

APPENDIX B: SURVEY FORM FOR GRADUATED STUDENTS

GRADUATED 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 Software Engineering
 Doctor of Philosophy (PhD) Master of Library & Information
Science

8. Your course was taught in which language?

English B.Melayu Others. Please specify

9. Level of education completed

Degree Masters PhD

10. CGPA

≤ 2 $> 2 \leq 2.5$ $> 2.5 \leq 3$ $> 3 \leq 3.5$ > 3.5

Section B: About Current Job

11. Are you currently working? (Skip Q12- Q17 if you choose 'No')

Yes No

12. Is your university education relevant to your present job?

Directly relevant Some what relevant Not relevant

13. Are you satisfied with the present job / occupation?

Very satisfied Moderately satisfied Not satisfied

14. How do you rate your career satisfaction?

Very satisfied Moderately satisfied Not satisfied

15. Which of the below describes your main ICT job responsibility?

Sales and Marketing Strategy and Planning Service Delivery
 Development & Implementation Management & Administration Technical Support & Maintenance

16. The choice of your present occupation influenced by the advice of

Parents / relations Teacher / Institution Friends
 Own interest Others. Please specify:

17. Have you undergone any training that is directly connected with your present occupation?

Yes No

Section C: Factors involve in choosing course in Higher Education Institution (HEI)

18. How you choose your course?

- Parent's advice Parent's force Friends influence
 Survey Internet College / university advisors
 Others. Please specify:

19. Did your family members support your career decision making?

- Yes No

20. Did you get useful information from your HEI before you enroll yourself for a course?

- Not at all Reasonably Good information

Section D: General Understanding on Knowledge Management

21. To what extend you understand the term "Knowledge Management"

- Little Not familiar Great
 Moderate Good

22. Do you agree that KMS could help HEI to improve their curriculum reviewing process?

- Yes No

Section E: Importance of Knowledge Management Practices within your Faculty

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

Strongly Disagree	Agree	Neither Agree Nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Effectiveness of Results of Using Knowledge Management Practices

23. Improve their organizations' mission	1	2	3	4	5
24. Encourage a knowledge-creation process and utilizing that knowledge for Curriculum improvement.	1	2	3	4	5
25. Overhaul our educational curriculum towards a more human and humane oriented strategies	1	2	3	4	5
26. To adjust them and develop strategies to respond rapidly to the changes in technologies and increasing demands of stakeholders	1	2	3	4	5
27. Improved quality of curriculum and programmes and leveraging best practices and monitoring outcomes	1	2	3	4	5
28. Improved speed of curriculum revision and Updating	1	2	3	4	5
29. Improved administrative services related curriculum improvement	1	2	3	4	5
30. Interdisciplinary curriculum design and development facilitated by moving across boundaries.	1	2	3	4	5
31. Meeting the challenges of competition with other universities	1	2	3	4	5
32. Help in reviewing, revising, and effecting stronger curriculum development processes, interdepartmental assessments, department portfolios or program reviews.	1	2	3	4	5
33. Saving time and effort to get knowledge	1	2	3	4	5
34. Improve decision making on curriculum	1	2	3	4	5
35. Improve the service quality	1	2	3	4	5
36. Satisfy their stakeholders (students, parents, accreditation body, MOHE and etc.)	1	2	3	4	5
37. Increase the employability among ICT graduates	1	2	3	4	5
38. Obtain information more quickly and accurately, be better informed, and make more timely decisions	1	2	3	4	5

Section F: HEI Curriculum Review

This survey provides an opportunity for you to express your opinion of your overall course and the way it was taught through out 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.

Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
1	2	3	4	5

<i>Kept class discussion on task.</i>					
39. Posed questions (tutorials, quizzes and test) to draw out my knowledge of the topic.	1	2	3	4	5
40. Encouraged classroom cooperation.	1	2	3	4	5
41. Challenged me intellectually.	1	2	3	4	5
42. Encouraged deep thinking such as summarizing, synthesizing, analyzing, and applying information.	1	2	3	4	5
43. Choose assessments of my knowledge (exams, quizzes, papers, or projects) which were relevant to the course learning objectives.	1	2	3	4	5
<i>Academic support</i>					
44. I have received sufficient advice and support about my studies from my HEI	1	2	3	4	5
45. I know what I'll be learning under my course	1	2	3	4	5
46. I got a clear picture on the type of job that I can apply to after my studies	1	2	3	4	5
47. My HEI provided me with good information to make my study choices	1	2	3	4	5
48. My HEI advised me based on my interest on the study	1	2	3	4	5
<i>Organization and management</i>					
49. Any changes in the course or teaching have been communicated effectively.	1	2	3	4	5
50. The course is well organized and is running smoothly	1	2	3	4	5
51. 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
<i>Course Content and Structure</i>					
52. All the compulsory modules are relevant to my course	1	2	3	4	5
53. The elective (optional) subject(s) was helpful especially to improve my soft skills.	1	2	3	4	5
54. My course assessed both my understanding and skills	1	2	3	4	5

