APPENDIX A: SURVEY FORM FOR CURRENT STUDENTS

CURRENT STUDENT SURVEY

CHOOSE THE BEST ANSWER AND TICK ✓ FOR THE QUESTIONS BELOW.

Section A: Demographic Information

1. Gender
   □ Male  □ Female

2. Ethnic
   □ Malay  □ Chinese  □ Indian  □ Others. Please specify: __________________________

3. Marital Status
   □ Single  □ Married  □ Others: __________________________

4. Country of origin
   □ Malaysia  □ Overseas (please specify your country): __________________________

5. Family Background (Highest Education level by father / mother)
   □ Ph.D  □ Degree  □ Secondary School  □ Not literate
   □ Masters  □ Diploma  □ Primary school

6. Combined income for both parents (per month)
   □ < RM 1500  □ ≥ RM1500 < RM 3000
   □ ≥ RM 3000 < RM 5000  □ ≥ RM 5000

7. Course Enroll
   Bachelor of Computer Science
   □ Artificial Intelligent  □ Computer Networking and System
   □ Software Engineering  □ Management Information System
   Bachelor of Information Technology
   □ Information Science  □ Management
   □ Multimedia
   Master of Computer Science
   □ Artificial Intelligent  □ Data Communication & Computer Networking
   □ Multimedia  □ Management Information System
   Master of Information Technology
   Master of Library & Information Science
   Master of Software Engineering
   Doctor of Philosophy (PhD)

8. Your course was taught in which language?
   □ English  □ B.Melayu  □ Others. Please specify: __________________________
Section B: Factors involve in choosing course in Higher Education Institution (HEI)

9. How you choose your course?
   - Parent’s advice
   - Parent’s force
   - Friends influence
   - Survey
   - Internet
   - College / university advisors
   - Others. Please specify: ____________________________

10. Did your family members support your career decision making?
    - Yes
    - No

11. Did you get useful information from your HEI before you enroll yourself for a course?
    - Not at all
    - Reasonably
    - Good information

12. Please specify what kind of information / advice(s) you obtain from your HEI officers:
    __________________________________________________
    __________________________________________________
    __________________________________________________

13. Specify what type of other information can be given to students to help them in choosing their career information gathering period.
    __________________________________________________
    __________________________________________________
    __________________________________________________

Section C: General Understanding on Knowledge Management System

14. To what extend you understand the term “Knowledge Management”
    - Little
    - Not familiar
    - Great
    - Moderate
    - Good

15. Do you agree that KMS could help HEI to improve their curriculum reviewing process?
    - Yes
    - No
Section D: Importance of Knowledge Management Practices within your Faculty

Please use the following rating scale to answer the statements below. Please circle the close answer.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree Nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
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16. Improve their organizations’ mission

17. Encourage a knowledge-creation process and utilizing that knowledge for Curriculum improvement.

18. Overhaul our educational curriculum towards a more human and humane oriented strategies

19. To adjust them and develop strategies to respond rapidly to the changes in technologies and increasing demands of stakeholders

20. Improved quality of curriculum and programmes and leveraging best practices and monitoring outcomes

21. Improved speed of curriculum revision and Updating

22. Improved administrative services related curriculum improvement

23. Interdisciplinary curriculum design and development facilitated by moving across boundaries.

24. Meeting the challenges of competition with other universities

25. Help in reviewing, revising, and effecting stronger curriculum development processes, interdepartmental assessments, department portfolios or program reviews.

26. Saving time and effort to get knowledge

27. Improve decision making on curriculum

28. Improve the service quality

29. Satisfy their stakeholders (students, parents, accreditation body, MOHE and etc.)

30. Increase the employability among ICT graduates

31. Obtain information more quickly and accurately, be better informed, and make more timely decisions
Section E: Current HEI Curriculum Review

This survey provides an opportunity for you to express your opinion of your overall course and the way it was taught throughout your studies in University Malaya. It is your opportunity to express how this course directly affected your learning and improved both your hard skills and soft skills. Results of this survey will be used to improve the current curriculum in Faculty of computer science and information technology of University Malaya. [NOTE: HEI = Higher Education Institution]

