APPENDICES
# APPENDIX A

Common Pathway for a First Bachelor Degree

<table>
<thead>
<tr>
<th>Common Pathway for a First Bachelor Degree</th>
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<tbody>
<tr>
<td><strong>Basic Entry Qualification</strong></td>
</tr>
<tr>
<td>GCSE ‘O’ Level/SPM/ Other equivalent recognized qualifications</td>
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<tr>
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<tr>
<td><strong>Pre-U or Foundation Studies</strong></td>
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<tr>
<td>STPM/GCSE ‘A’ Level/Other equivalent recognized qualifications</td>
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<td></td>
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<tr>
<td><strong>Degree Programme</strong></td>
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<tr>
<td>Year 1 of Bachelor Degree Programme</td>
</tr>
</tbody>
</table>

APPENDIX B

routes to higher education in malaysia

public higher education

16 local public universities & university colleges

- Universiti Malaysia (UM)
- Universiti Sains Malaysia (USM)
- Universiti Kebangsaan Malaysia (UKM)
- Universiti Teknologi Malaysia (UTM)
- Universiti Putra Malaysia (UPM)
- Universiti Utara Malaysia (UUM)
- Universiti Malaysia Sarawak (UNIMA'S)
- Universiti Malaya (UM)
- Universiti Pendidikan Sultan Idris (UPSRI)
- Universiti Kebangsaan Malaya (UKM)
- Kolej Universiti Islam Malaysia (KUM)
- Kolej Universiti Sains dan Teknologi Malaysia (KUSTEM)
- Kolej Universiti Teknikal Kebangsaan Malaysia (KUTKM)
- Kolej Universiti Teknologi Tun Hussein Onn (KUTHO)
- Kolej Universiti Kebangsaan & Teknologi Malaysia (KUKUM)
- Kolej Universiti Kajian dan Kajian Teknologi Malaysia (KUKTEM)

1 international university

- International Islamic University Malaysia (IIUM)

private higher education

14 private universities & university colleges

- Multimedia University (MMU), Cyberjaya
- Multimedia University (MMU), Melaka
- Universiti Tenaga Nasional (UNITEN), Selangor
- Universiti Tenaga Nasional (UNITEN), Pahang
- Universiti Teknologi Petronas (UTP)
- Universiti Pasca Sarjana Antarabangsa (UPMA)
- Universiti Tun Abdul Razak (UNITAR)
- Universiti Sains Malaysia (USM)
- Universiti Sains dan Teknologi Malaysia (USTM)
- Universiti Tun Abdul Razak (UNITAR)
- Universiti Teknologi Malaysia (UTM)
- Universiti Malaysia (UM)
- Universiti Sains Malaysia (USM)
- Universiti Sains dan Teknologi Malaysia (USTM)
- Universiti Tun Abdul Razak (UNITAR)
- Universiti Kajian dan Kajian Teknologi Malaysia (KUKUM)
- Kolej Universiti Teknikal Kebangsaan Malaysia (KUTKM)

4 foreign university branch campuses

- Monash University Malaysia
- Curtin University of Technology Sarawak Campus Malaysia
- University of Nottingham in Malaysia
- FTMS- De Montfort University Campus Malaysia

PRIVATE COLLEGES

post secondary education

(1 to 2 years)

external academic examinations

eg. GCE 'A' - level/STPM/SAM

higher education

(3 to 4 years)

bachelor's first degree

master & post graduate studies

skills training

(1 to 3 years)

MLTV qualification

(LEveL 1-5)

full degree arrangement

(entirely in Malaysia)

- 3rd foreign university degree franchise programme
- degree via foreign university branch campuses
- external programme
- distance learning programme
- local public university degree franchise programme

split degree arrangement

(final year in overseas university)

- training programme
- advanced standing programme
- credit transfer programme

APPENDIX C

Letter of Permission to Conduct Survey

Meera d/o Ponniah  
c/o Faculty of Economics and Administration  
University of Malaya  
50603, Kuala Lumpur.

The Human Resource Manager,  
Bank..............................  

17\textsuperscript{th} January 2005

Dear Sir/Madam,

\textbf{Ref: Permission to Conduct Survey}

I, Meera a/Ponniah, a final year Master of Public Administration student in University of Malaya, am doing my research paper/thesis on ‘A Survey on Graduate Recruitment Patterns in Local and Foreign Banks’.