55. Gave opportunity for me to work on real life issues/problems	1	2	3	4	5
56. Giving me the confidence in making decision about information, ideas, arguments or issues.	1	2	3	4	5
<i>Course Delivery</i>					
57. Learning materials made available on my course have enhanced my learning	1	2	3	4	5
58. Most of the lecture notes are available online when I need them	1	2	3	4	5
59. The range and balance of approaches to teaching has helped me to learn	1	2	3	4	5
60. The delivery of my course has been stimulating	1	2	3	4	5
61. My learning has benefited from modules that are informed by current research	1	2	3	4	5
62. I learned what is asked in the job market	1	2	3	4	5
63. Practical activities on my course have helped me to learn and improve myself better.	1	2	3	4	5
<i>Workload</i>					
64. Duration of courses taught was manageable	1	2	3	4	5
65. The workload on my course is manageable	1	2	3	4	5
66. I am generally given enough time to understand the things I have to learn on each subject	1	2	3	4	5
67. I improved my time-management while managing my workload	1	2	3	4	5
68. My workload helped me to manage my work stress	1	2	3	4	5
<i>Assessment</i>					
69. All my courses tested what I have understood rather than what I have memorized	1	2	3	4	5
70. I was tested both on theoretical and practical on my technical subjects	1	2	3	4	5
71. I improved my confident through class presentations	1	2	3	4	5
72. I have learned to explore ideas confidently	1	2	3	4	5
73. Assessment methods employed in my course content require team-building, analytical thinking and in-depth understanding.	1	2	3	4	5
<i>Intellectual Motivation</i>					
74. I have found the overall course that I took was motivating	1	2	3	4	5
75. The course has stimulated my interest in the field of study and my enthusiasm for further learning	1	2	3	4	5
<i>Personal development</i>					
76. The course has helped me to present myself with confidence	1	2	3	4	5
77. The course helped me develop my ability to work as a team member and improve my ability to cope with uncertainty	1	2	3	4	5
78. The course has helped my ability to work under pressure	1	2	3	4	5
79. The course equipped with action-planning skills and improved my leadership skills	1	2	3	4	5
80. The course has helped my ability to manage stress and conflict	1	2	3	4	5

81. My team building skills have improved	1	2	3	4	5
82. The course improved my skills in both spoken and written communication	1	2	3	4	5
83. The course improved my flexibility and creativity skills	1	2	3	4	5
84. The course developed my problem-solving skills	1	2	3	4	5
85. As a result of the course, I feel confident in tackling unfamiliar problems	1	2	3	4	5
86. Overall, I am satisfied with the quality of the course.	1	2	3	4	5
Work Placements					
87. Did your course involve any work placements? <input type="checkbox"/> Yes (Please answer Question 52 to 56) <input type="checkbox"/> No (skip Question 52 to 56)					
88. I received sufficient support and advice from my HEI about the organization of my placement	1	2	3	4	5
89. My placements were valuable in helping my learning	1	2	3	4	5
90. My placement have helped to develop my hard skill related to my course	1	2	3	4	5
91. My placement have helped to develop my soft skill	1	2	3	4	5
92. My placement have helped to develop my general life skills	1	2	3	4	5

Section G: Causes of Unemployment among ICT graduates

How do you rate your competencies?

Not at all	To a small extent	To a moderate extent	To a great extent	To a very great extent
1	2	3	4	5

93. Ability to analyze and solve problems.	1	2	3	4	5
94. Good communication skills (written and spoken)	1	2	3	4	5
95. The ability to work independently	1	2	3	4	5
96. The ability to develop creative and innovative enterprise solution	1	2	3	4	5
97. Good presentation skills	1	2	3	4	5
98. Technical skills	1	2	3	4	5
99. Work attitude	1	2	3	4	5
100. Team leadership capabilities	1	2	3	4	5
101. Decision making	1	2	3	4	5
102. Time management	1	2	3	4	5
103. Stress management	1	2	3	4	5
104. Confidence	1	2	3	4	5

105. 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

106. 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

107. Why do you think there is a skill gap between skills required by employers and skills offered by graduates?

Yes No

If your answer is "Yes", Please specify why:

108. How do you rank your hard skills abilities?

Not at all good Reasonably good Very good

109. How do you rank your soft skills abilities?

Not at all good Reasonably good Very good

110. 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)

111. 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:

112. In your opinion, which of the following is the best way to share your knowledge?

- Facebook Telephone (call / sms) Face to face
- E-mail Others:

113. Do you think you should have given more chance to work during your studies?

Yes No

If yes, why:

