HEP-UKM

PUSAT HAL EHWAL PELAJAR, UNIVERSITI KEBANGSAAN MALAYSIA

UKMSISWAKLIK

Soft Skills Development: A Study of University Student Engagement in an Impactful Programs and Activities

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INTRODUCTION

- Soft skills in student development are highly highlighted at Universiti Kebangsaan Malaysia (UKM).

- To improve soft skills among students, Center for Student Affairs, HEP-UKM **encourages students to organize or participate in impactful programs or activities via online or offline** at the level of residential colleges, faculties, and universities in the country or abroad.

- At UKM, eight domains are highlighted in student programs and activities: **leadership, innovation, sustainability, culture, sports, volunteerism, uniformed bodies, and moral values**.

- All domains led to the **seven soft skills evaluation criteria** outlined by the Ministry of Higher Education (MoHE) Malaysia.

OBJECTIVE

- To assess the relationship between student involvement and the soft skills acquired while organizing and participating in impactful programs and activities via online or offline at UKM.
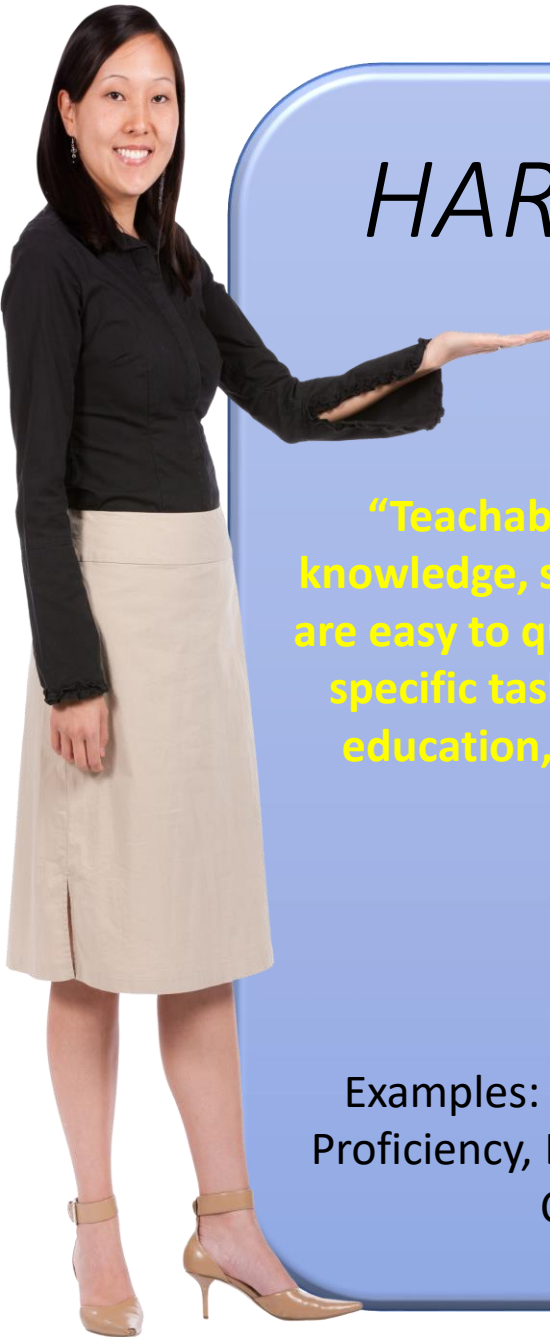
"Soft skills are personality traits, goals, motivations, and preferences that are valued in the labor market, in school, and in many other domains. They are a mix of dispositions, understandings, attributes and practices" (Yorke, 2006).

"Soft Skills represent a dynamic combination of cognitive and meta-cognitive skills, interpersonal, intellectual and practical skills. Soft skills help people to adapt and behave positively so that they can deal effectively with the challenges of their professional and everyday life."(Haselberger *et al.* 2012)

"Soft skills include communication, teamwork, problem solving, critical and innovative thinking, creativity, self-confidence, ethical understanding, capacity of lifelong learning, the ability to cope with uncertainty, as well as the willingness to accept responsibility (Kalfa and Taksa, 2015; Moore and Morton, 2017).

