

APPENDIX H: SAMPLE INTERVIEWING DATA

INTERVIEWING

Abbreviation used for interviewing:

- (i) CSG_n : Current Student (Group)
 - (ii) CSI_n : Current Student (Individual)
 - (iii) GS_n : Graduated Student
 - (iv) GSG_n : Graduated Student (Group)
 - (v) AS_n : Academic Staff
 - (vi) NAS_n : Non-Academic Staff
 - (vii) E_n : Employer
 - (viii) EG_n : Employer (Group)
 - (ix) n : Represent the sequence number
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Interviewing with Graduated Students

Date: **4 January 2011**

Respondent Code: **GS₁**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Management Information system**

Gender: **Male**

Working Experience: **2 years**

Student (Pseudonym): **Ong**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|---|--|---|
| <p>‘I think KMS could improve the speed of curriculum revision and updating in HEI while keeping the good value of the curriculum.’</p> <p>‘HEI - industry collaboration improves HEI teaching and provides more eligible talents for industry.’</p> | <p>‘For curriculum review, I think the current system is focusing more on theoretical. I feel testing a student in both paper and technical examination will allow HEI to evaluate both efficiency and efficacy of the learning process for HEI curriculum. This will allow the students to develop a critical mind and a specific attitude to problem setting and solving which are vital for promoting innovation.’</p> | <p>‘For me, I feel that, graduated students’ biggest concern when applying for a job is their level of readiness to work’</p> | <p>‘I think it is good to show the skills and knowledge wanted by the employers’</p> | <p>‘I think besides increasing the changes of securing a job, it also encourages the students to pump in their level best effort to produce a quality project.’</p> |

Date: **6 January 2011**

Respondent Code: **GS₂**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Software Engineering**

Gender: **Male**

Working Experience: **2 years**

Student (Pseudonym): **Chin**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|---|--|---|
| 'I feel KMS could increase the quality of curriculum in HEI' | 'As we can see, lately, there is a shift from a teacher-centred to a learner-centred focus where HEI has given the priority to learners' educational needs and well-being.' | 'Hmmm, the graduates are worried about whether they are well equipped with the knowledge to take on work responsibilities.' | 'I strongly feel that HEI should update the students on the latest skills required by the employers' | 'I sincerely feel that, the work placement was very helpful for me in preparing myself for my first job.' |

Date: **12 January 2011**

Respondent Code: **GS₃**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Computer Networking and System**

Gender: **Female**

Working Experience: **2 years**

Student (Pseudonym): **Ng**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|---|---|--|
| 'KMS helps HEI to improve their curriculum in a more efficient and effective way.' | 'For the curriculum review in HEI, I strongly feel that teaching as coaching increases the quality of education perceived by students.' | 'I think lack in English language is the main cause for not securing a job' | 'I'll be happy if my faculty could guide me the skills that is in demand in the market' | 'I really thank my HEI for giving me an opportunity to go for industrial training. It was very helpful for me to know better the working environment.' |

Date: **18 January 2011**

Respondent Code: **GS₄**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Software Engineering**

Gender: **Female**

Working Experience: **2 years**

Student (Pseudonym): **Ko**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|--|---|--|---|
| 'Having a good collaboration between HEI and industry will help students to relate the theoretical concept they learned in HEI with the industry environment. It will prepare the students better for their career.' | 'In the traditional approach, the academician lectures and students listen. In pedagogic approach it is vice versa.' | 'I think the students are not prepared for the undertaking a job' | ' I think there should be a page where the current and graduated student are able to apply for job online' | 'I think some industries may conduct workshops where they could exhibit their needs. This is will awareness to the students in the area of their studies' |

Date: **26 January 2011**

Respondent Code: **GS₅**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Management Information system**

Gender: **Female**

Working Experience: **3 years**

Student (Pseudonym): **Susi**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|--|---|--|---|
| 'By implementing KM in HEI, I think good collaboration between HEI and industry will help students to relate their studies with the industry environment' | 'I would sincerely recommend the HEI to extend the industrial training to one year for the students to get more benefits.' | 'I really had a hard time to get myself familiar in the company for the first few months during my first job. I feel this can be improved if the students are given more exposure to the job market.' | 'Instate of showing all the skills required, may be there should be a statistics diagram or chart that shows only the top 10 skills required the most in the job market' | 'I personally think that, conferences and workshops should be given for the students. It will increase the knowledge and other soft skills of the students on their area of expertise.' |

Date: **8 February 2011**

Respondent Code: **GS₆**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Information science**

Gender: **Female**

Working Experience: **3 years**

Student (Pseudonym): **Nor**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|--|---|---|---|
| ‘I think it will improve the relationship between the students, HEI and Industry’ | ‘It should have been more useful for me if the industrial training was conducted during my first year or early of second year of my studies. At least there will be more time for me to improve myself in both soft skills and hard skills.’ ‘The students could effectively learn to think through real situations.’ | ‘Students are not given real time problem during their studies’ | ‘The students need to be well informed on their course and the carrier’ | ‘HEI should invite speech guest from industry to give speech to their students on latest issues in the market, which is mainly related to their studies.’ |

Date: **10 February 2011**

Respondent Code: **GS₇**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Management Information system**

Gender: **Male**

Working Experience: **1 years**

Student (Pseudonym): **Ali**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|--|---|---|--|
| ‘I feel KM will help to improve the quality of its services to their students’ | ‘By attending proper internship course, students could expose to real job markets and understand the current ICT industry skill requirements and demands. It will also improve their communication, interpersonal skills, boost confidence and enhance employability.’ | ‘although the graduates possess excellent results, they are unable to communicate effectively because they lack confidence’ | ‘... it should link the employers, faculty and students. This will provide valuable information for faculty and help them in improving the curriculum.’ | ‘... Industry may provide seminars and practical hands-on seminars to the students.’ ‘... I learn the importance of understanding a subject than memorizing them after coming back from industrial training.’ |

Date: **14 February 2011**

Respondent Code: **GS₈**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Software Engineering**

Gender: **Male**

Working Experience: **1 years**

Student (Pseudonym): **Abu**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|---|---|--|--|
| 'Hmmm... KM will improve the faculty quality in its curriculum' | '... I feel the HEI is focusing more on theoretical knowledge in the practical courses compared to hands on experience. ' | 'Some students are good in their knowledge but poor in communication' | 'There should be a proper way which illustrate the skills and knowledge required in the job market to the faculty' | '... I realize that I need to tremendously improve my soft skill after dealing with those colleagues during my work placement. ' |

