



Faculty of Cognitive Sciences and Human Development

**UNEMPLOYMENT AMONG UNIVERSITY GRADUATES
IN PENKALAN CHEPA, KELANTAN**

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**UNEMPLOYMENT AMONG UNIVERSITY GRADUATES
IN PENKALAN CHEPA, KELANTAN**

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ABSTRACT

Unemployment is one of the problems in the economy that is caused by a labour imbalance which indicates that the amount of labour that offered more than the amount of manpower requested. The height of the unemployment rate occur will reflect good or bad the economy of a country or a region. In addition, one of the most important issues for a country or area is this unemployment problem will have an impact on a variety of crime, social politics, and poverty.

In Kelantan, the unemployment rate is relatively moderate compared to other states in Malaysia. This can be seen from the development of the graduate unemployment rate in Kelantan in 2020 of 6.0%. Unemployment that occurs theoretically, of course, there are several indicators that affect it, among which are population growth and education.

A study on unemployment among graduates needs to combine all the different opinions from different sources and analyse those opinions to obtain accurate results. A study on the factors, effects and recommendations involved in this problem can reduce the unemployment rate in Kelantan especially in Pengkalan Chepa.

ABSTRAK

Pengangguran merupakan salah satu masalah dalam ekonomi yang disebabkan oleh ketidakseimbangan tenaga kerja yang menunjukkan bahwa jumlah tenaga kerja yang ditawarkan melebihi jumlah tenaga kerja yang diminta. Tingginya tingkat pengangguran yang terjadi akan mencerminkan baik buruknya perekonomian suatu negara atau suatu daerah. Selain itu, salah satu masalah yang sangat penting untuk diperhatikan oleh suatu negara atau daerah adalah masalah pengangguran ini akan berdampak pada berbagai sosial, politik dan kemiskinan.

Di Kelantan, kadar pengangguran agak sederhana jika dibandingkan dengan negeri lain di Malaysia. Ini dapat dilihat dari perkembangan kadar pengangguran siswazah di Kelantan pada tahun 2020 sebanyak 6.0%. Pengangguran yang berlaku secara teori, malahan ada beberapa petunjuk yang mempengaruhinya, antaranya ialah pertumbuhan penduduk dan pendidikan.

Satu kajian berkaitan pengangguran dalam kalangan siswazah perlu menggabungkan semua pendapat yang berbeza daripada sumber-sumber yang berbeza dan menganalisis pendapat tersebut untuk memperolehi keputusan yang tepat. Kajian mengenai faktor, kesan dan cadangan yang terlibat dalam masalah ini boleh mengurangkan kadar pengangguran di Kelantan terutamanya di Pengkalan Chepa.

CHAPTER 1

OVERVIEW OF STUDY

1.0 Introduction

The study examines unemployment in Pengkalan Chepa, Kelantan, among university graduates. This chapter includes a background of study, a statement of problem, research goals, issues related to research, conceptual framework, significance of study, study limitation and definitions of terms. This chapter is significant as it offers an overview of what the study is all about.

1.1 Background of Study

The unemployment rate among university graduates is increasing. A total of 216,048 (56%) university graduates are unemployed out of 385,800 unemployed in Malaysia (Hadarah Daily, 2015). The findings of a study by Manpower Staffing Services (M) Sdn. Bhd also reported that 3 out of 5 university graduates need to take more than 6 months to earn jobs and the other 40% take longer than that.

The dispose of graduates in the labour market is not a new issue. The country was once burdened with this problem in the 1980s by the world economic recession which also affected the Malaysian economy. The highest number of graduate unemployment ever recorded was in 1987 and 1988, which were 19,000 and 15,000 respectively (Rahmah, 2000). Meanwhile, data from the ministry of human resources has increased from 400 people in 1980 to 10,189 people in December 1988 (Jomo, 1990).

In Malaysia, the issue of unemployment among graduates is always highlighted in the media and electronics. Despite having degree qualifications, many graduates in Malaysia do not yet have jobs. There are many questions that arise in connection with this. Where is the mistake? Is it a mistake for graduates to choose jobs too much? Many courses offered at the

University are irrelevant. Many questions can be raised. To make matters worse when more private universities are approved to offer various programs. The number of graduates from privates is increasing every year and many thinks that private universities and colleges in the last 10 years have implemented a factory industry that produces more manpower than the demand by the employment industry.

Those who quit their jobs and try to get a new job also share this problem. The unemployed who quit their jobs in the last three years are still failing until today in trying to get a permanent job despite having extensive knowledge and experience in work.

1.2 Problem Statement

The research explores several questions that related to the factors of university graduates' unemployment issues in Pengkalan Chepa, Kelantan. More research about unemployment among university graduates was carried out and one of the studies was conducted by Zaliza Hanapi and Mohd Safarin Nordin, 2013 on Unemployment among Malaysian Graduates: qualities of graduates, competency of lectures and standard of education. From the study, the results showed that the most respondents agreed to graduates attributes, lecturer's competency and quality of education referred to in the study curriculum are factors leading to Malaysian graduates' unemployment issue. 21 public and 38 in the private universities in Malaysia about 51,000 graduates a year. According to a 2018 report conducted by the Ministry of Education Malaysia Graduate Tracer Research but one year after graduation around 60 percent stay unemployed.