HARD SKILLS

VS

SOFT SKILLS

"Teachable abilities, skill sets of knowledge, specific competencies that are easy to quantify. Used to perform a specific tasks or role. Learn through education, experience or training"

Measurable
Easily defined
Specific

Examples: Computer Skills, Writing Proficiency, Language Skills, Degree or Certificate etc.

"Known as personality traits, interpersonal skills, or social competencies. Used to perform unique tasks that must be proven by demonstration and positively affect how you work and interact with others."

Hard to measure
Difficult to define
Universal

Examples: Time Management, Teamwork, Empathy, Organization, Problem Solving etc.

Why Soft SKILLS???

- To inspire leadership excellence, build confidence and good impression on others.

- To manage time well and stay focused.

- To learn how to make a proper decision with manners.

- To enhance public speaking, team building and presentation skills properly.

- For a smooth professional life by increasing the employability skills and help in career visioning & planning.

- For a strong interpersonal relationships.

- For more integrated operation, management and strategic goals.

- For sharpen the mind by having situational awareness.

"Soft skills influence how students interact with others, which make them good with strong personal quality, easy and compatible to work with"
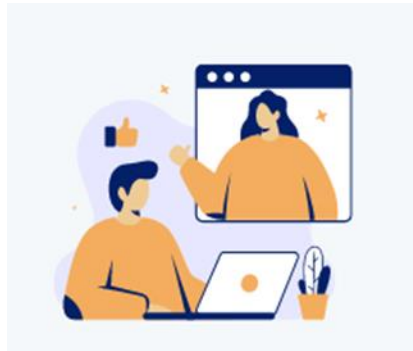
So, what is the most valued soft skills that our student need to have????

5 Ambition
6 Focus
4 Friendliness and manners
7 Common sense
3 Self-management skills
8 Situational awareness
2 Time management
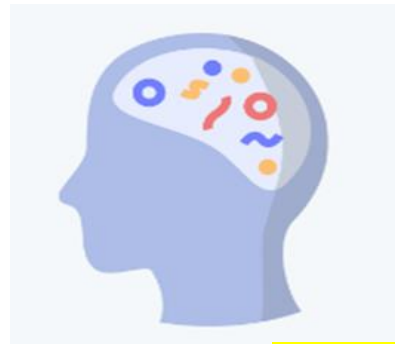9 Enthusiasm and optimism
1 Confidence
10 Empathy

not necessarily obtained from the lecture room!!

A set of soft skills has been proposed by the Ministry of Higher Education (MoHE), Malaysia to improve students' abilities and ensure that they are marketable and have high employability of graduates.

1. Communication Skills

2. Critical Thinking & Problem Solving Skills

3. Teamwork Skills
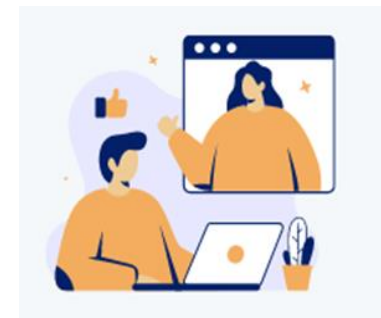
4. Lifelong Learning & Information Management Skills

5. Entrepreneurship Skills

6. Ethics & Profesional Moral Skills

7. Leadership Skills

TERKINI!!! SKPG 1

Sumber: Sistem Kajian Pengesanan Graduan (SKPG) 1, 21 November 2022

FAKULTI	% RESPON	% GE
FGG	100% (71/71)	100% (71/71)
PPCU	100% (67/67)	59.7% (40/67)
FPER	98.6% (720/730)	82.5% (594/720)
FFAR	97.8% (88/90)	72.7% (64/88)
FSSK	97.3% (1,078/1,108)	76.2% (821/1,078)
FSK	96.9% (470/485)	77.9% (366/470)
FST	96.9% (1,011/1,043)	66.2% (669/1,011)
FPEND	96% (961/1,001)	90.4% (869/961)
FPI	94.3% (755/801)	75.5% (570/755)
FUU	93.1% (175/188)	80% (140/175)
FKAB	87% (561/645)	70.2% (394/561)
FEP	88.6% (873/985)	80.9% (706/873)
FTSM	88.2% (306/347)	86.3% (264/306)
UKM-GSB	80.1% (221/276)	90.5% (200/221)

#MARA_GEUKM

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Problem Statement:

How to make 100% UKM Graduate Employability?