Date: **17 February 2011**

Respondent Code: **GS₉**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Information science**

Gender: **Male**

Working Experience: **1 years**

Student (Pseudonym): **Zul**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|--|--|---|---|
| 'KM will definitely help HEI to compete with their competitors' | 'HEI giving lesser emphasize on practical knowledge' | '... I find difficulties to adapt myself to the working environment as I was lack of exposure to the real job market during my studies.' | 'I think the system suppose to highlight the subject(s) that is in danger and propose the action to be taken' | 'HEI may conduct counseling services such as career counseling by giving guidance on related skills such as resume writing, answering techniques in interviews, job search techniques and career planning.' |

Date: **22 February 2011**

Respondent Code: **GS₁₀**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Management Information system**

Gender: **Male**

Working Experience: **1 years**

Student (Pseudonym): **Zi**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|--|--|---------------|
| 'KM will help to improve the connections between HEI and students' | 'I think the HEI focus more to theoretical knowledge' | '... I think poor command of English is one of the major contributions for unemployment among the graduates' | 'There should be a function to upload students resume on the system which goes direct to the employer' | - |

Date: **28 February 2011**

Respondent Code: **GS₁₁**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Artificial Intelligent**

Gender: **Female**

Working Experience: **2 years**

Student (Pseudonym): **Mun**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|--|---|---|---------------|
| 'I think employers will be helpful in giving comments if KM exist between HEI and Industry' | '... I feel some of the technical subjects that I took during my studies did not conduct enough practical exercise for me. I realized that I was lack of practical knowledge in certain area when I started my work. ' | 'Lack of communication skills and technical skills' | 'the faculty should know how much theory and practical subjects thought in the course for the students' | |

Date: **3 March 2011**

Respondent Code: **GS₁₂**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Artificial Intelligent**

Gender: **Male**

Working Experience: **2 years**

Student (Pseudonym): **Kui**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|--|---|--|--|
| 'I think it will improve the communication flow in the HEI' | '... During my final year, I realized that the practical knowledge that I secure was not sufficient for me to complete my project by my own. ' | Not mentally ready to work. Besides that, I also feel because of communication problem. | 'the proposed system should compare the skills and knowledge thought and asked by the employers in the table form' | '... in general, ICT syllabus in Malaysian HEI emphasize on final examination. I realized my HEI follows the same method.' |

Date: **7 March 2011**

Respondent Code: **GS₁₃**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Software Engineering**

Gender: **Female**

Working Experience: **1 years**

Student (Pseudonym): **Priya**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|--|--|---|---|
| 'KM will help HEI to have a better link with the employers and of course their students' | '... I feel that, only a small fraction of the course marks are allocated for the coursework which consist of assignments and projects. In some HEIs, the coursework are also equipped with quizzes and test.' | '... graduates are not committed enough in looking for a job, especially those group of students who are from loaded family. ' | 'I think the comparison should be made between the HEI supply and employer's demand in percentage form' | '... I think the industrial training should be at least six months' |

Date: **9 March 2011**

Respondent Code: **GSG₁**

Interviewing Venue: **FCSIT**

No. of Respondent(s): **5**

Degree: **Information Science**

Gender: **5 Female**

Working Experience: **None**
Group

Student (Pseudonym): **Thivya**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|--|---|---|---|
| 'I feel that, KM will help to improve the internal activities in HEI' | '... I feel the industrial training should be longer with a quality hands on experience which is related to the course of study. ' I feel that '... internship course is very helpful to broaden the horizons of students by increasing their awareness of the world around them.' | '... Some graduates are not prepared to face challenges by entering into the job market.' | 'It should analyze and produce the results in the form of table or bar chart' | '... there should be more collaboration between HEI and industries' |

Date: **14 March 2011**

Respondent Code: **GS₁₄**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Software Engineering**

Gender: **Female**

Working Experience: **1 years**
Maha

Student (Pseudonym):

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|---|---|--|---|
| 'Oh.... KM will help HEI to improve its services. There is no doubt about it' | '... During my industrial training, I spend most of my time doing something that is not relevant to my studies such as the admin job. ' | '... When I graduated, I was not bold enough to take risk. It delays the process of my job seeking' | '.. it should show its results in chart which compares the skills and knowledge' | 'universities may conduct organizational events such as Organizing Career Fairs on campus where companies contact directly to interested students and graduates and have the opportunity to inform them about the type of qualifications they are looking for.' |

Date: **15 March 2011**

Respondent Code: **GSG₂**

Interviewing Venue: **FCSIT**

No. of Respondent(s): **4**

Degree: **Artificial Intelligent**

Gender: **4 Male**

Working Experience: **None**

Student (Pseudonym): **Kon Group**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|---|--|---|
| ‘KM will surely help HEI to move forward to develop quality graduates’ | ‘... I strongly agree that internship course could enhance students' academic performance and develop interpersonal skills and leadership skills’ | ‘... in order to succeed in twenty-first century, the students need to be self-directed learners. This could be achieved by going beyond the basic mastery of skills and curriculum to explore and expand one's own learning and opportunities to gain expertise’ | ‘the student should be able view the job vacancy, filter the vacancies available based on their interest and apply online’ | ‘... I would suggest for a longer industrial training period for the graduates. Besides that, life long learning will improve both the teaching and learning processes’ |

Date: **21 March 2011**

Respondent Code: **GS₁₅**

Interviewing Type: **Telephone interviews**

No. of Respondent(s): **1**

Degree: **Information Science**

Gender: **Male**

Working Experience: **2**

Student (Pseudonym): **Siti**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|--|--|---|---|
| ‘KM is very interesting as it will surely improve the HEI process if it is implemented properly’ | ‘... HEI should enhance the communication skills and personal qualities, interpersonal skills, thinking skills and ICT skills in the University curriculum.’ | ‘... Academic qualifications alone cannot help them to secure a job. ‘ | ‘.. it should produce report with the skills and knowledge information’ | ‘... life long learning will improve both the teaching and learning processes.’ |

