

APPENDICES

APPENDIX A
SUPERVISOR'S LETTER TO RESPONDENTS



FAKULTI SAINS KOMPUTER & TEKNOLOGI MAKLUMAT
FACULTY OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY



TEL : PEJ. DEKAN - (03) 7696300, 7571431 PEJ. AM - (03) 7696311, 7696314, 7696316, 7696373
FAX : (03) 7579249 WWW : <http://www.fsktm.um.edu.my>

uj. Kami :
uj. Tuan :

2 January 2001

To Whom It May Concern.

Questionnaire on Competencies and Qualities for Information Professionals

This is to certify that Pn. Norliya Ahmad Kassim is a candidate for the Ph.D. degree here at the University of Malaya. As part of her research, she is conducting a study on the Competencies and Qualities for Information Professionals in the MSC-status Companies in Malaysia.

The findings of the study will be of interest to universities and other institutions of higher learning, which are involved in the development of human resources. We at the Faculty of Computer Science and Information Technology University of Malaya, will certainly be interested in organization's views on the needs of future information professionals.

Your cooperation in completing Pn. Norliya's questionnaire will be greatly appreciated.

Thank you.

Sincerely,

Assoc. Prof. Dr. Diljit Singh
Deputy Dean

in the capacity of Supervisor to Pn. Norliya Ahmad Kassim

APPENDIX B

COVER LETTER FOR THE QUESTIONNAIRE



FAKULTI SAINS KOMPUTER & TEKNOLOGI MAKLUMAT
FACULTY OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY



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Dear Sir/ Madam,

**Questionnaire on Competencies and Qualities for Information Professionals
Working in the MSC Status Companies**

I am a researcher at the Faculty of Computer Science and Information Technology, University of Malaya, conducting a study on the competencies and qualities needed by information professionals working in the MSC status companies.

The main aim of the study is to identify the skills and knowledge required by information professionals in order to work in a company like yours. The enclosed questionnaire seeks your views on various competencies and qualities needed by potential employees. The results of this study will be conveyed to institutions of higher learning, which will hopefully translate them into producing graduates that better meets the needs of the MSC status companies.

I shall be grateful if your company could spare a few minutes of your time to provide this valuable feedback by completing the enclosed questionnaire. The questionnaire should be completed by the Chief Executive Officer, Human Resource Manager, Chief Information Officer or other senior officer with a company-wide responsibility.

The information provided will remain strictly confidential, and only summary results will be reported. The reference number at the end of the questionnaire is to track returns of questionnaire only. Your company will not be identified in any way.

Please return the completed questionnaire using the enclosed stamped self-addressed envelope by 2001.

Thank you very much for your time and cooperation.

Yours sincerely,

NORLIYA AHMAD KASSIM
Lecturer, Universiti Teknologi MARA
Ph.D. Student, University of Malaya

APPENDIX C
THE QUESTIONNAIRE

COMPETENCIES AND PERSONAL QUALITIES REQUIRED OF
INFORMATION PROFESSIONALS WORKING IN THE MSC STATUS
COMPANIES

QUESTIONNAIRE

This questionnaire is part of a study to identify the competencies and qualities of information professionals required by the MSC status companies. The results of this study will be useful to institutions of higher learning for producing graduates that meet the needs of the MSC status companies.

In this study, the term "**information professionals**" comprise workers who are involved in information or content related work, such as planning, creating, acquiring, evaluating, analysing, synthesising, organising, coordinating, controlling, processing, storing, retrieving and disseminating information. They could be the web-page developers, librarians, information managers, knowledge managers, information systems managers or information resource managers who work in your company.

Competencies are defined as the knowledge, skills and attitudes which are necessary to perform work tasks successfully.

THIS QUESTIONNAIRE CONSISTS OF 6 SECTIONS IN 10 PAGES.

PLEASE RESPOND TO ALL STATEMENTS

SECTION A: INFORMATION TECHNOLOGY-RELATED COMPETENCIES

Please indicate the level of importance of the following information technology-related competencies for information professionals required by your company. Circle the number that best describes your opinion on the importance, ranging from 1 for **not important at all** to 7 for **most important**. If the statement does not apply to your company, circle **NA (not applicable)**.