According to Slamon J. (1999) in his book Economics (Fourth Edition), the unemployed are those who are not working even though they are in the age range of working people, but they are available to work at the current wage rate. Globally, the issue of unemployment follows a cycle of volatility like the world economy, and the two are

interrelated with each other. The problem of unemployment or inability to get a job equal to their qualifications is a problem that is frequently faced by the youth of today in relation to the present. Some graduates do not have the experience, skills and abilities that are sufficiently necessary for organizational needs, whereas graduate students spend two to four years trying to pursue a diploma or bachelor's degree. In this research, researchers want to study in more depth and find out the reasons why many university graduates in Pengkalan Chepa unemployed.

In conclusion, the unemployment among university graduates in Pengkalan Chepa should be investigated specifically since unemployment is a big issue in development of nation. In this study, the researchers an attempt is made to explore the unemployment among university graduate in Pengkalan Chepa, Kelantan located in the northeast of Peninsular Malaysia

1.3 Research Objectives.

The general and specific objectives underlying the current research are stated below.

1.3.1 General Objective

The research aims to explore unemployment among selected university graduates in Pengkalan Chepa, Kelantan.

1.3.2 The specific objectives are:

1. Identify the factors influencing unemployment among university graduates
2. To explore the effects of unemployment among university graduates
3. To explore the recommendations for reducing unemployment among university graduates.

1.4 Research questions

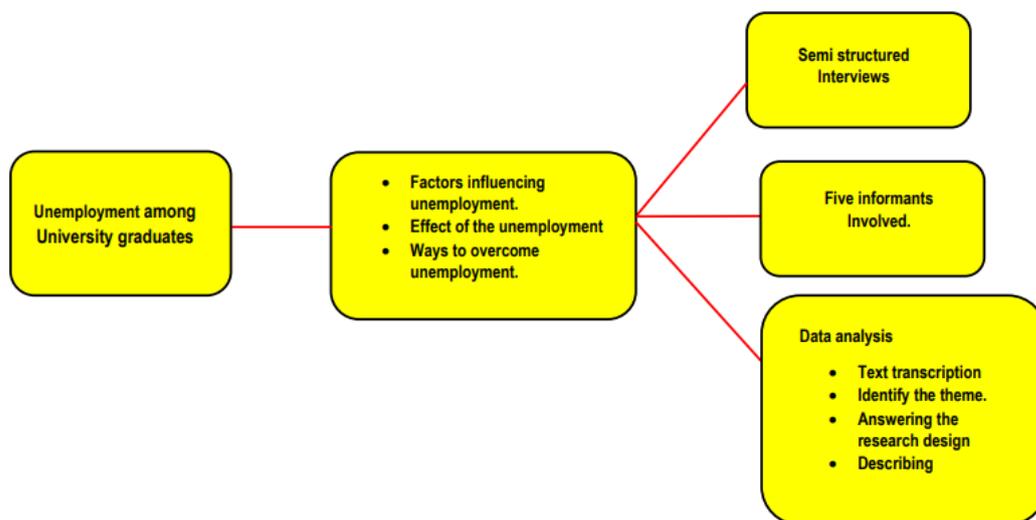
The research questions in this research are stated below.

RQ1: What are the factors influencing unemployment among university graduates in Pengkalan Chepa, Kelantan

RQ2: What are the effects of unemployment among university graduates in Pengkalan Chepa, Kelantan to government, community, and graduates?

RQ 3: What are the recommendations to reduce unemployment among university graduates in Pengkalan Chepa, Kelantan?

1.5 Research Framework



1.6 Definition of Terms

In research, the definitions of terms have divided into two categories which are the conceptual definition and operational definition. Based on Church (2005), conceptual the definition is a definition outlining the basic principles underlying terms and operational is a metric for quantifying something of interest.

Unemployment

Unemployment is a situation in which a person who belongs to the category does not have a job and is actively looking for a job.

Unemployed

Unemployed are those who do not work even if they are in the age range of the person who works they are still available to work according to the current wage rate.

Graduates

A person who has successfully pursued a course of study or training, especially a person who has earned his or her first bachelor or academic degree at a university.

Employability

Employment skills involve ability to work together, use knowledge to solve issues and adjust to the work environment.

University education

Universities provide training to equip students for careers in a variety of economic and cultural disciplines. University graduates may find work in research and design institutions, general education schools, secondary and tertiary special education institutions, and so on.

1.7 Significance of Study

This study is conducted to examine the factors leading to university graduates' unemployment of after graduation. Due to the unemployment problems nowadays especially in Pengkalan Chepa, Kelantan, university graduates face challenges in searching job even low-paying work. Therefore, this graduate's unemployment study can help us to understand more about factors related to study.

This study carried out allow graduates to better understand the factor of unemployment that happen nowadays. Then, they can know what criteria of recruitment selection in some company. Moreover, the respondents in this study are working people at Pengkalan Chepa, Kelantan. This is because the study is to find what factor, effect of the problems and some recommendations in unemployment among university graduates. Thus, the informants can share their opinion and the work experience that they have.

The informants can allow provide information on hiring new employees, recruitments, and others. Therefore, this study not only benefit in current or future graduate, but it also helps the reader to understand more about that objective. This study attempts help to unemployed graduates know what they have and what should they practise and improve in getting a job.

1.8 Limitation of Study

There are several limitations will be encountered to accomplish this study. First, the informants were only free on weekends. This made it difficult to cover all possible questions of research in one day. Besides, the researcher has defined some limits to achieve the goal of the study in their analysis. The disadvantages of the research are those features of methodology that influenced or impaired the interpretation of the results from this study.