Date: **25 March 2011**

Respondent Code: **GSG₃**

Interviewing Venue: **FCSIT**

No. of Respondent(s): **7**

Degree: **Information Science**

Gender: **5 Female, 2 Male**

Working Experience: **None**

Student (Pseudonym): **Kuna Group**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|---|--|---------------|
| 'KM... it is a very interesting topic in organization now I guess. It will surely improve the HEI process' | '... The curriculum of the institutions of higher learning should be developed in accordance with the development of technology.' | '... the graduates need to demonstrate initiative to advance skill levels towards a professional level and demonstrate commitment to learning as a lifelong process.' | 'Once they system identify the lack of skill / knowledge in the course, the system should propose an effective action to take' | - |

Interviewing with Current Students

Date: **22 February 2011**

Respondent Code: **CSG₁**

Venue: **FCSIT**

No. of Respondent(s): **8**

Degree: **Management Information System**

Gender: **5 Female, 3 Male**

Year (degree year level): **2**

Student (Pseudonym): **Mina Group**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|--|--|---|--------|
| ‘I think if the KMS provides benefits to all the three main groups of people (HEI, students and industry), the system will be flourishing. This will encourage all the three groups of people to put in more effort to make the KMS as a successful system.’ | ‘I feel that life-long learning will help the students to effectively learn to think through real situations.’ | ‘... employers have high requirement on the fresh graduates and end with disappointment as the HEI courses are not tailored towards industry demand, but are rather theory based.’ | ‘the system should be very focus on the job title in the employers page as the job title could be very broad’ | |

Date: **22 February 2011**

Respondent Code: **CS₁**

Venue: **FCSIT**

No. of Respondent(s): **1**

Degree: **Multimedia**

Gender: **Male**

Year (degree year level): **3**

Student (Pseudonym): **Zee**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|--|---|--|--------|
| ‘I think KM should help HEI to improve its activities’ | ‘I personally think that, certificate should be given to those students who participated in the training given by industry. This will encourage more students to participate.’ | ‘Not good in technical skills, as I still need to improve my skills after my studies’ | ‘t think the students should be able to see the skills and knowledge required’ | |

Date: **24 February 2011**

Respondent Code: **CS₂**

Venue: **FCSIT**

No. of Respondent(s): **1**

Degree: **Multimedia**

Gender: **Male**

Year (degree year level): **3**

Student (Pseudonym): **Yu**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|---|---|---|
| 'KM will help HEI to improve their communication with other (internal and external)' | '... HEI should conduct open day at their universities. This allows industries to visit the universities and present themselves to the stakeholders. This gives the HEI and students the opportunities to know more about the respective companies and their activities.' '... this gives an opportunity for the good students to get attracted by the employers and offer a job in their industry.' | 'I think lack of confidence can be one of the main reasons for unemployment.' | 'there should be a comparison of the skills produced in the HEI and the skills required by the employers' | 'I'll be very happy if my lecturers give us a real time project to do which encourage us to get connected to the companies' |

Date: **26 February 2011**

Respondent Code: **CSG₂**

Venue: **FCSIT**

No. of Respondent(s): **6**

Degree: **Artificial Intelligent**

Gender: **6 Male**

Year (degree year level): **3**

Student (Pseudonym): **Mi & group**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|---|---|---|
| 'KM will surely help HEI to improve its communication with others' | '... I do provide my feedback on the subjects or courses to my HEI by responding to the course evaluation form every semester.' | '... the lecturers who want to remain relevant will have to abandon the traditional lecture and start listening to and conversing with students. This can be done by shifting from a broadcast style to an interactive one. In doing so, the lecturers could encourage students to collaborate among themselves and with others outside the HEI.' | 'the system should show the results of the skills required into 2 categories, viz soft skills and hard skills.' | '... I had problem to adapt to the company culture' |

Date: **3 March 2011**

Respondent Code: **CS₃**

Venue: **FCSIT**

No. of Respondent(s): **1**

Degree: **Multimedia**

Gender: **Female**

Year (degree year level): **2**

Student (Pseudonym): **Zuan**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|---|---|--|---|
| 'KM will surely improve its services to their students' | '... I will discuss with my lecturers if there is any issue in the subjects that I'm enrolled.' | 'I think because of looking down at our own capabilities' | 'the students should be able to see the skills required' | ' I think until this point of my study, university do not emphasize on industrial skills' |

Date: **3 March 2011**

Respondent Code: **CSG₃**

Venue: **FCSIT**

No. of Respondent(s): **7**

Degree: **Information Science**

Gender: **7 Female**

Year (degree year level): **2**

Student (Pseudonym): **Gi & group**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|---|--|---|--|
| 'KM will of course improve the current HEI curriculum settings' | '... Last semester, the course structure objectives do not match with what I learn in the classroom. So, I discussed the issue with my lecturer, but no action was taken until end of the semester. ' | ' may be because the technical knowledge that the student learn in HEI is not suitable for the job market' | 'I think the system should allow the HEI to see the difference between the skills taught by them and what is asked by the employer' | '... newly employed graduates refuse to update their skills' |

Date: **5 March 2011**

Respondent Code: **CSG₄**

Venue: **FCSIT**

No. of Respondent(s): **5**

Degree: **Software Engineering**

Gender: **2 Female, 3 Male**

Year (degree year level): **2**

Student (Pseudonym): **Iswari & group**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|--|---|---|
| 'Sure can help in better system' | '... Sometimes, the basic textbook proposed in the course structure does not match with the syllabus. Even after complaining to the lecturer, there was no any revision in the course structure.' | 'because demanding for high salary, or may be because not equip with enough knowledge' | 'the system should allow the employer to invite the successful candidate for interview through the system itself' | '... students focus only on study and ignore soft skills' |

Date: **5 March 2011**

Respondent Code: **CS₄**

Venue: **FCSIT**

No. of Respondent(s): **1**

Degree: **Software Engineering**

Gender: **Male**

Year (degree year level): **1**

Student (Pseudonym): **Ina**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|---|---|--|---------------|
| 'I think it will improve its current activates in HEI' | 'Ok, but prefer if they could reduce the examination mark and give more marks for the internal, such as projects, assignments and presentation' | 'I think it is the students' responsibilities to prepare for the competition in the global market.' | 'the system should be able to highlight the subjects that is in problem' | nil |