Hard Skill-Lecture, Exam, Quiz, Assignment, Project Capstone, Dissertation, Thesis Degree, Master, PhD

(In Classroom/Faculty and in Depth Discussion)

Soft Skill-Encourage students to organize and participate in Impactful Programs & Activities

(Out of Classroom/Faculty)

In UKM, we believe that **impactful programs & activities can completing the hard skills by developing their soft skills** (generic skills) such as communication, attitude towards work, working in a group, punctuality, adapting to work requirements, working under pressure, being independent, and being able to work with people from different groups and backgrounds. **These values are important aspects of assessment during the job interview.**

WHAT ARE THE
SERVICES
PROVIDED BY

CENTRE FOR STUDENT AFFAIRS (HEP-UKM) TO DEVELOP STUDENTS' SOFT SKILLS??????

KEMENJADIAN PELAJAR
STUDENTS DEVELOPMENT

- Pengurusan Bakat dan Anugerah
- Pembangunan Sahsiah Pelajar

- *Talent Management and Awards*
- *Students' Personality Development*

FUNCTIONS OF TALENT MANAGEMENT & AWARDS

- Manage and approve local and international students' programs and activities via online or offline in the country or abroad through iSTAR system.

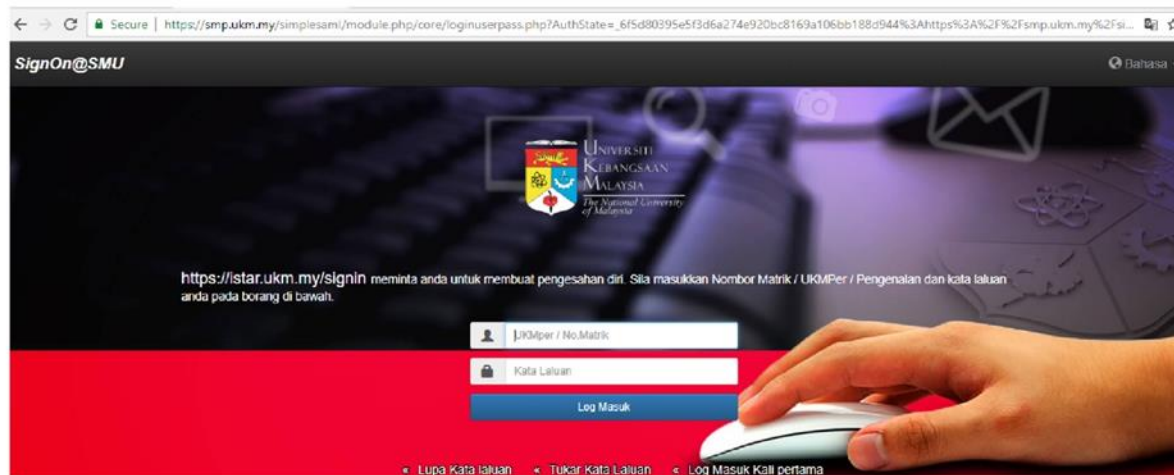*- Coordinate the Excellence Students Awards.*

