

APPENDIX D: SURVEY FORM FOR EMPLOYER

EMPLOYER SURVEY

CHOOSE THE BEST ANSWER AND TICK FOR THE QUESTIONS BELOW.

Section A: Demographic Information

1. Please fill in the table below.

Organisation Name : (optional)	
Organisation Industry	
Interviewee's Name: (optional)	
Interviewee's Position: (optional)	
Years of Working	
Contact Details (optional)	Mobile Phone :
	E-mail Address :
Organisation Origin	<input type="checkbox"/> Local <input type="checkbox"/> International
Number of Employees	<input type="checkbox"/> 0 – 10 <input type="checkbox"/> 11 - 25
	<input type="checkbox"/> 26 – 50 <input type="checkbox"/> 51 - 75
	<input type="checkbox"/> 76 – 100 <input type="checkbox"/> Over 100

Section B: General Understanding on Knowledge Management

2. To what extent you understand the term “Knowledge Management”

- Little Not familiar Great
 Moderate Good

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

- Yes No

Section C: Knowledge Management Practices within the HEI

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

Effectiveness of Results of Using Knowledge Management Practices

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

Section D: Causes of Unemployment among ICT graduates

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

How do you rate ICT graduate competencies?

20. Ability to analyze and solve problems.	1	2	3	4	5
21. Good communication skills (written and spoken)	1	2	3	4	5
22. The ability to work independently	1	2	3	4	5
23. The ability to develop creative and innovative enterprise solution	1	2	3	4	5
24. Good presentation skills	1	2	3	4	5
25. Technical skills	1	2	3	4	5
26. Work attitude	1	2	3	4	5
27. Team leadership capabilities	1	2	3	4	5
28. Decision making	1	2	3	4	5
29. Time management	1	2	3	4	5
30. Stress management	1	2	3	4	5
31. Confidence	1	2	3	4	5

Section E: Skills required in the workplace

32. Do you have volunteer programmes (e.g. holiday work for university students)?

Yes No

If yes, do you pay the interns?

Yes No

If “No”, why not?

.....

33. Do you consider employing students for internship programme?

Yes No

If “No”, Why?

.....

34. Do you consider employing fresh graduates?

Yes No

If yes, do you pay the interns?

Yes No

If "No", why not?

.....
.....

35. Do fresh graduates that you employ meet your demand for skills in the workplace?
(Please **choose 1** only.)

Graduates are educated with **all or most** of the right skills for the job market.

Graduates are educated with **some** of the skills for the job market, **but not all** of the skills.

Graduates are **not** educated with the right skills for the job market.

36. What are the most important *skills or qualities you look for* when hiring new Fresh graduates? Please 3 main attributes.

Ability to analyze and solve problems.

Good presentation skills

Good communication skills (written & spoken)

Technical skills

The ability to work independently

Work attitude

The ability to develop creative and innovative enterprise solution

Education level

Other (please specify): -----

Experience

Team leadership capabilities

37. Which areas do your company spend the large amount of time and money on **training** fresh graduates? (Please **choose 3** only.)

Administration

Foreign language

Communication (writing or speaking)

Leadership

Compliance with relevant laws

Team work

Computers / information technology

Technical skills

Marketing, sales & customer service

Time management

Decision making / problem solving

Stress management

Other (Please specify): _____

Section F: How to improve employability

38. Do you think it is important for HEI to have communication link with employer to keep their curriculum up-to-date?

Yes No

39. Are you willing to give feedback to HEI on your market requirements?

Yes No

40. Do you think work placement / internship programme is required during the students' study?

Yes No

Please specify the reason :

.....

41. Do you think the students improve either their soft skills, hard skills or both after their internship programme?

Yes No

42. What advice would you give to fresh graduates to help them find a good job?
(Please **choose 2 only**.)

Get good marks in your studies.

Complete more than one degree.

Try to study overseas (if possible).

Choose courses that are demanded by employers; not just the easy or popular courses.

Learn practical skills by volunteering with youth or other organizations.

Develop the right attitude – be professional, prepared to work hard, willing to learn.

Other (please write):

.....

43. How do you rate the following recruitment method in your company?

Recruitment agency

Write-in letter

Word of mouth

Internet (e.g. mail)

44. What changes to the **education system** would you recommend to address the skills gap? (Please **choose 2 only**.)

- Teach more practical workplace skills and less theory.
- Offer courses that are relevant to employer demands; not just courses that are easy to teach.
- Improve the quality of education (course content, study materials, teacher quality).
- Require higher standards for students to pass.
- Education institutions should build better links with employers so they know what skills to teach.
- Other (please write):

.....

45. What laws or policies can the **Government** develop to address the skills gap? (Please **choose 2 only**.)

- Increase spending on universities and institutes (more teachers, higher salaries, better facilities).
- Improve education standards through stronger accreditation of universities and institutes.
- Facilitate better communications between Government policy maker, universities and employers.
- Other (please write):

.....

46. Are you ready to co-operate with the universities in preparing or “coaching” the students and graduates to the labour market.

- Yes No

47. If you agree with Question 17, how do you think it can be implemented?

- Put in the development of work placements / internships in co-operation with those employers offering work placements and the contact person/-s at the university or at the departments
- Universities could enhance the provision of career and study counseling and guidance for students.
- Tightening or intensification of working networks between enterprises and universities.
- Other (please write):

.....

48. How do you rank the following factors when you shortlist the candidate for a vacant position.

[1= lowest, 5= highest]

- University rating Soft skills CGPA Technical knowledge
 Level of education

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

49. What is the primary objective(s) or benefit(s) that you would obtain from using KMS?
(Choose the most important one from the list)

- Improve the communication between HEI and students
 Improve the communication between HEI and employers
 Improve the communication between HEI, industry and students.

50. Do you think KMS is important to be used to compare the skills and knowledge taught in the HEI and demanded by the employers?

- Yes
 No

51. In your opinion, is there a need to show the statistics that summarize the skills and knowledge taught in the HEI and demanded by the employers?

- Yes
 No

52. Do you think the KMS should connect the subject that has issues in the skills and knowledge covered with the proposed action?

- Yes
 No

53. How KMS could display the action to be taken based on the gap between the skills and knowledge supplied in the HEI and demanded by the employers in the job market?

- Just show an alert on the subject
- Based on the percentage difference, propose some effective action.
- Highlight the whole course. The HEI need to search for the subject manually and find for solution.

54. Should there be a graph in the KMS to display the affected skills? If you answer 'No', please proceed to question 49.

- Yes
- No

55. How many skills should be shown by the KMS in the graph which shows the affected skills requested by the employers?

- 1-5
- 6-10
- 11-20

56. Are you pleased if the KMS given you an option to upload job vacancies with all the skills and knowledge required? If your answer is 'No', please proceed to question 58.

- Yes
- No

57. Are you pleased if the KMS given you an option to view the candidate's application and invite the successful candidate for an interview?

- Yes
- No

58. Please give any other comments or suggestions on features that could help in supporting the development of KMS in reviewing / improving curriculum process.

- Thank You -