Date: **8 March 2011**

Respondent Code: **CSG₅**

Venue: **FCSIT**

No. of Respondent(s): **4**

Degree: **Information Science**

Gender: **4 Male**

Year (degree year level): **2**

Student (Pseudonym): **lalu**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|--|---|---|---------------|
| 'KM is a hot topic today. If it is not successful in other organization, it will not be discussed anymore. So, I think it will help HEI to improve their daily routine' | 'Current curriculum, I think nothing much to complain. But I'll be happy if more labs is conducted for those technical subjects' | 'I feel the lecturers should encourage their students to discover for themselves and to engage in critical thinking instead of simply memorizing the professor's store of information.' | 'I feel the system should display the summary of each course on the system' | |

Date: **10 March 2011**

Respondent Code: **CSG₆**

Venue: **FCSIT**

No. of Respondent(s): **5**

Degree: **Artificial Intelligent**

Gender: **4 Female, 1 Male**

Year (degree year level): **2**

Student (Pseudonym): **Nini**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|--|--|---|---|---------------|
| 'Of course we think it will help HEI to improve its current system as a whole' | 'We think the current curriculum is still lack of real time activities. Real time activities will give us exposure to outside world' | ' I feel students do not explore to the job market' | 'We think there should be a page that allow the students to see the skills wanted by the employers' | - |

Date: **12 March 2011**

Respondent Code: **CS₅**

Venue: **FCSIT**

No. of Respondent(s): **1**

Degree: **Software Engineering**

Gender: **Male**

Year (degree year level): **2**

Student (Pseudonym): **Badu**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|---|--|--|---|
| 'It will allow people to share their knowledge easily.' | 'For now, we are happy with the curriculum. But, we will be happy if we are given more projects than test or quiz'. | '... the graduated students are good with theoretical but not practical' | 'the system should highlight to the HEI which subject is affected' | 'HEI may conduct counseling services to their students which could indirectly help to improve their abilities ' |

Date: **12 March 2011**

Respondent Code: **CSG₇**

Venue: **FCSIT**

No. of Respondent(s): **8**

Degree: **Information Science**

Gender: **8 Female**

Year (degree year level): **3**

Student (Pseudonym): **Mg & group**

| Importance of KM practices in faculty | Current HEI curriculum review | Causes of unemployment among ICT graduates | Proposed elements with KMS | Others |
|---|---|---|--|---------------|
| 'KM will help to improve the communication with others' | '... The HEI education should not be judged solely by the degree obtained at the end of our studies, but rather by the various experiences or knowledge that we pick up through co-curriculum activities on and off campus. ' | 'because of lack of knowledge in the area of study' 'because not confident enough to take a job' | 'there should be a page that allow the students to upload their resume to the employers' | |

Interviewing with Academic Staff / Non-Academic Staff

Date: **7 September 2010**

Respondent Code: **AS1**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Suha**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|--|---|
| ‘I think the currently implemented system still need to improve. I agree that connecting KMS with employers, students and HEI will help to improve the curriculum review process.’ | ‘During the current process of updating the curriculum, HEI is contacting the industry only to decide whether the course or curriculum proposed by department or faculty is accepted.’ | ‘The students are not working hard to secure a job in the job market. The HEI is investing a lot to improve their knowledge. But, we don’t see the same effort from the students.’ | ‘I strongly feel there should be a statistics that shows the variance between the employer’s demand on skills and what is being included in HEI curriculum’ |

Date: **13 September 2010**

Respondent Code: **AS2**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Manjit**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|---|--|
| ‘I agree that connecting KMS with employers, students and HEI will help to improve the curriculum review process.’ | ‘With the current system, the faculty normally contacts the employer only during the curriculum review process. This is done in a short period of time. This limits the exposure period during the course enhancement process, which limit the reviewer committee knowledge during enhancement of curriculum.’ | ‘I strongly feel it’s because of the students’ attitude.’ | ‘There should be a option where the faculty able to choose the course that they are interested in’ |

Date: **20 September 2010**

Respondent Code: **AS3**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Kong**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|--|--|
| 'I agree that connecting KMS with employers, students and HEI will help to improve the curriculum review process. Waiting to see your system in this faculty.' | 'Currently, we do not keep track the reports that we receive from the industrial training employers well on the comments of our students' performance. These enable us to help during the current curriculum review process. ' | 'I think it's because of their communication problem. Besides that, they are also not confident with their skills and knowledge' | 'For the variance, you should decide the action to be taken based on the percentage difference between the employer and the HEI. ' |

Date: **28 September 2010**

Respondent Code: **NAS1**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Non Academic Staff**

Gender: **Male**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(Head of School / Head of Department, Assistant Dean / Dean)

(Officer)

Academic staff (Pseudonym): **Ms.Maimuna**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|---|--|--|---|
| ' I think KMS could enhance the quality of curriculum and programs by identifying and lever aging best practices and monitoring outcomes' | 'Currently, there is a weak communication between HEI and industry. In order to improve the curriculum, the HEI need to have a better and continues communication with the industry. ' | 'May be due to their communication problem – talking in English' | 'There should be a statistics that shows what are the skills and knowledge covered in the course and what are lacking. This should be based on what the employers are asking' |

Date: **4 October 2010**

Respondent Code: **NAS2**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Non Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)
(Head of School / Head of Department, Assistant Dean / Dean)
(**Officer**)

Academic staff (Pseudonym): **Ms.mimi**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|--|--|
| ‘... KMS improve the speed of curriculum revision and updating ‘ | ‘... currently, we do contact employers for their feedback during the curriculum review process, but it is not sufficient ‘ ‘... The curriculum review members also look at what other HEIs are covering in their curriculum related to their courses. These situations prevent us from knowing what is exactly being asked in the job market by the employers. ‘ | ‘They need to be active during their candidature period in their studies.’ | ‘You may want to have the option of arranging the skills and knowledge wanted in ascending form. This will give a clear picture to the faculty on the skills and knowledge that are lacking in the current curriculum. |

Date: **12 October 2010**

Respondent Code: **NAS3**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Non Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)
(Head of School / Head of Department, Assistant Dean / Dean)
(Officer)

Academic staff (Pseudonym): **Ms.Saw**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|---|---|--|
| ‘Currently, KM is still not active in this faculty. I’m confident that your KMS will help the current curriculum review process. ‘ | ‘There are very small contributions from the lecturers during enhancement of the curriculum review process. ‘ | ‘Due to their communication problem.’ | ‘I think showing the variance is a good idea. But need to be confident with the formula that going to be used’ |