Please use the following rating scale to answer the statements below. Please circle the close answer.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
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<th>Neither Agree Nor Disagree</th>
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Kept class discussion on task.
32. Posed questions (tutorials, quizzes and test) to draw out my knowledge of the topic.
   1 2 3 4 5
33. Encouraged classroom cooperation.
    1 2 3 4 5
34. Challenged me intellectually.
    1 2 3 4 5
35. Encouraged deep thinking such as summarizing, synthesizing, analyzing, and applying information.
    1 2 3 4 5
36. Choose assessments of my knowledge (exams, quizzes, papers, or projects) which were relevant to the course learning objectives.
    1 2 3 4 5

Academic support
37. I have received sufficient advice and support about my studies from my HEI.
    1 2 3 4 5
38. The staff were available most of the time when I needed their help.
    1 2 3 4 5
39. I got a clear picture on the type of job that I can apply to after my studies.
    1 2 3 4 5
40. My HEI provided me with good information to make my study choices.
    1 2 3 4 5
41. My HEI advised me based on my interest on the study.
    1 2 3 4 5

Organization and management
42. Any changes in the course or teaching have been communicated effectively.
    1 2 3 4 5
43. The course is well organized and is running smoothly.
    1 2 3 4 5
44. I was told the subjects that I need to take and the objectives and aims of each subject at the beginning of my study.
    1 2 3 4 5

Course Content and Structure
45. All the compulsory modules are relevant to my course.
    1 2 3 4 5
46. The elective (optional) subject(s) was helpful especially to improve my soft skills.
    1 2 3 4 5
47. My course assessed both my understanding and skills.
    1 2 3 4 5
48. Gave opportunity for me to work on real life issues/problems.
    1 2 3 4 5
49. Giving me the confidence in making decision about information, ideas, arguments or issues.
    1 2 3 4 5
# Course Delivery

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<tbody>
<tr>
<td>50. Learning materials made available on my course have enhanced my learning</td>
<td>1</td>
<td>2</td>
<td>3</td>
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</tr>
<tr>
<td>51. Most of the lecture notes are available online when I need them</td>
<td>1</td>
<td>2</td>
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<tr>
<td>52. The range and balance of approaches to teaching has helped me to learn</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>53. The delivery of my course has been stimulating</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>54. My learning has benefited from modules that are informed by current research</td>
<td>1</td>
<td>2</td>
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<tr>
<td>55. I learned what is asked in the job market</td>
<td>1</td>
<td>2</td>
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<tr>
<td>56. Practical activities on my course have helped me to learn and improve myself better.</td>
<td>1</td>
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# Workload

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<tr>
<td>57. Duration of courses taught was manageable</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>58. The workload on my course is manageable</td>
<td>1</td>
<td>2</td>
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<tr>
<td>59. I am generally given enough time to understand the things I have to learn on each subject</td>
<td>1</td>
<td>2</td>
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<tr>
<td>60. I improved my time-management while managing my workload</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>61. My workload helped me to manage my work stress</td>
<td>1</td>
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# Assessment

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<tbody>
<tr>
<td>62. All my courses tested what I have understood rather than what I have memorized</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>63. I was tested both on theoretical and practical on my technical subjects</td>
<td>1</td>
<td>2</td>
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</tr>
<tr>
<td>64. I improved my confident through class presentations</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>65. I have learned to explore ideas confidently</td>
<td>1</td>
<td>2</td>
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<tr>
<td>66. Assessment methods employed in my course content require team-building, analytical thinking and in-depth understanding.</td>
<td>1</td>
<td>2</td>
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# Intellectual Motivation

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<tr>
<td>67. I have found the overall course that I took was motivating</td>
<td>1</td>
<td>2</td>
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<tr>
<td>68. The course has stimulated my interest in the field of study and my enthusiasm for further learning</td>
<td>1</td>
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# Personal development