Often unfavourable conditions arise during interview, which can limit certain activities by the researchers. These constraints or limits are referred to as study limits. Each work has certain limitations and is not. A lot of planning changes during this study because of the COVID-19 pandemic. Because of COVID-19, this study could not accomplish according to schedule that had previously planned. In this study, has really do need to revise in out plans to interview informants in normal situations. The researcher modifies in plans by doing a semi structured interview instead of an interview via videocall or anything media social to make this study go well.

1.9 Chapter Summary

In conclusion, the fact unemployment graduates to get a job is important so that they get the same job with what the level of education and attributes they have. The background of study has been discussing by the researcher. In addition, the objectives of this research can help the respondent have a better understanding on what the researcher want to study in this research. This chapter is also to help the reader have an overall idea and readiness to move on to the next chapter (literature review) to better understand this study topic.

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

The study of the relevant available research and non-research literature on the topic under study is an objective, detailed summary, and crucial analysis (Hart, 1998). In essence, a literature review seeks to update the reader with recent literature on the subject under consideration by collecting information on the subject that will be studied from numerous sources such as articles, books, and other sources relevant to this research topic. The aim of this chapter is to examine the literature and investigations concerned with unemployment among graduates in the private sector. In this chapter, there will be a four-part discussion on the theoretical, empirical, and practical aspects of the study.

2.1 Theoretical Discussion

Unemployment among graduates causes the unemployment rate in Malaysia to increase. This has affected the employability index of graduates to get jobs. In this study, the researcher has related to some theories related to unemployment among graduates. The first theory is the theory of Crow and Crow (1980). This theory is used by researchers to study the attitude of a graduate. Lester D. Crow and Alice Crow defines learning as a knowledge, attitude, and habit. Unemployment also occurs because graduates follow their interest in finding work. This statement is supported (Crow and Crow, 1980) where interest is what drives us to pay attention to people, things, and activities. For example, if a person is interested in the job despite having moderate abilities, they will be able to develop a strong interest and continue to strive to get it with consistent however if they are too following their interest in the world of work now, they will take a long and difficult time to get the job.

Other than that, the researcher used Herzberg motivation theory. This theory is involved because when graduates still do not get a job even after many years of graduation. They need motivation not to give up looking for job opportunities. Employability is a complex idea for evaluating and determining (Harvey, 2001; Sewell & Dacres Pool, 2010; Pegg, Waldock, Hendy-Isaac & Lawton, 2012). Researchers have also used the employability framework in this study. The purpose of using this framework is to explain in more detail the characteristics of the required ability involving various factors so that the unemployment rate of graduates can be reduced. Based on the theory, Becker (1964) notes that human capital has a great level of experience and skills of that will provide productive improvement in the national economy.

Figure 1 shows the relation between the individual's factor and market factor that affects the employability of the individuals. Graduates' employability is not only Described as the outcome of a graduate program or professional studies relevant to a discipline, but rather the ability of graduates to promote broader skills such as communicative, problem-solving, interactive skills, initiative-showing, and efficiency. In addition, employability also involves the attitude element and personal qualities of loyalty, commitment, honesty, timeliness, and integrity. Employability thus involves elements of the constructive behaviour of people, the mindset of personal management and the ability of career management as efforts to acquire the desired career (Clarke, 2008).

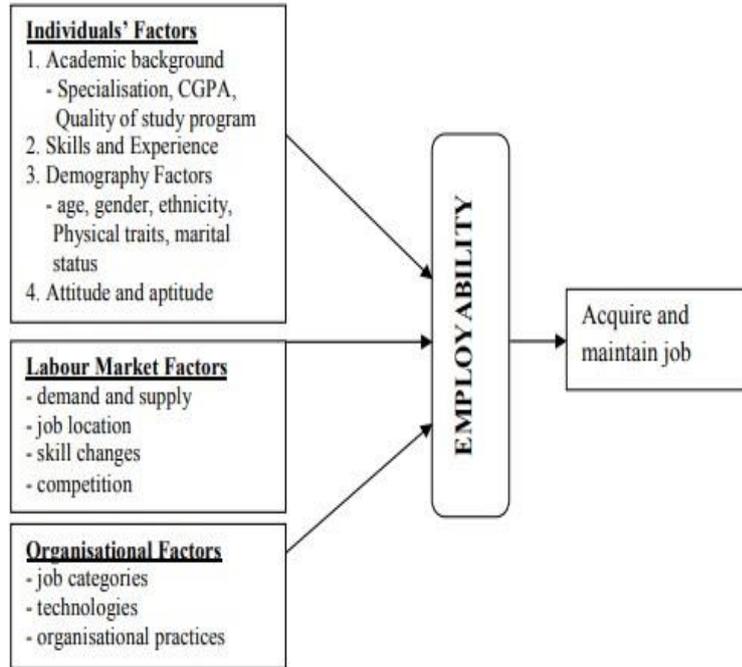


Figure 1: The relationship of individual factors, the labour market and organizations that affect employability.

Saterfiel and Maclarty (1995) state that employability can be referred to the skills required by graduates to acquire and maintain employment (in Litisha and Surina, 2010) by learning new skills. They can be used in all roles by employers or businesses when learning new things (Koo et al., 2009). Whereas according to Hillage and Pollard (1998), the ability to work is to have the ability to get the first job, continue to survive until you get a better job.

Harvey (2001) describes graduate work ability as the ability of graduates to show the characteristics employers need for potential organizational needs. Job skills are a set of personal achievements, understanding and attitudes or qualities that allow a person to get the job he or she wants and choose a career successfully. In general, job skills are elements of abilities, and students' knowledge needs to be equipped to meet the different job needs in the labour market after they graduate. Employability of students is an important pillar of higher education so that they can earn a living in the workplace. Issues related to graduate unemployment nowadays are very difficult to find such research.