Date: **15 October 2010**

Respondent Code: **AS4**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: (**Lecturer /Senior Lecturer /Assoc.Prof /Prof**)

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Ter**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|--|---|
| 'I think KM is not practicable. But I think with your idea, KM could help the faculty to improve its service.' | 'I strongly feel that, the lecturers should keep themselves updated on the current subject(s) that has high demand in the job market. Based on this knowledge, they could propose the department or faculty on the changes or improvements in the curriculum.' | 'I think it's because of their attitude. They need to work hard for their future life' | 'It is good that, besides highlighting the competencies that are lacking, the system should propose the action to be taken based on the variance. This will give a complete system to the faculty'. |

Date: **21 October 2010**

Respondent Code: **AS5**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(**Head of School / Head of Department, Assistant Dean / Dean**)

Academic staff (Pseudonym): **Dr.Lolu**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|---|--|---|
| 'I'm not sure with the KM practice in this faculty. But since KM is a good practice, I think it's a good idea to introduce KMS in this faculty.' | '... currently, there is very minimal contribution from the lecturers during curriculum enhancement review process. To improve the curriculum quality, the lecturers need to inform their department on the need to update the curriculum.' | 'As a lecturer, I feel it's because of their own laziness. Some students are not good in their English. But I don't see many of them actually take interest to sharpen their language' | 'The system suppose to show the results in a diagram and graph or at least in a report form on the current curriculum.' |

Date: **21 October 2010**

Respondent Code: **NAS4**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Non Academic Staff**

Gender: **Male**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)
(Head of School / Head of Department, Assistant Dean / Dean)
(Officer)

Academic staff (Pseudonym): **Mr.Jeeva**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|---|---|
| 'I'm not sure on KM practice. As far as I know, there is not much KM practice in this faculty. Still need to look into it. ' | 'We get poor feedback from the lecturers unless the head of departments from each unit forces their staff to review their course curriculum and provide feedback to enhance the current curriculum.' | 'As we are dealing with the students, I feel it's because lack of self-confidence and may be because of their spoken and written English' | 'I feel the administrator's page should be separated from the main page through login page. When the user enters the username and password, it should identify the type of visitor' |

Date: **26 October 2010**

Respondent Code: **AS6**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)
(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Mai**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|---|--|--|--|
| 'I don't think this faculty actually practicing KM' | 'I think there is no proper contribution from the lecturers. The head of department need to place the pressure on the lecturers to get their feedback during enhancing the curriculum review process. The lecturer may get feedback from the students on their opinion on the subject (s) that they are currently teaching and update to their respective head of department.' | 'I think it's because they are not good with their practical. When it comes to programming subjects, some students are active in the theoretical. But when they are asked to do the practical, they do not know how to do. This can be due to weak foundation in programming. I strongly feel that the Computer Science students need to take a number of Mathematics subjects in their first and second year to improve their logical thinking. ' | 'The administrator should be able to identify if the students, faculty and employers are valid respondents. I think it's good if the students could view the employer's comments on the skills and knowledge. It will give an idea for the student on their courses and future ' |

Date: **9 November 2010**

Respondent Code: **AS7**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: **(Lecturer /Senior Lecturer /Assoc.Prof /Prof)**

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Ee**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|---|--|
| I feel KM practice in FSKTM is still weak. | '... currently all the faculty students are required to submit the course evaluation form for all subjects that they enrolled every semester. Although the students are giving feedback on the subjects, but not much consideration is taken while updating the curriculum.' | 'May be because lack of skills' | 'you may do a link to the subjects. By clicking on the subject, it should show the skills and knowledge that is taught. Based on that, the system could feedback to the user how they could improve the course.' |

Date: **15 November 2010**

Respondent Code: **AS8**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Male**

Position: **(Lecturer /Senior Lecturer /Assoc.Prof /Prof)**

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Pattu**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|---|--|---|--|
| 'KM practice in FSKTM?. I don't think there is any' | 'I strongly feel there is less weightage given to students' course evaluation form. I personally feel that the department or faculty needs to take consideration on the students' comments on the courses during enhancing the curriculum review process.' | 'Because of their communication problem and of course their attitude' | 'The system should clearly display the lack of skills and knowledge in a course' |

Date: **23 November 2010**

Respondent Code: **AS9**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: (**Lecturer /Senior Lecturer /Assoc.Prof /Prof**)

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Ms.Kairul**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|---|---|--|
| 'I don't agree if KM is practiced in this faculty' | 'I think the students are not aware the importance of their course evaluation form. Some of the students just blindly tick the options in the form. These do not give a proper guide to the curriculum review committee members during curriculum enhancement review process. ' | 'I think because of their own attitudes. ' | 'The system should show the variance between the employer and faculty' |

Date: **2 December 2010**

Respondent Code: **NAS5**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Non Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(Head of School / Head of Department, Assistant Dean / Dean)

(**Officer**)

Academic staff (Pseudonym): **Ms.Vee**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|---|--|---|--|
| '... KMS could improve the administrative services related to teaching and learning with technology, improved responsiveness by monitoring and incorporating lessons learned from the experiences of colleagues, student evaluations, and corporate or other constituent input. ' | '... currently, we do give consideration on student's comments, but the weightage need to be improved. ' | 'As I can see, most of the graduated are unemployed because of lack in English. I remembered lately there were many articles on this issues in the newspaper' | 'The system should show the variance in the form of graphics |

Date: **9 December 2010**

Respondent Code: **AS10**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Male**

Position: **(Lecturer /Senior Lecturer /Assoc.Prof /Prof)**

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Amiza**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|---|---|--|
| 'I think there is not much KM practice here' | 'I can say that, although the alumni members in MU are active, but not much consideration is given and taken based on the alumni's feedback.' | 'May be its because of lack of knowledge in their area of specialist' | 'I think the KMS should allow our graduated students to apply for job vacancies' |

Date: **14 December 2010**

Respondent Code: **AS11**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Male**

Position: **(Lecturer /Senior Lecturer /Assoc.Prof /Prof)**

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Khairul**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|---|---|---|---|
| 'KM practice in FSKTM is not very good yet' | '... the alumni is only active verbally during gathering. They do not write any suggestions or comments in the form provided to them. This enables the HEI to look at the holes or issues in the current curriculum.' | 'May be lack of required skills' | 'The system should show the variance between what is being taught and what is being asked in the faculty' |

