

This survey is being undertaken by the Human Resource Management Unit, Chief Minister Department's Sarawak to determine the employers' needs of graduates into the job market in Sarawak.

The finding will help the causes to determine the mismatch between demand and supply of skills in the job market, which seems to be one of the major contributors to the high employment rate among the graduate in the state.

This survey is solely for the purpose to look into finding solutions to address the disparity and to plan the human capital requirement of the employers especially in the private sectors.

Once you have completed the questionnaire, please send it to the Secretariat. If you have any queries about the questionnaire, please contact:

CBG Secretariat
11th Floor, Wisma Bapa Malaysia,
Petra Jaya 93502 Kuching Sarawak
Tel: 082-445211/082-446212/082-311541
Fax: 082-311140/082-449490

Your participation is greatly appreciated.
Information provided will be treated strictly confidential



Section 1: ORGANIZATION PROFILE	
1. Please fill in the table below	
Agency Name	
Agency Industry	<input type="checkbox"/> Private or <input type="checkbox"/> Semi-Gov't or <input type="checkbox"/> Gov't
Respondent Name	
Respondent Position	
Contact Details	Office Phone:
	E-mail Address:
Number of Employees	<input type="checkbox"/> 0 – 10 <input type="checkbox"/> 11 – 50 <input type="checkbox"/> 51 – 100 <input type="checkbox"/> 101 – 500 <input type="checkbox"/> > 500
Number of Graduates	<input type="checkbox"/> 0 – 15 <input type="checkbox"/> 16 – 30 <input type="checkbox"/> 31 – 45 <input type="checkbox"/> 46 – 60 <input type="checkbox"/> > 61
Total % of Male Staff	<input type="checkbox"/> 0% – 20% <input type="checkbox"/> 21% –40% <input type="checkbox"/> 41%– 60% <input type="checkbox"/> 61% –80% <input type="checkbox"/> > 80%
Total % of Female Staff	<input type="checkbox"/> 0% – 20% <input type="checkbox"/> 21% –40% <input type="checkbox"/> 41%– 60% <input type="checkbox"/> 61% –80% <input type="checkbox"/> > 80%

Section 2 : EMPLOYMENT: Skills and Abilities	
2. What are the most important qualifications or skills you look for when hiring new employees.	
Please RANK from 1 – 10 inside the box i.e. do not tick a box) with 1 as the most important and 10 as the least important Only fill in those boxes that are relevant to your organization.	
QUALIFICATIONS	SKILLS
<input type="checkbox"/> Academic Qualifications	<input type="checkbox"/> Technical Skills
<input type="checkbox"/> Working Experience	<input type="checkbox"/> Analytical Skills
<input type="checkbox"/> Working Attitude	<input type="checkbox"/> Decision Making & Problem Solving Skills
<input type="checkbox"/> Ability to speak in English	<input type="checkbox"/> Communication Skills (Writing & speaking)
<input type="checkbox"/> Ability to use Micro-Soft Office (words, excel)	<input type="checkbox"/> Self Motivation Skills
3. What are the other factors not listed in Questions 2 that are an important consideration for hiring new employees. Ps specify;	
3.1	<input type="checkbox"/> Very Important <input type="checkbox"/> Important
3.2	<input type="checkbox"/> Very Important <input type="checkbox"/> Important
3.3	<input type="checkbox"/> Very Important <input type="checkbox"/> Important



4. Which skills or qualifications are lacking among your new employees recruited since June 2009?

Please RANK from 1 – 11 inside the box **i.e.** do **not** tick a box) with **1** – Most Lacking and **11** – Least Lacking
Only fill in those boxes that are relevant to your organization.

QUALIFICATIONS		SKILLS	
<input type="checkbox"/>	Academic Qualifications	<input type="checkbox"/>	Technical Skills
<input type="checkbox"/>	Working Experience	<input type="checkbox"/>	Analytical Skills
<input type="checkbox"/>	Working Attitude	<input type="checkbox"/>	Decision Making & Problem Solving Skills
<input type="checkbox"/>	Ability to speak in English	<input type="checkbox"/>	Communication Skills (Writing & speaking)
<input type="checkbox"/>	Ability to use Micro-Soft Office (words, excel)	<input type="checkbox"/>	Self Motivation Skills
<input type="checkbox"/>	Others, ps. specify _____		

5. Which skills or qualifications are lacking among your existing staff force (base averagely)

Please RANK from 1 – 11 inside the box **i.e.** do **not** tick a box) with **1** – Most Lacking and **11** – Least Lacking
Only fill in those boxes that are relevant to your organization.