This study is to analyse the problem when research is done to solve the online party hat to fill the gap, because the employment problem of graduates covers the rising unemployment rate and has a negative impact on the reputation of the university as an institution of higher learning. Problems related to graduate unemployment nowadays are very difficult to find in research due to lack of research. This study is to analyse the factors, problems, recommendations involved in unemployment among university graduates.

Other than that, The Career EDGE model is a model that highlights what are considered the most relevant. Employment factors include professional development, experience, knowledge, skills and comprehension, general and emotional skills. This is linked because researchers see from the perspective that when a graduate does not get a job, it is possible that they lack the necessary criteria as stated in this model. In the sense of Higher Education, career development learning has been defined as a model to help graduates acquire knowledge, skills, and attitudes.

In fact, this model will also equip graduates to manage their careers, in terms of their progress throughout their studies and lifetime of work (Watts, 2006, p. 2). While studying at university, graduates have learned the choice of 'get a job' skills, such as writing an effective CV, completing a job application, or attending an interview. This element is told to make it easier for graduates to get a job. Support and guidance to graduates that enable them to develop self-awareness, who they are and what they want in their future lives and to consider what job opportunities they can apply for at home or abroad.

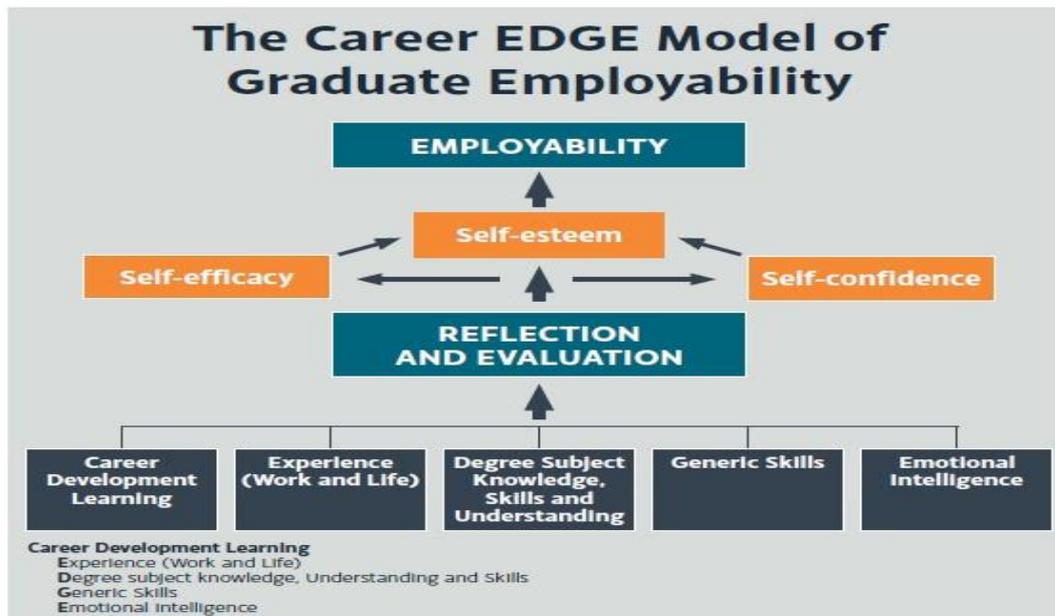


Figure 2: The Career Edge Model of Graduate Employability

Researchers associate this model with the title of research is because unemployment graduates can be due to their own attitude and education achievement. This also helps graduates make checklists for things they do not know. The elements from the lower level of the Career EDGE model are the 'experience' element. This element includes work experience, but what is important for many new graduates is other life experiences as well. Moreover, although it has been said that skills only are not enough to meet the marketability criteria of graduates. For example, employers understand very well in what language skills are and often look carefully at the expected skills before hiring (Tomlinson, 2012).

2.2 Empirical Discussion

Empirical discussions are generally intended for the review of previous research carried out and like the study topic Graduates and Employment: The Case of Graduates of UKM (Ishak Yusuf, Rahmah Ismail & Robiah Sidin, 2008). In one of his studies shows and the slow development of new jobs is seen as incompatible with graduates' overflow on the job sector. This situation has led to competition and unemployment among graduates, and some

even have to accept the employer 's proposal. This problem has consequences for graduate's marketability and their job satisfaction. There are different views on the forms of research and qualifications necessary to increase employee marketability, Maros (2000) and Nair-Venugopal (2000). For example, suggest that employees must have an international use of English and other languages. In terms of work and culture, certain documents have indicated the need for concerned employees who can adapt to situations that change and are sensitive to the environment.

The issue of graduate unemployment has been linked to the issue of the recession. Furthermore, studies show that the profitability factor, which is also linked to their appropriate level of qualification and of the courses (MTEN, 2001; Negara bank, 2002; MEF, 2003; IPPTN, 2003;), 2002; is amongst the problems which make it more difficult for graduate students to get jobs. Much research has been made to study and solve problems that are often a problem among graduates, but this issue is never solved.

Various problems that hit the country one of them is the COVID-19 pandemic. The COVID-19 pandemic has changed the situation and all activities are limited. At this time, too many workers who have worked for many years have been laid off due to unavoidable constraints. The chances of graduates getting jobs are low despite trying in various ways.