Date: **23 December 2010**

Respondent Code: **AS12**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: **(Lecturer /Senior Lecturer /Assoc.Prof /Prof)**

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Sophian**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|---|---|
| 'KM still need to be improved in this faculty' | 'I think there is lesser weightage given on alumni's feedback on current curriculum. I feel that, alumni's feedback is an important contribution towards curriculum development as they are currently in the job market. So, faculty needs to give high priority to the feedback given by alumni members.' | 'May be because of their communication problem' | 'KMS should safe the skills and knowledge required by the employers and compare it with the current curriculum' |

Date: **28 December 2010**

Respondent Code: **AS13**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Male**

Position: **(Lecturer /Senior Lecturer /Assoc.Prof /Prof)**

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Sen**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|------------------------------------|---|---|---|
| 'I think still not good' | 'The alumni members are not providing sufficient feedback which help the HEI to enhance the curriculum review process. The HEI need to gather as much important information as possible during the alumni gathering from the alumni members which help the committee to enhance the curriculum review process.' | 'Due to communication problem and lack in skills required by the employers' | 'Your system should propose the action to be taken based on the lack of skills or knowledge identified' |

Date: **4 January 2011**

Respondent Code: **AS14**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(Head of School / Head of Department, Assistant Dean / Dean)

(Officer)

Academic staff (Pseudonym): **Dr.Amirul**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|------------------------------------|---|--|--|
| 'I don't think it is very active' | 'Currently, the HEI conduct curriculum review two to three years once. During curriculum review process, the faculty is checking whether the curriculum is meeting the learning outcome but they pay lesser emphasis on whether the current curriculum is significant, which meets the industry's' need.' | 'students need to be confident in their abilities' | 'When the faculty searches for a course, the results should be shown in form of graphics.' |

Date: **10 January 2011**

Respondent Code: **NAS6**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Non Academic Staff**

Gender: **Female**

Academic staff (Pseudonym): **Ms.Shan**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(Head of School / Head of Department, Assistant Dean / Dean)

(Officer)

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|---------------------------------------|--|--|--|
| 'I don't think it is active in FSKTM' | 'The HEI is updating their curriculum by benchmarking their course with other public universities (IPTA-research universities).' | 'The students are not active during their studies' | 'The system should show the variance between the employer and HEI' |

Date: **18 January 2011**

Respondent Code: **NAS7**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Non Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)
(Head of School / Head of Department, Assistant Dean / Dean)
(Officer)

Academic staff (Pseudonym): **Ms.Yet**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|---|---|
| 'KM still need to be introduced better here' | 'During the curriculum review process, the HEI decide on the curriculum enhancement by referring to the Association for Computing Machinery (ACM) Curriculum.' | 'Students are not working hard enough for their life' | 'The job title and subtitle given for the employer's page need to be clear. So, that the employer choose the right job title and subtitle.' |

Date: **18 February 2011**

Respondent Code: **NAS8**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Non Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)
(Head of School / Head of Department, Assistant Dean / Dean)
(**Officer**)

Academic staff (Pseudonym): **Ms.Sumi**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|--|--|---|-----------------------------------|
| 'KM practice in this faculty..... I can say very little' | 'I believe the department staff is not active enough to initiate improvement or introducing new curriculum in the faculty. ' | 'I can say it's because of their own attitude' | |

Date: **27 January 2011**

Respondent Code: **AS15**

Venue: **FCSIT**

No. of Respondent(s): **1**

Staff Type: **Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(Head of School / Head of Department, Assistant Dean / Dean)

Academic staff (Pseudonym): **Dr.Rama**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|---|---|---|---|
| ‘Currently, KM practice in this faculty is not very active. But if the faculty provide the awareness the importance of KM in HEI, I’m confident that all the staff with support it’ | ‘... there is no proper communication between the faculty and MDEC.’ ‘... With the current relationship level with MDEC, the HEI does not get MDEC’s feedback on their students’ performance in the industry contribution report.’ ‘... in order to improve the curriculum development, there should be proper two way communication between the faculty and MDEC.’ ‘... the faculty need to take extra effort to know how is their students performing during their courses which help the student to improve their educational quality.’ ‘... besides getting feedback from MDEC, HEI also could ask the students who attended the courses provided by MDEC.’ | ‘Firstly, I think it’s because of lack in the skills required in the job market. Secondly, it’s may be because of the student’s attitudes itself. Thirdly, it’s because of the faculty itself. I think the faculty need to prove more challenging and practical projects and exercises to our students’ | ‘Showing the variance of employer and faculty is really important’ ‘The results need to be in the form of table or graphics, where the faculty need not to waste time understanding the variance.’ |

Date: **24 February 2011**

Respondent Code: **NAS9**

Interviewing Type: **Telephone Interview**

No. of Respondent(s): **1**

Staff Type: **Non Academic Staff**

Gender: **Female**

Position: (Lecturer /Senior Lecturer /Assoc.Prof /Prof)

(Head of School / Head of Department, Assistant Dean / Dean)

(Officer)

Academic staff (Pseudonym): **Ms.Thivya**

| KM practices in the faculty | Current Curriculum review process | Causes of unemployment among ICT graduates | Proposed elements with KMS |
|-------------------------------------|--|---|-----------------------------------|
| ‘I think there is not much KM here’ | ‘... the academic and non-academic staff needs to take extra initiative to attend seminars, workshops and conferences to get themselves updated on the latest topic and issues discussed in the job market. By doing so, they may contribute to their department or faculty by giving constructive information to improve their current curriculum.’ | ‘because they are not good in their studies’ | Need to show the variance. |

Interviewing with Employer

Date: **10 March 2010**

Interviewing Type: **Telephone**

Company (city / state): **Petaling Jaya**

Position: **Senior Officer**

Employer (Pseudonym): **Mr.Roy**

Respondent Code: **E1**

No. of Respondent(s): **1**

Gender: **Male**

| Do you have knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|---|--|--|--|---|
| <p>‘Yes. We are practicing KM in our organization for knowledge sharing’</p> <p>‘KM could improve the relationship between student, faculty and industry’</p> | <p>‘I think HEI could improve the communication with the employers in the job market to know the latest happenings. This will help them to improve their curriculum review process ‘</p> | <p>‘students are memorizing mountains of theories rather than exploring and getting to know new information on the latest happening in the market related to their ICT courses.’</p> | <p>‘I think the specialized staff from the industry could conduct both technical and non-technical lectures for the students in the HEI. This could improve the relationship between HEI and industry. It is a good platform for professional and personal performance and also it helps to match with the industry demand.’</p> | <p>‘I’ll be very happy to participate with the KMS and I expect the system is always updated with the skill and knowledge requested by the employers. This will give the flexibility to the employers while entering the job vacancies with the skills and knowledge’</p> |