FUNCTIONS OF STUDENTS' PERSONALITY DEVELOPMENT

- *Plan and organize the personality development programs and activities via online or offline with the domain of UKM.*
- *Conduct the HYBRID general course, namely LMCR 1412 Management of Impactful Program.*
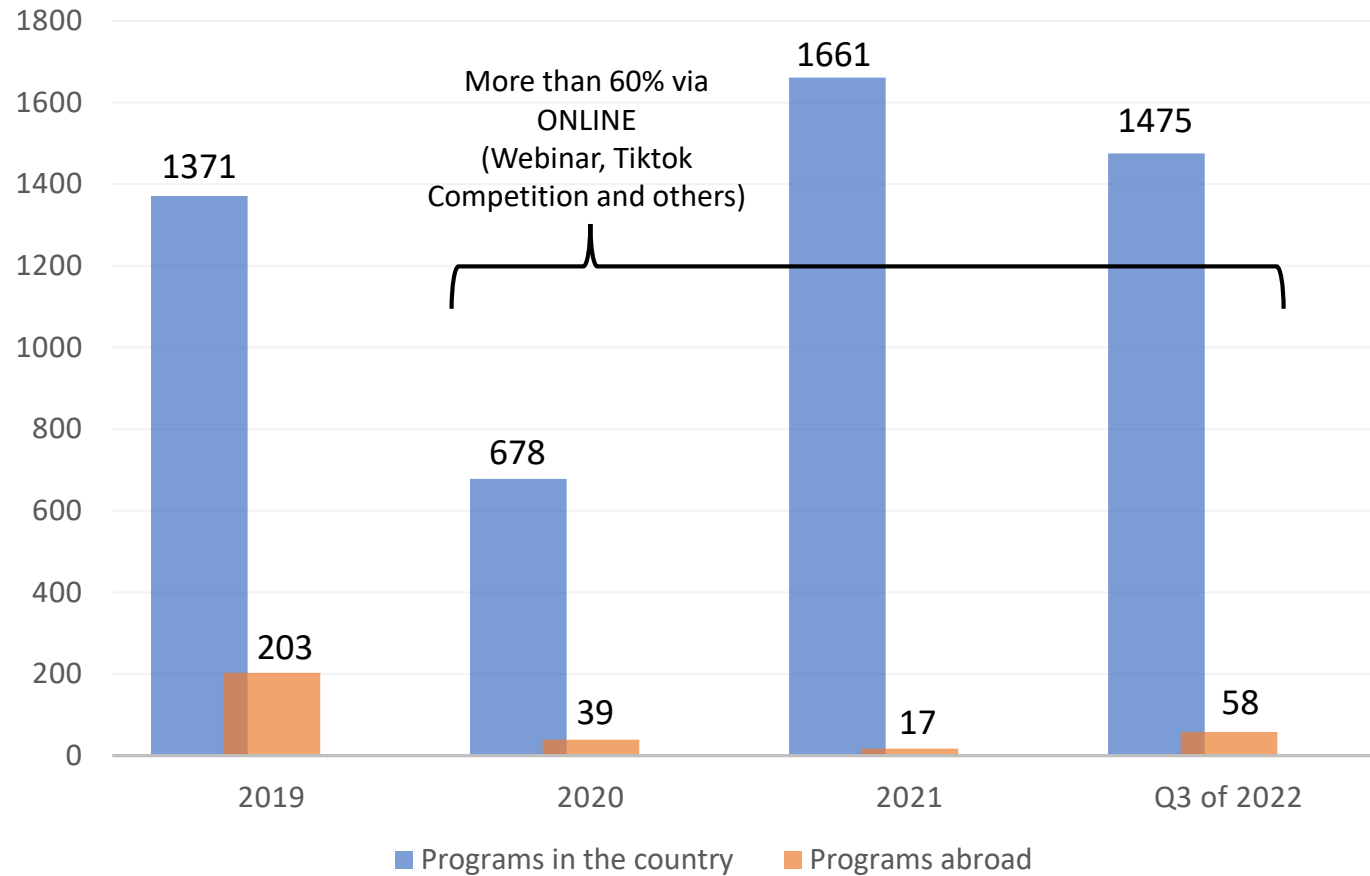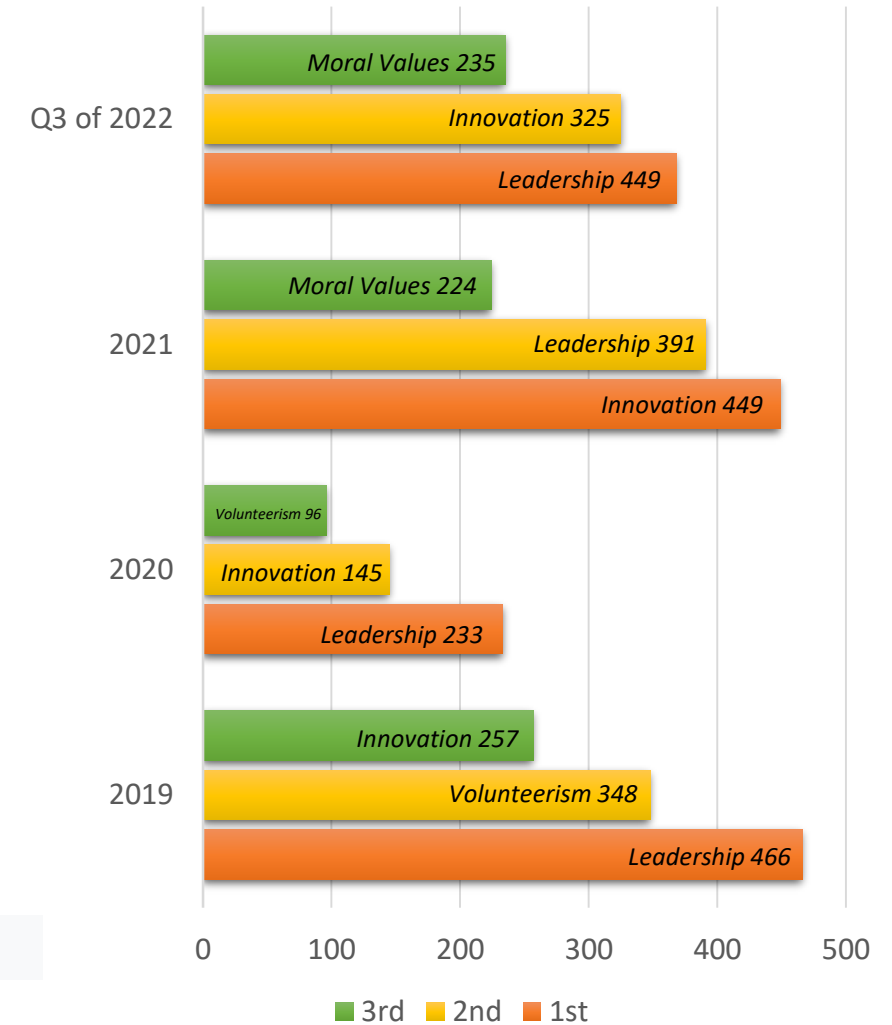
https://istar.ukm.my

