

USING WORK SYSTEM THEORY IN A KNOWLEDGE MANAGEMENT TOOL
FOR CURRICULUM REVIEW PROCESS

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ABSTRACT

In 21st Century, there has been a growing concern about the role of Higher Education Institution (HEI) in producing competent graduates and how well they are satisfying the employers' needs. In developing countries, HEI experiences a growing gap between their curricula and the demands from industry. According to the Malaysian Ministry of Human Resources (2011), almost all the universities today focus on how to increase the students' competencies. However, preparing the students to meet the challenges of the future needs depends on the HEI curriculum.

This study discusses the importance of Knowledge Management (KM) in HEI to enhance the curriculum review process to produce competent graduate. It uses Faculty of Computer Science and Information Technology (FCSIT), University of Malaya (UM) as a case study. This study uses mixed method viz questionnaires, interviews, and document analysis to collect data. The data collection involves 246 active current students and 147 graduated students, 20 academic and 12 non-academic faculty staff, 152 employers from industry and staff from other related departments in UM such as Centre for Industrial Training & Relations (CITRA) and Quality Management and Enhancement Centre (QMEC).

Based on the findings, a KM tool has been developed to support the study. The results reveal strong support for the usefulness of KM approach in the HEI for enhancing the curriculum review process. The KM tool helps the HEI to compile the competencies required by the employers in the job market. It helps the HEI to generate curriculum based on industry's need. By having curriculum derived from an industry's needs, in the long run it will benefit the country to improve the composition of highly skilled workers to at least 37 per cent by 2015, to become a developed nation.

ABSTRAK

Dalam abad ke-21, terdapat kebimbangan mengenai peranan Institusi Pengajian Tinggi (IPT) dalam melahirkan graduan yang cekap dan bagaimana mereka memenuhi keperluan majikan. Di negara-negara membangun, IPT mengalami peningkatan jurang antara kurikulum dan permintaan daripada industri. Menurut Kementerian Sumber Manusia Malaysia (2011), hampir semua universiti-universiti hari ini memberi tumpuan kepada bagaimana untuk meningkatkan kecekapan pelajar. Walau bagaimanapun, menyediakan pelajar untuk menghadapi cabaran keperluan masa depan bergantung kepada kurikulum IPT.

Kajian ini membincangkan kepentingan Pengurusan Pengetahuan (KM) di IPT untuk meningkatkan proses kajian semula kurikulum untuk melahirkan graduan yang kompeten. Ia menggunakan Fakulti Komputer Sains dan Teknologi Maklumat (FCSIT), Universiti Malaya (UM) sebagai kajian kes. Kajian ini menggunakan kaedah soal selidik iaitu campuran, temu bual, dan analisis dokumen untuk mengumpul data. Pengumpulan data melibatkan 246 pelajar aktif semasa dan 147 pelajar bertingkat, 20 kakitangan akademik dan 12 bukan akademik fakulti, 152 majikan dari industri dan kakitangan dari jabatan-jabatan lain yang berkaitan di UM seperti Pusat Latihan & Perhubungan Industri (CITRA) dan Pengurusan Kualiti dan peningkatan Pusat (QMEC). Berdasarkan hasil kajian, sistem KM telah dibangunkan untuk menyokong kajian. Keputusan menunjukkan sokongan yang kuat untuk kegunaan pendekatan KM di IPT untuk meningkatkan proses kajian semula kurikulum. Dengan mempunyai kurikulum yang berasal dari keperluan industri, dalam jangka masa panjang, ia akan memberi manfaat kepada negara ini untuk memperbaiki komposisi sangat pekerja mahir sekurang-kurangnya 37 peratus menjelang 2015, untuk menjadi sebuah negara maju.

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LIST OF ABBREVIATIONS

ACM	Association for Computing Machinery
COPPA	Code of Practice for Accreditation of Programmes
FCSIT	Faculty of Computer Science and Information Technology
HEI	Higher Education Institution
KM	Knowledge Management
KMS	Knowledge Management System
LAN	<i>Lembaga Akreditasi Negara</i>
MDEC	Multimedia Development Corporation
MoHE	Ministry of Higher Education
MQA	Malaysian Qualifications Agency
MQF	Malaysian Qualification Framework
QMEC	Quality Management and Enhancement Centre
SPSS	Statistical Package for Social Science
UM	University of Malaya
UPU	University Centre Unit