Date: **25 March 2010**

Interviewing Type: **Telephone**

Company (city / state): **Kuala Lumpur**

Position: **IT Manager**

Employer (Pseudonym): **Mr.Yas**

Respondent Code: **E2**

No. of Respondent(s): **1**

Gender: **Male**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|---|--|---|--|--|
| <p>‘Yes.’</p> <p>‘KM ’</p> <p>May increase the quality of curriculum by getting feedback from industry’</p> | <p>‘I strongly feel that, technical talks will provide technological importance that is within or outside their curriculum design. This will help them to improve their curriculum review process’</p> | <p>‘Skills taught in their universities do not match with the required skills in the job market.’</p> | <p>‘I strongly feel that, as the demands of the job market keep changing, before the students decide on their area of studies, they should carefully analyze the industry requirements.’</p> | <p>‘It’s a good idea to have a table which clearly display the skills under HEI and the skills required in the industry’</p> |

Date: **16 April 2010**
 Interview Venue: **Glenmarie, Selangor**
 Company (city / state): **Shah Alam**
 Position: **1 Head of IT department & 4 officers**
 Employer (Pseudonym): **Mr.Hany & Group**

Respondent Code: **EG1**
 No. of Respondent(s): **3**
 Gender: **1 Female, 1 Male**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|---|--|---|---|---|
| <p>‘Yes. I’m having experience of 3 years’</p> <p>‘KM could improve the speed of curriculum review process’</p> | <p>‘HEI could enhance their curriculum review process by improving the quality of curriculums and program. This will help them to improve their curriculum review process’</p> | <p>‘I think not challenging course syllabus is one of the factors that cause unemployment in the job market.’</p> | <p>‘I would advice the students to consult the service professionals to find out the demands of the employment market.’</p> | <p>‘The results should be presented in graphic report, as it is easier for the curriculum review members in HEI to make decision’</p> |

Date: **21 April 2010**
 Interviewing Venue: **Pasir Gudang, Johor**
 Company (city / state): **Johor**
 Position: **Officer**

Respondent Code: **EG2**
 No. of Respondent(s): **2**
 Gender: **1 Male & 1 Female**
 Employer (Pseudonym): **Mr.Mui & group**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|--|--|---|---|--|
| <p>‘Yes. Moderately’</p> <p>‘With KM, the HEI could improve its teaching and learning’</p> | <p>‘I strongly feel that, technical visits will help HEI to bridge the gap between academic training and real company experiences. This will help them to improve their curriculum review process’</p> | <p>‘Mismatch of qualifications with employers’ needs’</p> | <p>‘I think, the HEI need to bring their students, who have completed their first year, for an industry visit, before their second year, in order to expose them with general knowledge which is relevant to their studies. ‘</p> | <p>It will be good if the employer given the option to filter the job application based on their interest and invite the applicant for an interview with just one click‘</p> |

Date: **3 May 2010**

Interviewing Venue: **Shah Alam, Selangor**

Company (city / state): **Shah Alam**

Position: **Director**

Respondent Code: **E3**

No. of Respondent(s): **1**

Gender: **Female**

Employer (Pseudonym): **Ms.Mah**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|---|--|--|--|--|
| <p>‘Yes.’</p> <p>‘It could increase the quality of curriculum review process by identifying the skills and knowledge in demand’</p> | <p>‘I feel students’ collaboration between the industry and HEI will enable workers to access the information and knowledge and develop the new skills they need in a rapidly changing workplace. This will help them to improve their curriculum review process ‘</p> | <p>‘I think Lack of proper career guidance and information can be one of the contributors to unemployment among graduates’</p> | <p>‘I strongly advice the students to go into industry and take part in real business projects as they can learn extra knowledge and skills, which are not trained during classroom discussion.’</p> | <p>‘The employer should be able to sort the applications based on what I want’</p> |

Date: **14 May 2010**

Interviewing Type: **Telephone**

Company (city / state): **Serdang**

Position: **Officer**

Employer (Pseudonym): **Mr.Koi**

Respondent Code: **E4**

No. of Respondent(s): **1**

Gender: **Male**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|--|--|---|---|---|
| <p>‘Yes.’</p> <p>‘KMS help to improve the competencies taught in a course to suit the employer’s need’</p> | <p>‘I think, by collaborating with the industry, HEI can improve their relationship. This will help HEI to exchange and transfer the knowledge and technology. This will help them to improve their curriculum review process‘</p> | <p>‘I think because lack of soft skills and technical skills’</p> | <p>‘I totally do not agree to blame the students alone. I strongly feel that, life-long learning will keep the academic staff updated on the latest issue in the market. This will help the lecturers to furnish their students with the latest knowledge that is required in the job market‘</p> | <p>‘I think it is good if you could separate the hard skills and soft skills required in the employer’s job vacancy page’</p> |

Date: **18 May 2010**
 Interviewing Type: **Telephone**
 Company (city / state): **Shah Alam**
 Position: **IT head**
 Employer (Pseudonym): **Ms.Lip**

Respondent Code: **E5**
 No. of Respondent(s): **1**
 Gender: **Female**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|---|--|---|---|--|
| <p>‘Yes. We are practicing KM in our organization.’</p> <p>‘I’m confident that it will help to improve the overall quality of curriculum review process as HEI is comparing with the employer’s need’</p> | <p>HEI-industry collaboration has built up a good collaboration with industry and enriches teaching resources.</p> | <p>‘I think the universities are not providing the right knowledge to their students. This could be due to the fact that, HEI is not receiving the right requirements from the employer. This will cause mismatch between the employer and HEI’</p> | <p>‘ I feel that, by having a good knowledge on industry, the academic staff could deliver quality lectures with real-world example to provide a better knowledge on the assigned subject.’</p> | <p>‘The KMS should be user friendly to ensure that the employers continuously contribute to the proposed system’</p> |