2.3 Practical Discussion

Practical Discussion is one of the components of a literature review and is generally a realistic study focused on references in secondary categories such as in magazines, authors, journals, the internet, and certain policy publications. To improve analysis, the realistic dialogue will be used as it is evidence that can solve current problems.

Last year, over 290,000 students graduated from universities. Unfortunately, one graduate out of five is still unemployed with most graduate. Clearly shows that although the average

number of graduates who have worked many, but there are still the number of graduates who cannot work and are increasing nowadays. These graduates make up 55% of those who are unemployed. The education system is the backbone of a country's economy to produce quality human capital. The education system should be able to generate strong graduates in different fields, such as knowledge, spirituality, mind and feeling, in a way that reflects national goals to further improve human resources (Siti Salehi Omain, Ahmad Jusoh, Low Hock Eng, Norliza Mohd Salleh, & Shafudin Mohd Yatim, 2007).

Unemployment among graduates in many countries may be due to several factors, such as changes in industry demand that exceed expectations, and a lack of suitability for the graduate sector generated. In a study conducted in 2005 by the National Economic Action Council, Marlina Ali & Shaharom Noordin (2006) stated that there are many factors that cause graduates not to get jobs. The main factor of employers is communication skills, while academic performance is in 8th place.

According to Farah Liza Mohd Isa & Haryati Shafii Azah Mohamed (2007), the problem of unemployment of university graduates often involves weakness among students of the institution. Poor English language, computer use, interaction with other races, working in a team and their willingness to work outside of official working hours are major problems faced by local university graduates for their jobs (Daily News, 22 August 2003). For 2020, the Minister of Education has stated that 25% of the 75000 graduates have been affected by COVID-19.

2.4 Chapter Summary

Finally, an analysis may only be a clear overview of the sources, but it typically has an organizational framework and incorporates both summary and synthesis. For this study, the researcher has used a literature review to find more info through past studies. Unemployment of graduates is a serious concern for every country. This has a negative impact on graduates as they are unemployed and have worse prospects for finding new jobs and influencing families. However, governments for economic growth and individuals must identify what is happening and the factors involved in unemployment and increase productivity and improve living standards.

CHAPTER 3 METHODOLOGY

3.0 Introduction

This section describes and explores how the research approach works and how the information was collected. The research design, population and sample and sampling, the study instrument, the data collecting technique, the validity and reliability of the data analysis procedure, the pilot study and the summary are presented in this area. The crucial technique would give us with the appropriate way of selection, scientific instruments for the chosen problem.

3.1 Research Design

The design of research is a technique to define the methods and procedures for data collection and information processing. The research design seeks to construct an effective structure for a study. In the research design process, the option to be made as to how the relevant information will be received is very important as many interrelated decisions are required in the research design process. The research design used in this study is the qualitative research method. Qualitative method is one of the forms of social scientific study gathering nonnumerical data, and researchers interpret its meaning in a target population or area from the date onwards (Crossman, 2020). A qualitative case study is useful for this research to obtain an in-depth understanding of a particular context.

According to Sekaran (2000), the study design consists of a guidance research plan containing requirements for the elements to be examined and the methods to be followed. Study design is the fundamental research strategy which satisfies the logic, validity, and the potential for a general conclusion (Oppenheim, 1999). Using a qualitative approach so the

results are more comprehensive and will support readers to understand fully this topic. This analysis would gather and then discuss original data directly through interviews.

The qualitative method used in this study is a semi-structural interview focused on writing and research questions to make this research more original. Since the aims of this study include the definition of subjective experiences, the understanding of definitions and the understanding of concepts, qualitative research must be conducted. The informants influencing this study are five employees from different workplaces in Pengkalan Chepa, Kelantan and this interview would carry out via social media, WhatsApp, and face-to-face. In this study, the finding also focuses on answers by the informants and analysing only what reflects the opinions and views from informants.

3.2 Population, Sample & Sampling Procedure

As Ahmad (2014) states, a community of people with features is defined as a population. All pieces of a data set are part of the population. We targeted a sample of workers who worked in Pengkalan Chepa, Kelantan in this study. Collecting data from every person in that category is rarely possible. Instead, do interview from this study the sample is a selection of informants who would participate in the study. To draw reasonable conclusions from the result, this study will use non-probability sampling, which is non-random selection but is based on convenience and other considerations. Sample means a group of people from a wider population selected for measurement. Five persons in this research have been picked from the public. The sample size of the research comprises of five participants from various places of work.

The sampling procedure is the selection process for several individuals in the organizations' population. This study uses an unreliable sample that is targeted. Purpose sampling is a method of sampling that is judged when an informant is elected to participate in

the trial. This sample can help researchers to generalize the sample being researched by employing this sample.

3.3 Instrument of Study

The study instrument is a general element used by researchers for measuring instruments. The researchers are used to collect data for their research with a series of interview questions. Semi-structured questions for research support would use by researchers. Voice recorder is one of the key tools for collecting information from informants during interviews.

In this qualitative, unstructured, semi-structured and structured research, three kinds of interviews are used. First, the informant will engage in typical discussion for unstructured interviews, which is to be related and to provide the informant comfort to the interviewer. The interviewee will then interview the respondent on a structured question of interview relating to the research question submitted by the researcher, based on semi-structured interviews. Finally, structured interviews. the informant as direction for the researcher will reply to all questions based on the interview protocol.