114. Please list your employment history in chronological order (first job - current/most recent job) since graduating:

YEAR (E.G. 1998)	EMPLOYER NAME (OPTIONAL)	DESIG- NATION	WORK RELATED TO STUDY	REASON FOR CHANGE OF EMPLOYMENT	DISTANCE (KM) HOME - WORK PLACE & VICE VERSA)	APPROX SIZE OF ORGANI- ZATION	MTH(S) IN POST (MTH & YEAR)	APPROX SALARY (PER MONTH - RM)
			<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Distance <input type="checkbox"/> Higher Salary <input type="checkbox"/> Bigger Organization <input type="checkbox"/> Related to studies <input type="checkbox"/> Retrench <input type="checkbox"/> Others. -----	<input type="checkbox"/> < 10 KM <input type="checkbox"/> 10 KM–50 KM <input type="checkbox"/> > 50 KM	<input type="checkbox"/> < 20 <input type="checkbox"/> 20 - 100 <input type="checkbox"/> 101 - 300 <input type="checkbox"/> 301 - 1000 <input type="checkbox"/> > 1000		<input type="checkbox"/> < RM1000 <input type="checkbox"/> RM1001 – RM2000 <input type="checkbox"/> RM2001 – RM3000 <input type="checkbox"/> RM3001 – RM5000 <input type="checkbox"/> > RM5000
			<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Distance <input type="checkbox"/> Higher Salary <input type="checkbox"/> Bigger Organization <input type="checkbox"/> Related to studies <input type="checkbox"/> Retrench <input type="checkbox"/> Others. -----	<input type="checkbox"/> < 10 KM <input type="checkbox"/> 10 KM–50 KM <input type="checkbox"/> > 50 KM	<input type="checkbox"/> < 20 <input type="checkbox"/> 20 - 100 <input type="checkbox"/> 101 - 300 <input type="checkbox"/> 301 - 1000 <input type="checkbox"/> > 1000		<input type="checkbox"/> < RM1000 <input type="checkbox"/> RM1001 – RM2000 <input type="checkbox"/> RM2001 – RM3000 <input type="checkbox"/> RM3001 – RM5000 <input type="checkbox"/> > RM5000
			<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Distance <input type="checkbox"/> Higher Salary <input type="checkbox"/> Bigger Organization <input type="checkbox"/> Related to studies <input type="checkbox"/> Retrench <input type="checkbox"/> Others. -----	<input type="checkbox"/> < 10 KM <input type="checkbox"/> 10 KM–50 KM <input type="checkbox"/> > 50 KM	<input type="checkbox"/> < 20 <input type="checkbox"/> 20 - 100 <input type="checkbox"/> 101 - 300 <input type="checkbox"/> 301 - 1000 <input type="checkbox"/> > 1000		<input type="checkbox"/> < RM1000 <input type="checkbox"/> RM1001 – RM2000 <input type="checkbox"/> RM2001 – RM3000 <input type="checkbox"/> RM3001 – RM5000 <input type="checkbox"/> > RM5000
			<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Distance <input type="checkbox"/> Higher Salary <input type="checkbox"/> Bigger Organization <input type="checkbox"/> Related to studies <input type="checkbox"/> Retrench <input type="checkbox"/> Others. -----	<input type="checkbox"/> < 10 KM <input type="checkbox"/> 10 KM–50 KM <input type="checkbox"/> > 50 KM	<input type="checkbox"/> < 20 <input type="checkbox"/> 20 - 100 <input type="checkbox"/> 101 - 300 <input type="checkbox"/> 301 - 1000 <input type="checkbox"/> > 1000		<input type="checkbox"/> < RM1000 <input type="checkbox"/> RM1001 – RM2000 <input type="checkbox"/> RM2001 – RM3000 <input type="checkbox"/> RM3001 – RM5000 <input type="checkbox"/> > RM5000

115. This section will enable me to better understand the career development of our ICT graduates. Please refer to the definitions in brackets and tick **one box in each row** to indicate your **main** activity at that time.

What were you doing after graduation?	Permanent employment (Work lasting more than 3 months)		Short-term employment/ contract	Further study	Unavailable	Unemployed	Not applicable
	<i>Full-time</i> (> 39 hours per week)	<i>Part-time</i> (< 39 hours per week)	(A job lasting < 6 months)	(Full or part-time study/ Continuing education/ training)	(Neither in nor Seeking employment / further study)	(Not in work but seeking employment)	(Not related)
3 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

116. 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
- Improve the communication better between HEI and students
- View vacancy and apply job vacancy online.

117. 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

118. Are you interested to apply for job vacancies through the proposed KMS in your faculty?

- Yes
- No

119. Do you think KMS could help HEI to support the curriculum review process if the KMS

provide them the skills and knowledge required by them?

- Yes
- No

120. Do you think the skills and knowledge gathered from the employers through KMS need to

be compared with the curriculum of the HEI. If your answer is 'No', please proceed to Question 123.

- Yes
- No

121. Do you think the results of knowledge and skills gathered from the employers through KMS

need to

be compared with the current curriculum of the HEI and shown in statistics form?

- Yes
- No

122. Please state your overall view on KMS in HEI

- Thank you -