QUALIFICATIONS		SKILLS	
<input type="checkbox"/>	Academic Qualifications	<input type="checkbox"/>	Technical Skills
<input type="checkbox"/>	Working Experience	<input type="checkbox"/>	Analytical Skills
<input type="checkbox"/>	Working Attitude	<input type="checkbox"/>	Decision Making & Problem Solving Skills
<input type="checkbox"/>	Ability to speak in English	<input type="checkbox"/>	Communication Skills (Writing & speaking)
<input type="checkbox"/>	Ability to use Micro-Soft Office (words, excel)	<input type="checkbox"/>	Self Motivation Skills
<input type="checkbox"/>	Others, ps. specify _____		

6. Which of the followings Working Attitude of an employee are important?

Please RANK from 1 – 12 inside the box **i.e.** do **not** tick a box) with **1** – Most Important and **12** – Least Important

<input type="checkbox"/>	Determination	<input type="checkbox"/>	Willingness to Learn	<input type="checkbox"/>	Like to Win	<input type="checkbox"/>	Follower
<input type="checkbox"/>	Hard Working	<input type="checkbox"/>	Cheerful to Work with	<input type="checkbox"/>	Not Aggressive	<input type="checkbox"/>	Leadership
<input type="checkbox"/>	Team Player	<input type="checkbox"/>	Comply to Instruction	<input type="checkbox"/>	Adaptability	<input type="checkbox"/>	Creativity



7. Which of the followings attitude do you usually encountered from most newly recruited graduates or employees?

(Please **Tick** the appropriate scale base on the number in the circle)

RESPONSES	ATTITUDE
(7.1) Work Initiative	Satisfactory ①--②--③--④--⑤ Disappointing
(7.2) Taking up responsibilities	Responsive ①--②--③--④--⑤ Avoiding
(7.3) Provide or seek assistant to colleagues	Giving ①--②--③--④--⑤ Taking
(7.4) Attend to daily job function	Hardworking ①--②--③--④--⑤ Lazy
(7.5) Ability to clarify doubts	Active ①--②--③--④--⑤ Passive
(7.6) Interest in Learning	Passionate ①--②--③--④--⑤ No Interest
(7.7) Ability to Learn	Slow ①--②--③--④--⑤ Fast
(7.8) Following Instructions	Negative ①--②--③--④--⑤ At all Times
(7.9) Overall Working Attitude	Very Poor ①--②--③--④--⑤ Excellence

8. Is it important for Graduates to have working experience before they applied a job in your organization?

Yes No

If your answer is Yes, please specify what type of experience would you recommend;

9. Can a Graduates' positive Attitude be replaced for his / her lack of working experience?

Yes, please specify some of the positive attitude,

No, please recommend what could a graduate compensate for their lack of working experience,

10. Which mode of training is more effective to train your new employees?

- On-the-job (informal learning)
- IN HOUSE (Company does training, i.e. HR department or managers)
- Through external training providers
- Employees are sent outstation for training
- Others (please write) _____



11. What are the skills or considerations you look into in employing graduates?

(Please **Tick** the appropriate box base on your scale of your preference)

SKILLS	Most Important	Very Important	Some Important	Little Important	Not Applicable	Not Important
Ability to communicate in Bahasa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to communicate in English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to communicate in Mandarin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic Qualification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Analytical Skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer / IT Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decision Making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emotional Excellence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrity & Honesty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpersonal Skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership Skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Networking within & outside office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Grooming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Positive Working Attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem Solving Skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales & Marketing Ability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self confident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self Motivation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teachable and good learning skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team spirit & Relationship Building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical Skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Willingness to Learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing Correspondence Skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Section 3 : EMPLOYMENT: Selection & Recruitment

12. How many staff, in each job function, do you plan to recruit in the next 5 years?

(Please write the number of staff you intend to recruit, i.e. do **not** tick a box)

Please fill in as much of this table as you can.

If you do not have long-term recruitment plans, you can leave columns blank for the later years

Only fill in those boxes that are relevant to your organization.

JOB FUNCTION PERSONNEL	2010	2011	2012	2013	2014
Accounting Executive					
Finance Executive					
Accounts Related Personnel					
Sales & Marketing Executive					
Administrative Executive					
Human Resource Executive					
Collection Executive					
Operation Executive					
Engineer					
Procurement Executive					
Purchasing Executive					
Warehouse & Store Executive					
Technical Executive					
Customer Service Executive					
Others; Please Specify, (i) _____	_____	_____	_____	_____	_____
(ii) _____	_____	_____	_____	_____	_____
(iii) _____	_____	_____	_____	_____	_____
Type of Industries - Personnel	2010	2011	2012	2013	2014
Manufacturing Personnel					
Hotel / Tourism / Hospitality					
Construction & Development					
Others; Please Specify, (i) _____	_____	_____	_____	_____	_____
(ii) _____	_____	_____	_____	_____	_____
(iii) _____	_____	_____	_____	_____	_____
(iv) _____	_____	_____	_____	_____	_____



13. In your view, which job categories are the most difficult to fill with suitable employees?

(Please **Tick** the appropriate box base on your scale of your preference)

Head of Department	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult	HR Management	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult
Accounting & Finance	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult	Auditing	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult
Technical / Maintenance	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult	Operation Staff	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult
Logistics & Warehousing	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult	Marketing & Sales	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult
Collection & Legal Assistant	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult	Customer Service	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult
Procurement & Purchasing	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult	IT Personnel	<input type="checkbox"/>	Easy	<input type="checkbox"/>	Difficult

Other (please write) _____ Easy Difficult

14. Base on your experience please respond to the following by **Ticking the most appropriate answer.** Select Not Applicable for those that are not applicable.