The interview guide utilized in this study are four-part. Part A deals with the informant's demographics. The respondents would ask about their gender, their level of education, their age, their profession, and their service year. Part B concentrates on the demographic detail of the informant such as the position of the informant and on the way in which the company is working on the notion of 3 questions. Part C of the research would focus on the four questions that influence unemployment in Pengkalan Chepa, Kelantan among university graduates., how do university graduate in Pengkalan Chepa, Kelantan contribute to unemployment? How do these problems relate to the recommendation? Section

D of the last section would address the further inquiry concerning the study and the comment or opinion of the informant on the study.

3.4 Validity & Reliability

Validity is the range to which the values are truly varied, and the consistency of the study. Research, validity and trustworthiness are essential for the measurement of the quality of the research and are concise. Accommodating the analysis, analysing the results, and evaluating any qualitative researcher's coherence of the study, the validity and reliability are two variables that Patton (2001) states should take into consideration. The question in this research has been adjusted from different sources, based about research and the study, and the question used in the questionnaire is highly likely to test its validity and reliability. The question of the interview was tested by the research pilot who advised the supervisor and the expertise picked.

3.5 Ethics of The Study

The basic ethical principles developed include forms of cultural meaning by reviewing related targets, identifying a fair population sample to ensure statistical validity, balancing risks with future benefits from the network of research programs and increasing community accuracy. Ethics not only recommends a particular set of rules or policy decisions, but also sets out a structure. Ethical problems that should be part of university graduate unemployment. The ethics of research give information for the responsible conduct of research.

Ethics means that informants participated in this research are subject to professional code of conduct. The researcher must notify the informant about the reason for which the interview is conducted before the researcher engages with the informant and must seek

permission from the informant before the interview is commenced. The informant signs the researchers' ethics agreement. The researcher must explain the purpose of the research conducted and the purpose of selecting the information to improve the degree of knowledge of the purpose and the issue of the research. All rights to withdraw from this research shall be granted to informants. The information obtained by the informant is protected and maintained in confidence, as used exclusively for study. All the questions contained in the surveys were legitimate and are correct, connected only to study.

3.6 Pilot Study

A pilot study examines the sustainability, reliability, and validity of the surveys. The pilot study is a tiny study, Arnold et al. (2009), which plans for a complete confirmative test. The pilot is also investigating a means to pre-test the specific research tool. Ahmad and Usop (2011) said pilot research are crucial. The surveys were randomly delivered to five informants in the Pengkalan Chepa, Kelantan organization from the staff. The modest number of people who participated in that pilot study was randomly picked. The questionnaires are comprised of the following fixed-point questions and answered by the respondents and asked to comment on the questions they answered.

3.6 Data Collection Procedure

In order hypotheses for study to answer research questions and analyses outcomes, data collection is how information on interesting variables is collected and evaluated in a systematic way. The data collection research aspect is essential in all research areas, including physical, educational, humanities, business, and others. Most define 'project management' and 'quality control' as two mechanisms that can protect the integrity of data

and ensure the validity of the results of scientific study in Most, Craddick, Crawford, Redican, Rhodes, Rukenbrod and Law (2003).

The researcher shall initially receive the respondent's permission. Due to lack participation in any organisation, no letter from the faculty is needed in this study. The interview may be conducted if the informant gives permission to take them as informants. Informants shall be provided with the structured questionnaire which has been approved by the supervisor to be ready for the interview session. The interview guide is free to reply to the question posed in the interview session.

When performing the interview, the data acquired from the informant is observed. After the informant's permission to ensure the data and information during the interview session would be documented, the informant discussion will be record. Following the interview, the researchers assess the answer from the interview.

3.7 Data Analysis Procedure

Data analysis is a technique for gathering information using suitable software or processes, and valuable and useful information is collected for data analysis purposes. It functions differently from quantitative analytical processes because this analysis is a qualitative study.

Data analysis is a process for the consistent application of statistical methods for describing, illustrating, and evaluating data. Data analysis Data analysis included all areas emphasizing actions (Coffey & Atkinson 1996). The main stages of analysis are reduction of data, data display, drafting and verification of conclusions. This is described by Miles and Huberman (1994). Data analysis would be well prepared to avoid investigative errors.

Miles and Huberman (1994) outline the following five stages of analytical data:

1. Transcription of text.

Data have been transcribed from audio interviews. Data are carefully heard and read and are linked to the research issues.

2. Codification

Statements on the research issues are identified and classifications based on research questions are formed. By employing code that has been built before, Researcher analyses the data again and looks for statements in any category. Where necessary, further codes are developed.

3. Specify the topic.

Data aggregated and compressed data collected for the conclusion are displayed throughout phase.

4. Respond to question of research.

Data is displayed with a diagram that shows a systemic structure and interrelationships for each of the above categories.

5. Description

What the researchers noticed in the data was presented, and conclusions regarding the study were drawn.

3.8 Chapter Summary

To this analysis, the definition of the qualitative research method was described, and its characteristics were outlined. In this chapter, every aspect of the research from the population sample collection and sampling method used for the interview guide was discussed. In addition, the researcher presented research design, and research instrument. It

also defined the selection of the participants and the collection of data. The researcher also provided information about how to interpret the data using five qualitative data analysis measures. Finally, this chapter also presents the research ethics of trustworthiness.

CHAPTER 4

FINDINGS AND DISCUSSION

4.0 Introduction

This chapter discusses the findings and analysis of the data gathered from the informants. The demographics, result, and discussion are all included in this section. This section is crucial because it will detail the findings that were made based on the information provided by the informant. This research was conducted among workers in Pengkalan Chepa, and qualitative analysis was use in this research with the interview session.