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<tbody>
<tr>
<td>69. The course has helped me to present myself with confidence</td>
<td>1</td>
<td>2</td>
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<tr>
<td>70. The course helped me develop my ability to work as a team member and improve my ability to cope with uncertainty</td>
<td>1</td>
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<tr>
<td>71. The course has helped my ability to work under pressure</td>
<td>1</td>
<td>2</td>
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<tr>
<td>72. The course equipped with action-planning skills and improved my leadership skills</td>
<td>1</td>
<td>2</td>
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<td>4</td>
</tr>
<tr>
<td>73. The course has helped my ability to manage stress and conflict</td>
<td>1</td>
<td>2</td>
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<td>4</td>
</tr>
<tr>
<td>74. My team building skills have improved</td>
<td>1</td>
<td>2</td>
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<td>4</td>
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<tr>
<td>75. The course improved my skills in both spoken and written communication</td>
<td>1</td>
<td>2</td>
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<tr>
<td>76. The course improved my flexibility and creativity skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>77. The course developed my problem-solving skills</td>
<td>1</td>
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<tr>
<td>78. As a result of the course, I feel confident in tackling unfamiliar problems</td>
<td>1</td>
<td>2</td>
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<tr>
<td>79. Overall, I am satisfied with the quality of the course.</td>
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</table>
Work Placements

80. Did your course involve any work placements?

☐ Yes (Please answer Question 52 to 56)
☐ No (skip Question 52 to 56)

81. I received sufficient support and advice from my HEI about the organization of my placement

82. My placements were valuable in helping my learning

83. My placement have helped to develop my hard skill related to my course

84. My placement have helped to develop my soft skill

85. My placement have helped to develop my general life skills

Section F: Causes of Unemployment among ICT graduates

<table>
<thead>
<tr>
<th>Not at all</th>
<th>To a small extent</th>
<th>To a moderate extent</th>
<th>To a great extent</th>
<th>To a very great extent</th>
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</table>

How do you rate your competencies?

86. Ability to analyze and solve problems.

87. Good communication skills (written and spoken)

88. The ability to work independently

89. The ability to develop creative and innovative enterprise solution

90. Good presentation skills

91. Technical skills

92. Work attitude

93. Team leadership capabilities

94. Decision making

95. Time management

96. Stress management

97. Confidence

98. Do you go through the newspaper / other sources to find out the latest technical / non-technical requirements related to your career in the job market?

☐ Yes  ☐ No

99. How do you rank the importance of soft skills (Communication, team work and leadership skills, good manners, improve personality and character, improve interactions among office teams and others) in an ICT student career?

☐ Not at all important  ☐ Reasonably important  ☐ Very important

100. Why do you think there is a skill gap between skills required by employers and skills offered by graduates?
101. How do you rank your hard skills abilities?
- [ ] Not at all good
- [ ] Reasonably good
- [ ] Very good

102. How do you rank your soft skills abilities?
- [ ] Not at all good
- [ ] Reasonably good
- [ ] Very good

103. Please rate the following reasons which contribute unemployment among fresh graduates in Malaysia [1: Most contributing factors, 4: Least contributing factors]
- [ ] Lack of experience
- [ ] Capacity to communicate well in English
- [ ] Lack of ICT proficiency,
- [ ] Lack of interpersonal skills)

104. Which of the following is the common method that you use to communicate or share your knowledge with others in your faculty / campus?
- [ ] E-mail
- [ ] Facebook
- [ ] Face to face
- [ ] Messengers
- [ ] Telephone (call / sms)
- [ ] Others: ……………

Section G: Capture the requirements of KMS that can support the employability of ICT graduates and the improvement of curriculum review process.

105. What is the primary objective(s) or benefit(s) that you would obtain from using KMS? (Choose the most important one from the list)
- [ ] Give an idea on the course to enroll by looking at the course details (skills and knowledge learned).
- [ ] Improve the communication better between HEI, employers and students
- [ ] View vacancy and apply job vacancy online.

106. Do you agree that students should be given the chance to see the employers’ comments on the skills and knowledge required in the job market?
- [ ] Yes
- [ ] No

107. Are you interested to apply for job vacancies through the proposed KMS in your faculty?
- [ ] Yes
- [ ] No
108. Do you think KMS could help HEI to support the curriculum review process if the KMS provide them the skills and knowledge required by the employers?

☐ Yes
☐ No

109. Do you think the skills and knowledge gathered from the employers need to be compared with the current curriculum of the HEI? If your answer is ‘No’, please proceed to Question 111.

☐ Yes
☐ No

110. Do you think the results of knowledge and skills gathered from the employers through KMS need to and the comparison done with the current curriculum of the HEI should be shown in statistics form?

☐ Yes
☐ No

111. Please state your overall view on KMS in HEI

________________________________________________________________________

________________________________________________________________________

- Thank you -