Program approval data from the iSTAR system (a system created for students to register programs they wish to organise or be involved as participants) **was selected data from 2019-2022** *because this study wants* **to see the trend of programs and activities before, during and after the Covid-19 pandemic.**

Approval of UKM students' programs and activities

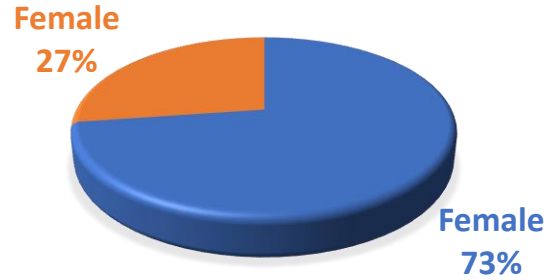Students' Programs Approval by Preferred Domain

Updated data is up to October 12, 2022, from iSTAR system.
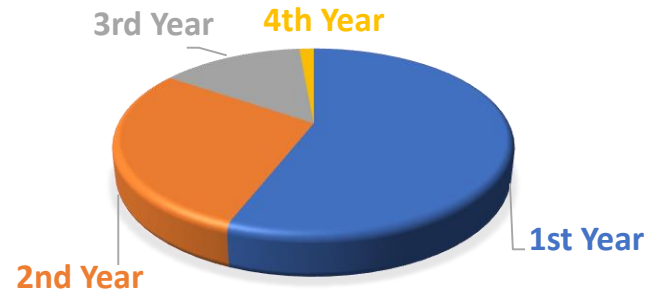
Further Research

- Questionnaires was adapted and modified using previous questionnaires from UTHM.

- Questionnaires are distributed for 2 weeks from 22 November to 6 December 2022 online using WhatsApp and Telegram applications.

- A snowball sampling method was used by including a survey link and asking respondents to spread it to their contacts among UKM students.

- A total of 422 respondents were successfully collected during that period of time.

- The questionnaire was made in Malay version that contains 3 main parts: 1) socio-demographic information of the respondent; 2) intention to support impactful programs and activities via online or offline; and 3) 7 component of soft skills.

- The questionnaire contains 31 question items and uses a 5-point Likert scale; 4 items on the respondent's socio-demographic information, 3 intention to support impactful programs and activities via online or online and 24 items on 7 component of soft skills.