2. As referring to the above, I would like to get your permission to conduct a survey in your bank. I will need data on graduate recruitment patterns which are practised by your bank and the reasons for practising such a pattern. The survey would be conducted by distributing questionnaires to a few departments in your bank and requires the response of manager level staffs.

3. I believe that my study will help to improve our higher education system and increase the employability of our local graduates.

4. Your confidentiality is guaranteed. You will be able to reach me at my e-mail address (meera.pon@yahoo.com) anytime convenient to you. Your time and cooperation is highly appreciated.

Thank you.

Yours Faithfully,

........................................

(MEERA D/O PONNIAH)
APPENDIX D

QUESTIONNAIRE

This questionnaire is to analyse the patterns of graduate recruitment adopted and practiced in local and foreign banks. All information given in the questionnaire is considered confidential and will only be used for the purpose of academic research.

Please answer all the questions given. You are requested to tick (✓) in the appropriate boxes provided or give the required information.

Your cooperation is most appreciated.

Thank you.

MEERA A/P PONNIAH

MASTER OF PUBLIC ADMINISTRATION

UNIVERSITY OF MALAYA

KUALA LUMPUR
Section A: Characteristics of respondent and organisation

1. Position of respondent: 

2. Name of Bank: 

3. Name of Unit/Department: 

4. Type of Bank (please tick):-
   - [ ] Local
   - [ ] Foreign

5. Location of Bank: 

6. Number of employees (or ratio) in your department who graduated (first degree) from:
   a) Public Higher Educational Institution (Public Universities, government colleges and university colleges, polytechnics) : 
   b) Private Higher Educational Institution (Private Universities, Private Colleges, Foreign Universities) : 

Section B: Recruitment Practices and Preference

7. What kind of graduates do you prefer to recruit/employ? (please tick)
   a) [ ] Local graduates (or) [ ] Foreign graduates
   b) [ ] Public university graduates (or) [ ] Private university graduates (including foreign university branch campus)
   c) [ ] Government college and Polytechnics graduates (or) [ ] Private college graduates
8. Which type of graduates do you give priority during recruitment/employment? Please rank according to your preference (*Scale: 1-for most preferred to 5-for least preferred*)

- [ ] Public university graduates (UM, USM, UKM, UPM, UTM, UNIMAS, UMS, UiTM, IIUM, etc.)
- [ ] Private university graduates (local private universities and branch campuses of foreign universities)
- [ ] Private college graduates
- [ ] Foreign university graduates
- [ ] Government colleges and polytechnics graduates

9. Based on questions 7 and 8 above, what are the reasons for your preference? Please tick:-

<table>
<thead>
<tr>
<th>Reason</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>English proficiency</td>
<td></td>
<td></td>
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<tr>
<td>Malay proficiency</td>
<td></td>
<td></td>
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<tr>
<td>Computer literacy</td>
<td></td>
<td></td>
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<tr>
<td>Wider knowledge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foreign-recognised Degree</td>
<td></td>
<td></td>
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<tr>
<td>More exposed to working environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better skills (technical, analytical)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Willing to pursue extra mile*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>More capabilities (independent, trainable)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* working extra hour and prepared to take risks and challenges
10. What criteria are given priority during recruitment/employment? Please rank according to your preference (Scale: 1-for most important to 6-for least important)

☐ Academic record/ qualification
☐ Proficiency in English
☐ Proficiency in Malay
☐ Past working experience
☐ Computer literacy
☐ Skills (technical, etc.)

11. In selecting graduates for employment, certain criteria are used. Please indicate the relative importance of the following criteria (please tick):-

*Scale: 1-very important  2-important  3-uncertain  4-unimportant  5-very unimportant*

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<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
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</thead>
<tbody>
<tr>
<td>a) Academic record</td>
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<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>b) Proficiency in English</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>c) Proficiency in Malay</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>d) Past experience relevant to job</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>e) Computer literacy</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>f) Skills (technical)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>g) Performance at interview</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
h) Strength of recommendation letter

i) Wider knowledge

j) Personality

k) Gender

l) Ethnic origin

m) Marital status

n) Others (please specify)

12. Is the field of education (example: Business, Economics, Information Technology, Engineering, etc.) an important aspect in the process of recruitment in your bank? Please tick:

☐ Very important
☐ Important
☐ Uncertain
☐ Unimportant
☐ Very unimportant

13. Graduates with what type of education field (area of specialisation) are given priority during recruitment in your bank? Please tick your preference:

Scale: 1-most preferred  2-preferred  3-neutral

4-not preferred  5-most not preferred
14. In your opinion, what type of field of education is marketable in the banks? Please tick your opinion:

*Scale: 1-most marketable  2-marketable  3-uncertain  4-not marketable  5-most not marketable*
15. Is the knowledge in Information Communication Technology (ICT) an important aspect in the process of graduate recruitment in your bank?