	Not important at all							Most important	Not App- licable
1. Knowledge of basic computer technology	1	2	3	4	5	6	7		N/A
2. Skills of using application software like word processing, desktop publishing, spreadsheet, graphics and presentation software	1	2	3	4	5	6	7		N/A
3. Knowledge of operating computer peripherals	1	2	3	4	5	6	7		N/A

	Not important at all							Most important	Not App- licable
4. Ability to handle major operating systems	1	2	3	4	5	6	7		N/A
5. Ability to use programming languages	1	2	3	4	5	6	7		N/A
6. Ability to manage networked-based application including network design, implementing and supporting LAN/WAN	1	2	3	4	5	6	7		N/A
7. Skills in using Internet technologies like the Internet/Intranet/Extranet	1	2	3	4	5	6	7		N/A
8. Abilities to design and maintain a web-site	1	2	3	4	5	6	7		N/A
9. Abilities to design and develop database management systems	1	2	3	4	5	6	7		N/A
10. Skills of using project management tools	1	2	3	4	5	6	7		N/A
11. Skills of using commercially available artificial intelligence (AI) tools for business applications	1	2	3	4	5	6	7		N/A
12. Skills in system maintenance, operating, installing and testing of systems	1	2	3	4	5	6	7		N/A
13. Abilities to repair and trouble-shoot computers	1	2	3	4	5	6	7		N/A

SECTION B: MULTIMEDIA-RELATED COMPETENCIES

Please indicate the level of importance of the following multimedia-related competencies for information professionals required by your company. Circle the number that best describes your opinion on the importance, ranging from 1 for **not important at all** to 7 for **most important**. If the statement does not apply to your company, circle **NA (not applicable)**.

	Not important at all							Most important	Not App- licable
1. Knowledge of scripting	1	2	3	4	5	6	7		N/A

	Not important at all							Most important	Not App- licable
2. Knowledge of content management and development	1	2	3	4	5	6	7		N/A
3. Creative skills and use of graphic software	1	2	3	4	5	6	7		N/A
4. Multimedia programming and authoring	1	2	3	4	5	6	7		N/A
5. Digital image recording and processing	1	2	3	4	5	6	7		N/A
6. 3D modeling and animating	1	2	3	4	5	6	7		N/A
7. Music composing, synthesising and effects	1	2	3	4	5	6	7		N/A
8. Knowledge of copyright laws	1	2	3	4	5	6	7		N/A

SECTION C: KNOWLEDGE MANAGEMENT COMPETENCIES

Please indicate the level of importance of the following knowledge management competencies for information professionals required by your company. Circle the number that best describes your opinion on the importance, ranging from 1 for **not important at all** to 7 for **most important**. If the statement does not apply to your company, circle **NA (not applicable)**.

	Not important at all							Most important	Not App- licable
1. Abilities to acquire, retrieve, analyse and disseminate knowledge using IT tools	1	2	3	4	5	6	7		N/A
2. Abilities to organise and codify information sources	1	2	3	4	5	6	7		N/A
3. Ability to manage value-added information for strategic decision-making	1	2	3	4	5	6	7		N/A
4. Ability to package specialised information products for company's use	1	2	3	4	5	6	7		N/A

	Not important at all							Most important	Not App- licable
5. Ability to give advise on the use of internal and external knowledge resources	1	2	3	4	5	6	7		N/A

SECTION D: OTHER SUPPORTING COMPETENCIES

Please indicate the level of importance of the following competencies for information professionals required by your company. Circle the number that best describes your opinion on the importance, ranging from 1 for **not important at all** to 7 for **most important**. If the statement does not apply to your company, circle **NA (not applicable)**.