4.1 Demographic Aspect

This section describes the demographic information of five informants who were selected via the study's sampling process. The informants were selected based on the position and experience of the study and the individuals who work in government and in the private sector were picked using a sample technique. Profiles of informants are shown as follows in Table 4.1 below:

Informants Demographic Information

| Informants | Age | Gender | Position | Year of service (years) | Education background |
|------------|-----|--------|---------------|-------------------------|---|
| 1 | 27 | Male | Clerk in Army | 4 years | Diploma in civil engineering |
| 2 | 35 | Female | Manager | 4 years | Degree in accounting and finance |
| 3 | 25 | Female | Barista | 3 months | Degree in cinematography |
| 4 | 29 | Female | Admin manager | 5 years | Degree in plantation management and technology. |
| 5 | 40 | Female | Senior clerk | 14 years | Degree in human resources development |

Table 4.1: The demography of the informant

The information regarding the informants is shown in Table 4.1. In this study, five informants were interviewed. The following table summarizes the composition of the informants by age, position, years of service and educational background.

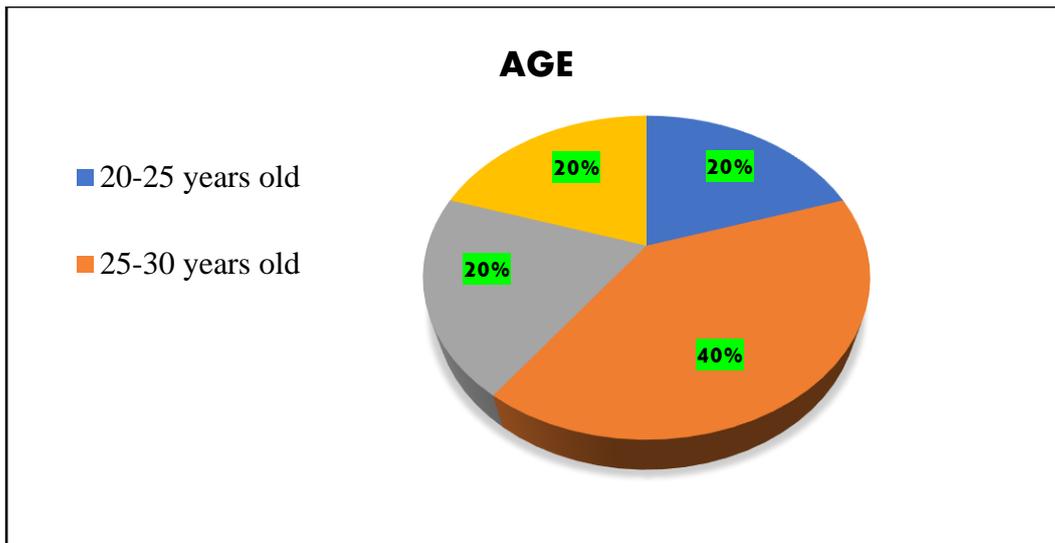


Figure 4.1.1 Age of informants

The range of informant age is given in Figure 4.1.1. In the 25-30 years age, two (2) out of five (5) or 40% (40%) of informants are aged. Then, three (3) or twenty percent (20%) of the remaining informants were of age in the range 20 - 25 years, 30-35 years old and 35 years old and above.

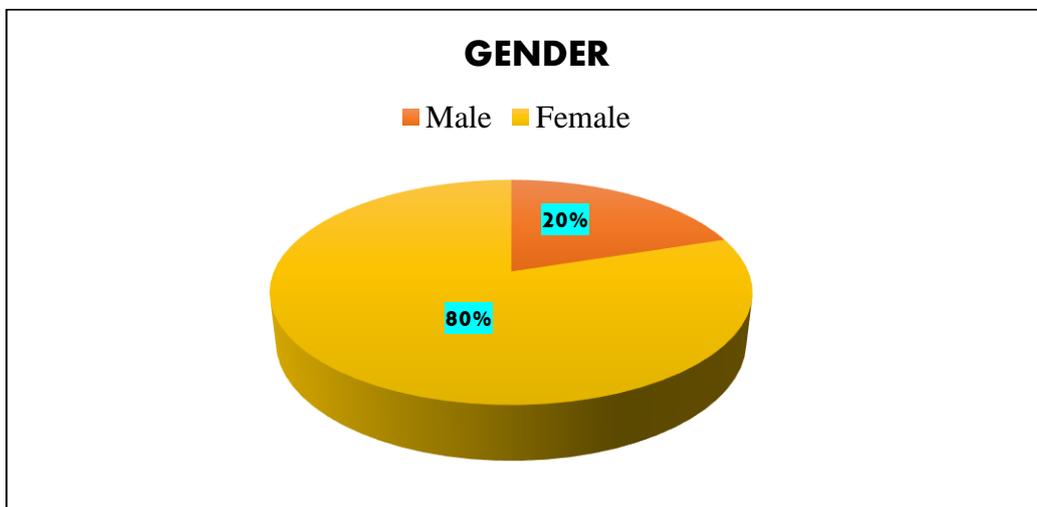


Figure 4.1.2 Gender

The gender of informants is shown in figure 4.1.2. Most of 80.0% are women and the remaining 20.0% are males.