Date: **27 May 2010**
 Interviewing Type: **Telephone**
 Company (city / state): **Nilai**
 Position: **Officer**
 Employer (Pseudonym): **Ms.Yer**

Respondent Code: **E6**
 No. of Respondent(s): **1**
 Gender: **Female**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|---|---|---|---|---|
| <p>‘Yes.’</p> <p>‘It could tighten the relationship between HEI, industry and students. This itself will make the curriculum review process better’</p> | <p>‘I think HEI need to be extra careful with their auditing within their universities’</p> | <p>‘Not ready for work’</p> | <p>‘I think more practical and hands-on experience such as a research or design project should be imposed in the learning objectives, as an addition to traditional lectures in the classroom.’</p> | <p>‘The system should allow the employers to view the application form and the attached resume in a user friendly manner’</p> |

Date: **10 June 2010**

Respondent Code: **EG3**

Interviewing Type: **Telephone**

No. of Respondent(s): **2**

Company (city / state): **Shah Alam**

Gender: **2 Female**

Position: **Officer**

Employer (Pseudonym): **Ms.Ram & group**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|--|---|--|--|--|
| ‘Yes.’ ‘Ensure that the right curriculum is produced’ | ‘I think the specific content of a course may be updated by delivering the knowledge on the advanced technology. This could be achieved by inviting international experts to deliver seminars or intensive semesters. ‘ | ‘Students find difficulties to adapt to environment. Communication is another major contributor for unemployment among graduates.’ | ‘Since you are talking about KM, I think it is a good idea to connect the industry and HEI. The Industry and HEI collaboration provide the students the taste of the “real world”, gaining a valuable practical experience, and feeding back that knowledge to students’ | ‘It is good id it could display the variance between the employer and HEI’ |

Date: **23 June 2010**

Respondent Code: **EG4**

Interviewing Type: **Telephone**

No. of Respondent(s): **2**

Company (city / state): **Kuala Lumpur**

Gender: **2 Male**

Position: **IT Executive**

Employer (Pseudonym): **Mr.But & group**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|--|---|---|---|--|
| ‘Yes.’ ‘It will sure increase the quality of the curriculum in the HEI as it is looking at the demand from the employers to know exactly what they wanted.’ | ‘I feel that, collaboration with industry could benefit the HEI as it may act as a source of input for academic curriculum. | ‘Lack of communication skills’ | ‘I would strongly stress that, the first year students should attend semester break internship course for at least one as it will grant students an opportunity to see how their existing knowledge needs to be effectively managed and applied. This will help the students to prepare themselves to face their future.’ | ‘It will be encouraging if the HEI update the employers on how well are their students performing through e-mail with the help of KMS. This gives us energy to continue contributing in the KMS’ |

Date: **29 June 2010**

Interviewing Type: **Telephone**

Company (city / state): **Johor**

Position: **Officers**

Employer (Pseudonym): **Mr.Loo & group**

Respondent Code: **EG5**

No. of Respondent(s): **3**

Gender: **2 Male**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|--|---|---|---|--|
| ‘Yes, reasonably.’ ‘KM may be helpful during curriculum review process’ | ‘to be successful in today’s market, the HEI must have good relationship to industry to know what is required in the job market and industry also need to have good relationship with HEI by updating our staff knowledge.’ | ‘Lack in technical skills and soft skills.’ | ‘I would say that, the HEI should encourage their students to attend conferences to get to know the latest happenings in the job market related to their studies. ‘ | ‘The KMS should show the variance between HEI and employer very clearly which could be helpful to make decision’ |

Date: **7 July 2010**

Interviewing Type: **Telephone**

Company (city / state): **Selangor**

Position: **Officer**

group

Respondent Code: **EG6**

No. of Respondent(s): **2**

Gender: **2 Female**

Employer (Pseudonym): **Ms.Kaya &**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|---|---|---|--|--|
| ‘Yes.’ ‘It could improve the speed of the curriculum review process by showing the purpose of updating the course based on the KMS report’ | ‘HEI should carry out internal and external audit of quality and making the corresponding reports of monitoring periodically. This will assist the universities in satisfying the teaching and learning quality to meet the current industry market.’ | ‘The total numbers of HEIs are increasing tremendously in Malaysia. I think HEI really need to ensure that they are providing courses that are being demanded in the job market.’ | ‘I think the universities need to practice career guidance services such as educational information, career guidance, increasing students’ knowledge of career development and informing graduates for job vacancies in order to have better access in the labour market.’ | ‘The KMS should highlight which courses are affected from not teaching the right skills and knowledge in the curriculum’ |

Date: **19 July 2010**

Respondent Code: **EG7**

Interviewing Type: **Telephone**

No. of Respondent(s): **2**

Company (city / state): **Selangor**

Gender: **2 Male**

Position: **Mr.Sensi**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|---|--|---|--|---|
| 'Yes.' 'KM could increase the relationship between the three employer and the HEI. It could also improve the relationship between HEI and student; and employer and student' | 'I think the HEI should conduct periodic assessment on their lecturers. We are ready to provide information to HEI provided they are ready to accept our comments or information.' | 'Not confident enough with their capabilities.' | 'I feel that, the HEI should focus more on group based projects in the curriculum. This type of group based projects will help students to learn the intended concepts, skills and refine those skills through working in diverse groups on another hand.' | 'The KMS should be able to provide action to be taken in case any problem or issues highlighted on the courses' |

Date: **27 July 2010**

Respondent Code: **EG8**

Interviewing Type: **Telephone**

No. of Respondent(s): **1**

Company (city / state): **Johor**

Gender: **1 Male**

Position: **Officers**

Employer (Pseudonym): **Mr.Poh**

| Your knowledge on KM & Importance of KM practices | How HEI could improve the current Curriculum review process | Causes of unemployment among ICT graduates | How to improve employability | Proposed elements with KMS |
|---|---|---|--|---|
| 'Yes.' 'By showing the lack of skills and knowledge in the course, I'm sure it will improve the overall curriculum review process' | 'HEI could arrange events such as seminars and conferences on issues concerning academia and industry which is affordable and convenient for students.' | 'Students are not confident with their capabilities.' | 'HEI could perform annual review of the curriculum with the help of industry, in order to make the curriculum more practice-based' | 'I propose if the KMS able to inform or trigger the faculty if any of the course is in 'danger' zone, in a situation where the skill is in demand by not offered in the course' |