	Not important at all							Most important	Not App- licable
MANAGEMENT SKILLS									
1. Has leadership skills	1	2	3	4	5	6	7		N/A
2. Has strategic planning skills	1	2	3	4	5	6	7		N/A
3. Has organisational skills	1	2	3	4	5	6	7		N/A
4. Has time management skills	1	2	3	4	5	6	7		N/A
5. Has supervisory skills	1	2	3	4	5	6	7		N/A
6. Has training skills	1	2	3	4	5	6	7		N/A
7. Ability to solve problems	1	2	3	4	5	6	7		N/A
8. Ability to make fast decisions	1	2	3	4	5	6	7		N/A

INTERPERSONAL AND COMMUNICATION SKILLS

1. Speaks English proficiently	1	2	3	4	5	6	7		N/A
2. Writes English competently	1	2	3	4	5	6	7		N/A
3. Speaks Bahasa Malaysia proficiently	1	2	3	4	5	6	7		N/A

	Not important at all							Most important	Not App- licable
4. Writes Bahasa Malaysia competently	1	2	3	4	5	6	7		N/A
5. Ability to do technical writing	1	2	3	4	5	6	7		N/A
6. Speaks one or more foreign languages e.g., French, German, Arabic	1	2	3	4	5	6	7		N/A
7. Ability to do public relations work	1	2	3	4	5	6	7		N/A
8. Shows good presentation skills	1	2	3	4	5	6	7		N/A
9. Has consultation skills	1	2	3	4	5	6	7		N/A
10. Has good influencing skills	1	2	3	4	5	6	7		N/A
11. Has negotiation skills	1	2	3	4	5	6	7		N/A
<u>ENTREPRENEURIAL SKILLS</u>									
1. Knowledge and understanding of global business issues	1	2	3	4	5	6	7		N/A
2. Ability to commercialise innovations	1	2	3	4	5	6	7		N/A
3. Abilities to market and promote products and services	1	2	3	4	5	6	7		N/A
4. Knowledge of cyberpreneurship e.g., e-commerce, e-government, e-finance	1	2	3	4	5	6	7		N/A
5. Has business analysis skills	1	2	3	4	5	6	7		N/A
6. Knowledge of financing and budgeting	1	2	3	4	5	6	7		N/A
7. Knowledge of business administration	1	2	3	4	5	6	7		N/A
<u>RESEARCH SKILLS</u>									
1. Knowledge of research methodology	1	2	3	4	5	6	7		N/A

	Not important at all							Most important	Not App- licable
2. Ability to do research for the company	1	2	3	4	5	6	7		N/A
3. Ability to do statistical analysis	1	2	3	4	5	6	7		N/A
4. Ability to interpret data	1	2	3	4	5	6	7		N/A
5. Ability to communicate research findings	1	2	3	4	5	6	7		N/A

SECTION E: PERSONAL QUALITIES

Please indicate the level of importance of the following personal qualities for information professionals required by your company. Circle the number that best describes your opinion on the importance, ranging from 1 for **not important at all** to 7 for **most important**. If the statement does not apply to your company, circle **NA (not applicable)**.

	Not important at all							Most important	Not App- licable
1. Ability to accept pressure	1	2	3	4	5	6	7		N/A
2. Optimistic	1	2	3	4	5	6	7		N/A
3. Works well with others in a team	1	2	3	4	5	6	7		N/A
4. Good communication skills	1	2	3	4	5	6	7		N/A
5. Ability to think critically	1	2	3	4	5	6	7		N/A
6. Visionary with long-range goals	1	2	3	4	5	6	7		N/A
7. Open-minded	1	2	3	4	5	6	7		N/A
8. Ability to perform multi-task	1	2	3	4	5	6	7		N/A
9. Shows high level of self-confidence	1	2	3	4	5	6	7		N/A
10. Receptive to new ideas	1	2	3	4	5	6	7		N/A
11. Flexible and able to adapt to changes	1	2	3	4	5	6	7		N/A
12. Energetic, dynamic and outgoing	1	2	3	4	5	6	7		N/A

	Not important at all				Most important				Not App- licable
13. Seeks challenges	1	2	3	4	5	6	7		N/A
14. Seeks opportunities	1	2	3	4	5	6	7		N/A
15. Sees the big picture	1	2	3	4	5	6	7		N/A
16. Takes calculated risks	1	2	3	4	5	6	7		N/A
17. Self-starter	1	2	3	4	5	6	7		N/A
18. A life-long learner	1	2	3	4	5	6	7		N/A
19. Pleasant manner	1	2	3	4	5	6	7		N/A
20. Dedicated to work	1	2	3	4	5	6	7		N/A
21. Creative and innovative	1	2	3	4	5	6	7		N/A
22. Works independently	1	2	3	4	5	6	7		N/A
23. Responsible and reliable	1	2	3	4	5	6	7		N/A
24. Creates mutual respect and trust	1	2	3	4	5	6	7		N/A
25. Self-motivated	1	2	3	4	5	6	7		N/A
26. Emotionally stable	1	2	3	4	5	6	7		N/A
27. Has sense of humour	1	2	3	4	5	6	7		N/A
28. Friendly	1	2	3	4	5	6	7		N/A
29. Committed to customer service	1	2	3	4	5	6	7		N/A