The followings are the preferred considerations by Organization to select graduates for employment;	Very Important	Little Important	Not Applicable	Not Important
14.1 With minimum 1 year of relevant working experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.2 The ability to communicate well in English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.2 The academic qualifications must be relevant to the job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.3 With preference for Male Candidates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.5 With preference for Female Candidates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.6 Choose by ticking preference for age between <input type="checkbox"/> 18 - 20 <input type="checkbox"/> 21 – 25 <input type="checkbox"/> 26 – 30 <input type="checkbox"/> above 31	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.7 Ability to write good resume & job application letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.8 The relevant academic qualification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.9 The ability to present themselves well during interview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.10 With strong reference to support job application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.11 The ability to use Microsoft Office i.e words, excel,etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.12 Good grades in academic result	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.13 Have self-confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.14 The ability to communicate in Chinese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.15 Willing to be posted out from home town	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.16 Have the drive & energy to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



15 Which of the following do you think would help the graduates to secure job offers:-

(Please choose 3 of the most important recommendation)

- 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 other organizations
- Develop the right attitude – be professional, prepared to work hard, willing to learn
- Practice good English in either written or speaking
- Choose the right University, preferably the private university (if possible)
- Others (please write) _____

16 What changes to the education system would you think may help to reduce unemployment?

(Please choose 3 of the most important recommendation)

- 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)
- Pay higher salaries to teachers and professors
- Require higher standards for students to pass
- Education institutions should link better links with employers so they know what skills to teach
- Others (please write) _____

(FOR AGENCY INVOLVED IN THE CAPACITY BUILDING PROGRAM ONLY)

Section 4 : The Capacity Building for Graduates, Sarawak

17 Evaluate the Capacity Graduates attached in your Organization

(Please tick a box appropriate to your level of satisfaction)

Note: 1=Unsatisfactory | 2=Marginal | 3=Satisfactory | 4=Exceed Expectation

With regards to the Capacity Graduates	Level of Satisfaction			
How do you rate the overall performance of the graduates attached	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Are the graduates committed to their work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The graduates contributing to your organization in terms of sales, profit, new ideas, suggestions, etc	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Are the graduates been attached at the right job in accordingly to their qualification	<input type="checkbox"/> YES		<input type="checkbox"/> NO	
Would you offer them permanent job if their performance is good	<input type="checkbox"/> YES		<input type="checkbox"/> NO	



18. The Attached Capacity Graduates in your Organization,

- Are they critically lack of working experience YES NO
- Are they critically lack of basic soft-skill (i.e. interpersonal skill) YES NO
- Are all the graduates been trained prior to their job assignment YES NO
- In your opinion, how should the graduates contributes more to your organization;
- _____

19. The Challenges under the Capacity Graduates Program?

- Do you have difficulties in managing the graduates YES NO
- Are the graduates showing signs of improvement under the attachment in your organization YES NO
- Do you think the graduates are able to handle the task assigned to them YES NO
- Are there any other challenges in managing the graduates performance (If YES, please specify _____) YES NO
- _____

20. Which of the followings work attitude do you encountered from the attached graduates under the Capacity Building Program?

(Please **Tick** the appropriate scale base on the number in the circle)

RESPONSES	ATTITUDE
(20.1) Work Initiative	Satisfactory ①--②--③--④--⑤ Disappointing
(20.2) Taking up responsibilities	Responsive ①--②--③--④--⑤ Avoiding
(20.3) Provide or seek assistant to colleagues	Giving ①--②--③--④--⑤ Taking
(20.4) Attend to daily job function	Hardworking ①--②--③--④--⑤ Lazy
(20.5) Ability to clarify doubts	Active ①--②--③--④--⑤ Passive
(20.6) Interest in Learning	Passionate ①--②--③--④--⑤ No Interest
(20.7) Ability to Learn	Slow ①--②--③--④--⑤ Fast
(20.8) Following Instructions	Negative ①--②--③--④--⑤ At all Times
(20.9) Alertness	Very Poor ①--②--③--④--⑤ Excellence
(20.10) Team player	Lacking ①--②--③--④--⑤ Efficient
(20.11) Ability to cope with task given	Unable ①--②--③--④--⑤ Efficient
(20.12) Require to monitor their performance	Yes ①--②--③--④--⑤ No Need
(20.13) Overall Working Attitude	Very Poor ①--②--③--④--⑤ Excellence



21. How would you suggest for the improvement for the Capacity Graduates Program?

22. What would you recommend to increase the employability of our Sarawak Graduates to reduce the unemployment rate?