Please tick:-

☐ Very important
☐ Important
☐ Uncertain
☐ Unimportant
☐ Very unimportant

16. What method does your bank use to recruit/employ graduates? Please tick:-

a) Newspaper advertisement
b) Scholarship bonds
c) Labour departments
d) Through contact with the universities
e) Other personal contacts
f) Others (please specify)

17. Students from which type of higher educational institutions do your bank award scholarships? Please indicate your answer:-

Scale: 1-strongly agree 2-agree 3-uncertain
4-disagree 5-strongly disagree
Section C: Employer’s Evaluation on Graduates

18. How does your bank perceive the importance of the following extra-curricular activities towards job performance? Please tick:-

Scale: 1-very important  2-important  3-uncertain  4-unimportant  5-very unimportant

1 2 3 4 5  

a) Participation in societies & students unions  

b) Sports & Games  

c) Cultural activities  

d) Hobbies  

19. In your organisation/department, the following criteria is important to job performance:-

Scale: 1-strongly agree  2-agree  3-uncertain  4-disagree  5-strongly disagree

1 2 3 4 5  

a) Relevant academic or professional qualification
b) Past experience

c) Computer literacy

d) Language proficiency

e) Technical skills

20. How do you rate the aspects affecting job performance of the following categories of graduates? Please indicate according to the following scale:

*(Scale: 1-very good  2-good  3-average  4-poor  5-very poor)*

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Public University Graduates</th>
<th>Private University Graduates</th>
<th>Foreign Graduates</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Technical expertise</td>
<td></td>
<td></td>
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<tr>
<td>b) Ability to think rationally and systematically</td>
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<tr>
<td>c) Ability to write clearly</td>
<td></td>
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<tr>
<td>d) Ability to speak clearly</td>
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<tr>
<td>e) Ability to work independently</td>
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<tr>
<td>f) Ability to socialise</td>
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<td>g) Ability to realise organisational goals</td>
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<tr>
<td>h) Leadership qualities</td>
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<tr>
<td>i) Organisational abilities</td>
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<tr>
<td>j) Responsiveness to monetary incentive</td>
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<tr>
<td>k) Company loyalty</td>
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<tr>
<td>l) Trainability</td>
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<tr>
<td>m) Capacity for preciseness and carefulness</td>
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<tr>
<td>n) Ability to move forward/ willingness to pursue extra mile</td>
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</tbody>
</table>
Section D: Training Practices

21. Is your establishment willing to provide training and lessons on Information Communication Technology (ICT) to your graduate employees? Please tick

- [ ] Strongly agree
- [ ] Agree
- [ ] Uncertain
- [ ] Disagree
- [ ] Strongly disagree

22. Does your bank provide the following training? (Please tick)

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Formal on-the-job training</td>
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<td>b) Informal on-the-job training</td>
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<td>c) Overseas training</td>
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<tr>
<td>d) Training in specialised training institution</td>
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<tr>
<td>e) Others (please specify)</td>
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</table>

23. In-service training in equipping graduates without working experience for their jobs is considered to be (please tick):

- Very essential
- Essential
- Neutral
- Unessential
- Very unessential
Section E: Perception of Employer on the role of Universities

24. How does your bank perceive the role of universities/colleges?

*Scale: 1-very important  2-important  3-neutral  4-unimportant  5-very unimportant*

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<td>a)</td>
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<td>d)</td>
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25. What kind of graduates do you expect the universities/colleges to produce or train?

*Scale: 1-strongly agree  2-agree  3-uncertain  4-disagree  5-strongly disagree*

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<tr>
<td>Others (please specify)</td>
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</tbody>
</table>
26. What do you think our higher educational institutions should do in order to produce graduates who are marketable in the private sector?

*Scale: 1-strongly agree  2-agree  3-uncertain  4-disagree  5-strongly disagree*

<table>
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<th>1</th>
<th>2</th>
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</thead>
<tbody>
<tr>
<td>a) Provide training/internship</td>
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<td>b) Provide more professional courses</td>
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<td>c) Conduct professional language courses</td>
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<tr>
<td>d) Others (please specify)</td>
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27. Overall, what is lacking in our higher education system? Please suggest ways to improve our higher education system:-

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

- Thank you for your cooperation-