30. If there are any other skills, knowledge and personal qualities not included in the list that you consider essential, please specify.

SECTION F: COMPANY BACKGROUND

Please respond to all questions in this section:

Your name (optional):

Name of your company:

Your designation:

Tel. no:

Fax no:

E-mail:

1. Please tick the type of sector in which your company is involved. (Tick the **ONE** that produces the most revenue).

- () Computer/System security
- () Consultancy
- () Content development
- () Education/Training/Consultancy
- () Hardware/Electronics
- () Internet based business
- () Production /Postproduction/Animation
- () Software development
- () System integration
- () Telecommunications/Networking
- () Others. Please specify: _____

2. From which country/countries are the major shareholders of your company?
(You may tick more than one, if necessary)

- () Malaysia
- () USA/Canada
- () Europe: _____ (Please specify the country)
- () Australia
- () British Virgin Island
- () Bahamas
- () Japan
- () Singapore
- () Others. Please specify: _____

3. Please tick the venture status of your company.

- () Joint venture () Non-joint venture
- () Others. Please specify: _____

4. How long has your company been operating?

- ☐ Less than 5 years
- ☐ 5 to 10 years
- ☐ 11 to 15 years
- ☐ 16 to 20 years
- ☐ More than 20 years

5. When did your company receive its MSC status?
Year _____

6. What is the current number of employees?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Below 20 | <input type="checkbox"/> 201 - 250 |
| <input type="checkbox"/> 21 - 50 | <input type="checkbox"/> 251 - 300 |
| <input type="checkbox"/> 51 - 100 | <input type="checkbox"/> 301 - 350 |
| <input type="checkbox"/> 101 - 150 | <input type="checkbox"/> 351 and above |
| <input type="checkbox"/> 151 - 200 | |

7. State the numbers of information professionals working in your company. (Please see definition of information professionals on page 1)

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Below 20 | <input type="checkbox"/> 201 - 250 |
| <input type="checkbox"/> 21 - 50 | <input type="checkbox"/> 251 - 300 |
| <input type="checkbox"/> 51 - 100 | <input type="checkbox"/> 301 - 350 |
| <input type="checkbox"/> 101 - 150 | <input type="checkbox"/> 351 and above |
| <input type="checkbox"/> 151 - 200 | |

8. Which of the following flagship applications is your company involved in? (Please tick more than one, if necessary)

- | | |
|---|--|
| <input type="checkbox"/> Electronic Government | <input type="checkbox"/> World Wide Manufacturing Web |
| <input type="checkbox"/> Multi-purpose Smart Card | <input type="checkbox"/> Borderless Marketing |
| <input type="checkbox"/> Smart Schools | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Telemedicine | <input type="checkbox"/> Others. Please specify: _____ |
| <input type="checkbox"/> R&D Clusters | |

9. Is there a post in existence responsible for the overall management of information in your company e.g. Chief Knowledge Officer or Chief Information Officer? (Please tick)

☐ Yes ☐ No

If yes, please indicate the following:
a. The name of the post: _____

- b. At what level of management is the post placed?
- () Top management
 - () Middle management
 - () Others. Please specify: _____

If **no**, is there a plan to create the post in the future? (Please tick)

() Yes () No

10. What was your company's turnover in 1999?

- () Less than RM 10 million
- () RM 10 million to less than RM 50 million
- () RM 50 million to less than RM 100 million
- () More than RM 100 million
- () Not applicable

END OF QUESTIONNAIRE

Thank you very much for your cooperation in answering all the questions.
Please return the form in the pre-paid envelope by 31 January 2001.

If you have any queries regarding the completion of the questionnaire, please feel free to contact:

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