- Data were analyzed using the Statistical Package for the Social Sciences (SPSS), version 26. Descriptive statistical analysis focused on mean score.
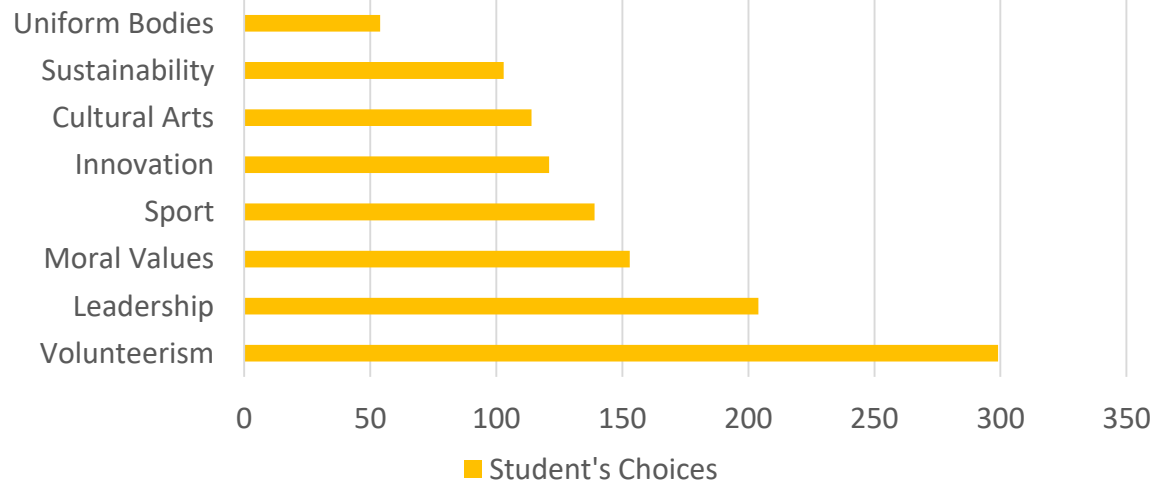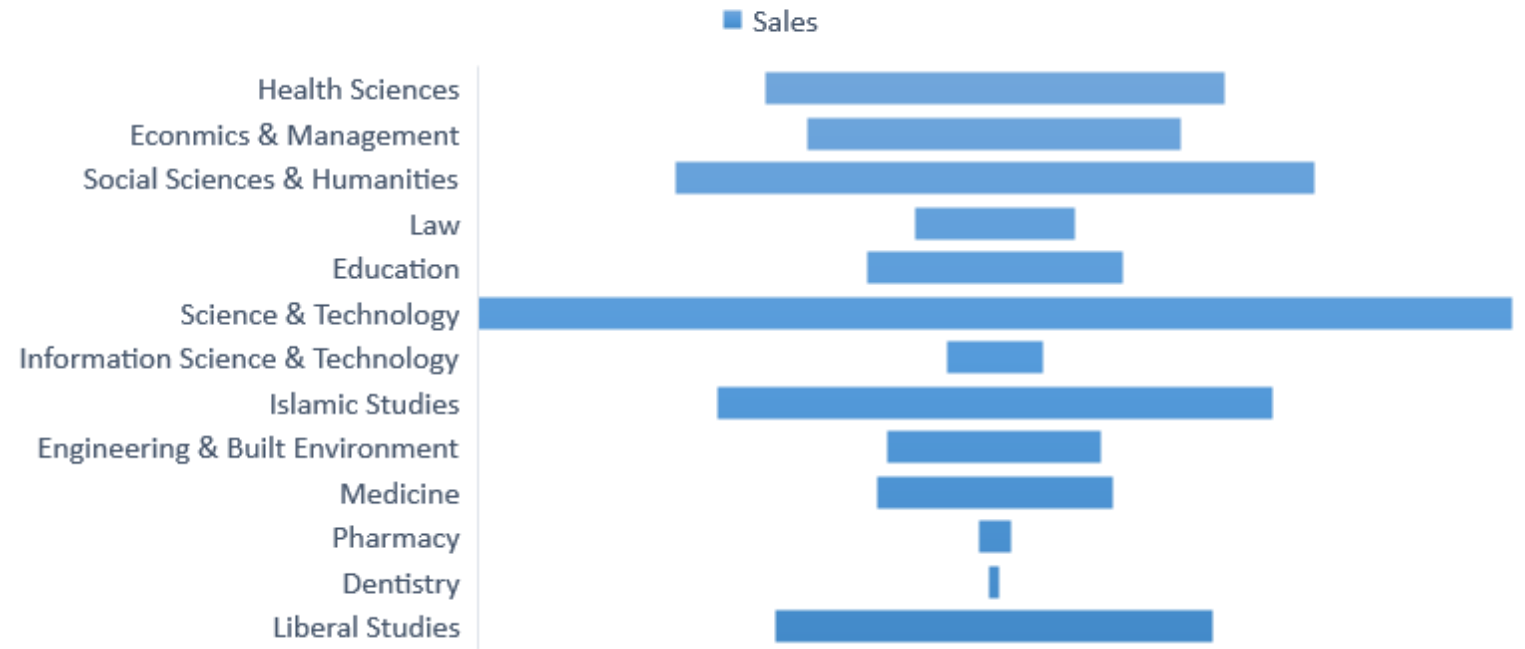
GENDER

