.	1	2	3	4	5	6	7
70.	Rules and regulations are important because they inform employees what the organization expects of them	1	2	3	4	5	6	7
71.	I am forgiving in nature.	1	2	3	4	5	6	7
72.	Doing well in university is one of my goals.	1	2	3	4	5	6	7
73.	People tell me that I overreact to minor problems.	1	2	3	4	5	6	7
74.	Standard operating procedures are helpful to employees on the job.	1	2	3	4	5	6	7

1	2	3	4	5	6	7
Disagree strongly	Disagree	Disagree a little	Neither Agree nor Disagree	Agree a little	Agree	Agree strongly

No	Statements	Likert Scale 1 - 7						
		1	2	3	4	5	6	7
75.	I tend to be disorganized.	1	2	3	4	5	6	7
76.	I complete my schoolwork regularly.	1	2	3	4	5	6	7
77.	I am unhappy for reasons that I can't understand.	1	2	3	4	5	6	7
78.	Instructions for operations are important for employees on the job.	1	2	3	4	5	6	7
79.	I worry a lot.	1	2	3	4	5	6	7
80.	It is important to get good grades in university.	1	2	3	4	5	6	7
81.	Meetings are usually run more effectively when they are chaired by a man.	1	2	3	4	5	6	7
82.	I have an active imagination.	1	2	3	4	5	6	7
83.	I am organized about my schoolwork.	1	2	3	4	5	6	7
84.	It is important for men to have a professional career than it is for women to have a professional career.	1	2	3	4	5	6	7
85.	I tend to be quiet.	1	2	3	4	5	6	7
86.	I use a variety of strategies to learn new material.	1	2	3	4	5	6	7
87.	Men usually solve problems with logical analysis; women usually solve problems with intuition.	1	2	3	4	5	6	7
88.	I tend to be lazy.	1	2	3	4	5	6	7
89.	I want to do my best in the university.	1	2	3	4	5	6	7
90.	Solving organizational problems usually requires an active forcible approach with is typical of men.	1	2	3	4	5	6	7
91.	I am emotionally stable, not easily upset.	1	2	3	4	5	6	7
92.	It is important for me to do well in university.	1	2	3	4	5	6	7
93.	It is preferable to have a man in a high level position rather than a woman.	1	2	3	4	5	6	7
94.	I am inactive.	1	2	3	4	5	6	7
95.	I spend a lot of time on my schoolwork.	1	2	3	4	5	6	7
96.	I have an assertive personality.	1	2	3	4	5	6	7

1	2	3	4	5	6	7
Disagree strongly	Disagree	Disagree a little	Neither Agree nor Disagree	Agree a little	Agree	Agree strongly

No	Statements	Likert Scale 1 - 7						
97.	Most of my lecturers in university are good lecturers.	1	2	3	4	5	6	7
98.	I tend to be cold and aloof at times.	1	2	3	4	5	6	7
99.	I am a responsible student.	1	2	3	4	5	6	7
100.	I persevere until the task is finished.	1	2	3	4	5	6	7
101.	I put a lot of effort into my schoolwork.	1	2	3	4	5	6	7
102.	I can be moody.	1	2	3	4	5	6	7
103.	I enjoy my classes.	1	2	3	4	5	6	7
104.	I am sometimes shy, inhibited.	1	2	3	4	5	6	7
105.	I concentrate on my schoolwork.	1	2	3	4	5	6	7
106.	I am considerate and kind to almost everyone.	1	2	3	4	5	6	7
107.	I check my assignments before I turn them in.	1	2	3	4	5	6	7
108.	I do things differently.	1	2	3	4	5	6	7
109.	I am capable of getting straight A's.	1	2	3	4	5	6	7
110.	I prefer routine work.	1	2	3	4	5	6	7
111.	I want to get good grades in university.	1	2	3	4	5	6	7
112.	I am outgoing, sociable.	1	2	3	4	5	6	7
113.	I am good at learning new things in university.	1	2	3	4	5	6	7
114.	I make plans and follows through with them.	1	2	3	4	5	6	7
115.	I am smart.	1	2	3	4	5	6	7
116.	I tend to get nervous easily.	1	2	3	4	5	6	7
117.	I am proud of this university.	1	2	3	4	5	6	7



1	2	3	4	5	6	7
Disagree strongly	Disagree	Disagree a little	Neither Agree nor Disagree	Agree a little	Agree	Agree strongly

No	Statements	Likert Scale 1 - 7						
118.	I like to reflect and play with ideas.	1	2	3	4	5	6	7
119.	I have few artistic interests.	1	2	3	4	5	6	7
120.	I like to cooperate with others.	1	2	3	4	5	6	7
121.	I am easily distracted.	1	2	3	4	5	6	7
122.	I am sophisticated in art, music or literature.	1	2	3	4	5	6	7
123.	I value artistic, aesthetic experiences.	1	2	3	4	5	6	7