Female 27%

Female 73%

FACULTY

■ Sales

Faculty
Health Sciences
Econmics & Management
Social Sciences & Humanities
Law
Education
Science & Technology
Information Science & Technology
Islamic Studies
Engineering & Built Environment
Medicine
Pharmacy
Dentistry
Liberal Studies

YEARS OF STUDY

3rd Year   4th Year

2nd Year   1st Year

Domain that is the main choice of students for organizing or participating in programs or activities via online or offline.

Domain
Uniform Bodies
Sustainability
Cultural Arts
Innovation
Sport
Moral Values
Leadership
Volunteerism

■ Student's Choices

0   50   100   150   200   250   300   350
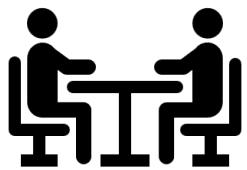
However:

58.4%

of the respondents prefer to organize and participate on online programs and activities!

INTENTION TO ENGAGE:

1. I am willing to support impactful programs and activities via online or offline if they have the potential to improve soft skills. (Mean=4.63, Very High)

2. I am willing to support impactful programs and activities via online or offline if they are useful to improve my soft skills and others. (Mean=4.55, Very High)

3. I am willing to recommend impactful programs and activities via online or offline to other students and my close friends. (Mean=4.42, Very High)

Overall Mean Score=4.54 (Very High)

UKM programs and activities via online and offline are able to improve:

Communication Skills
Mean=4.38
(Very High)

Critical & Problem Solving Skills
Mean=4.37
(Very High)

Teamwork Skills
Mean=4.46
(Very High)

Lifelong Learning & Information Management Skills
Mean=4.36
(Very High)

Entrepreneurship Skills
Mean=4.24
(Very High)

Ethics & Professional Morals Skills
Mean=4.10
(High)

Leadership Skills
Mean=4.42
(Very High)

DISCUSSION

- The results show that the students choose programs and activities via online or offline that have elements of leadership, innovation, moral values and volunteerism.

- This data is consistent with the program approval data that has been received.

- This intention to engage shows that they strongly agree that impactful programs and activities via online or offline can improve their soft skills.

From Offline activites

LATIHAN MEDAN INTEGRASI KOR SISPA UKM

KURSUS FASILITATOR UPSM UKM

KURSUS ASAS PASUKAN GERAKAN AM (PGA)
MODUL MEMBACA PETA, KOMPAS, PANDU ARAH & LAWATAN KE FEDERAL RESERVE UNIT (FRU)

PROGRAM TRANSFORMASI ORGANISASI

LATIHAN TEMPATAN PALAPES UKM TAHUN 2022

To Online activities

FORUM KESEPADUAN MASYARAKAT PELBAGAI KAUM KE ARAH PEMBENTUKAN KELUARGA MALAYSIA

WEBINAR ASPIRASI KELUARGA MALAYSIA: KEBERSAMAAN

JELAJAH PERPADUAN GENERASI MUDA 2022

"TAHUKAH ANDA TARIKAN WARISAN BUDAYA DI MALAYSIA?"

CONCLUSION

- Therefore, this data is essential for UKM management to approve and encourage programs and activities via online or offline that have an impact in line with the desire for student involvement that goes hand in hand with developing soft skills.

- UKM management is also encouraged to channel funds for impactful programs and activities via online or offline that go hand in hand with developing soft skills.

- All in all, the involvement of students in impactful programs and activities via online or offline is an added value in student development to increase career market opportunities after graduation.

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TERIMA KASIH | THANK YOU