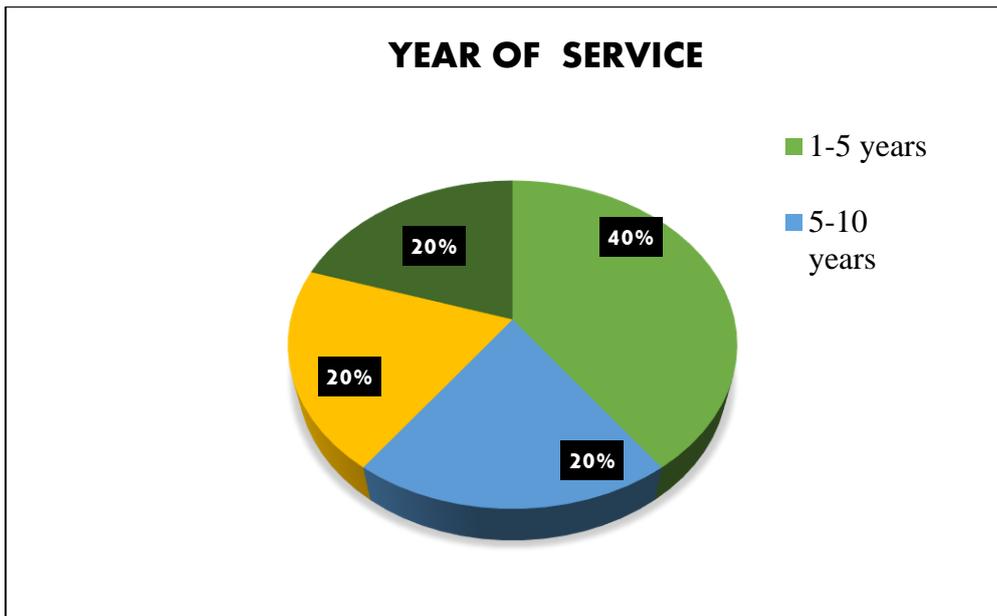


Figure 4.1.3 Year of service

The informants' year in the organization is illustrated in Figure 4.1.3. The organization has 1-5 years of service, two (2) out of five (5) or 40 (40 percent) of the informants. In 1–5 months, 5–10 years and 10–15 years, three (3) or (20%) informants are equal in service.

4.2 Findings and Discussion

This section was report based on three specific objectives that researchers had come up in chapter 1. Firstly, is to identify the factor influencing unemployment among university graduates. Secondly, to access the understand the effect unemployment among universities graduates. Thirdly, to explore the recommendations for reducing unemployment among university graduates.

4.3 To Identify the Factor Influencing Unemployment Among University Graduates in Pengkalan Chepa, Kelantan.

Table 4.3.1 present the result of the factor influencing unemployment among university graduates in Pengkalan Chepa, Kelantan.

| Questions | Findings | Informants |
|---|---|----------------|
| 1. what is the factor that influencing unemployment among university graduates? | The attitude of graduates who are too picky about work. | 1,2 and 5 |
| | Communication skills | |
| | Weak in English | 3 4 |
| 2. Is the level of education a major contributor to the unemployment problem happens? | No | All informants |
| 3.If graduates get higher academic achievement, is it cause the graduates hard to get jobs? | Yes | All informants |

Table 4.3.1 the factor influencing unemployment among university graduates in Pengkalan Chepa, Kelantan.

Table 4.3.1 highlights the understanding issues the factor unemployment among university graduates. The reaction stages in theory Crow and Crow show the informants will give initial reaction to gain an understanding about on the unemployment based on their opinion. All informers express their own views on this subject Based on the question factors influencing unemployment in Pengkalan Chepa, Kelantan. All informants give suitable factors. Followed by questions 1 of the informants has mentioned:

“For me, when the position to be applied for must be a high position in the company.”

(Informant 1)

“For me, the attitude factor of the graduates themselves who are too picky about the job, or a job offered is not equivalent to a degree and not their field while studying at university”.

(Informant 2)

“Graduates nowadays don’t want and are ashamed to do work that starts from the bottom”.

(Informant 5)

This finding is not in line with research that conducted by Zaliza Hanapi and Mohd Safarin Nordin (2014) that stated that factor unemployment is related graduates ‘attributes, lecturer’s competency and quality of education. From their study, centred on the graduates’ technical and employability capabilities are the most factor. The informants understand that the factor graduates who are too picky about work is the first factor of unemployment at Pengkalan Chepa, Kelantan.

Graduates would rather stay at home without doing any work than work not in their field and are more willing to be unemployed than working as clerks or other positions that are perceived to be less equal even though it is better to work than to be unemployed. They are more willing to be unemployed than to work as clerks or other positions that are perceived to be less equal even though it is better to work than to be unemployed. The better idea of being unemployed if you do not find a suitable job should be removed from the minds of every graduate because it not only harms them, but also harms the sector that needs manpower.

Another 2 informants have expressed different understanding about factors influencing unemployment in Pengkalan Chepa, Kelantan.

“Many graduates are unemployed due to low levels of communication skills. For example, an interview that is attended often fails due to poor communication skills. What is more, the competition to get a job is very thin and the competition is very fierce.”

(Informant 3)

The informant above told that factor unemployment among university graduates due to low levels of communication skill. The communication comprises the transfer of thoughts and feelings to others according to Abdul Aziz Yusof (2003). Information cannot be sent from one party to another without communication. We communicate because we aim to affect comprehension, attitudes, and actions of other parties whether they agree or disagree on an issue as we wish.

It shows that communication skill is important to get any jobs because without good communication skills, we will be difficult to cooperate with others. If academically, the individual is great, yet weak in terms of communication needs to be mastered. Employers will not look at the A grade available on the degree but the way an individual communicates. Good communication skills can convince a person.

“In my opinion, to enter the world of work, the ability to speak or communicate in English is very important.”

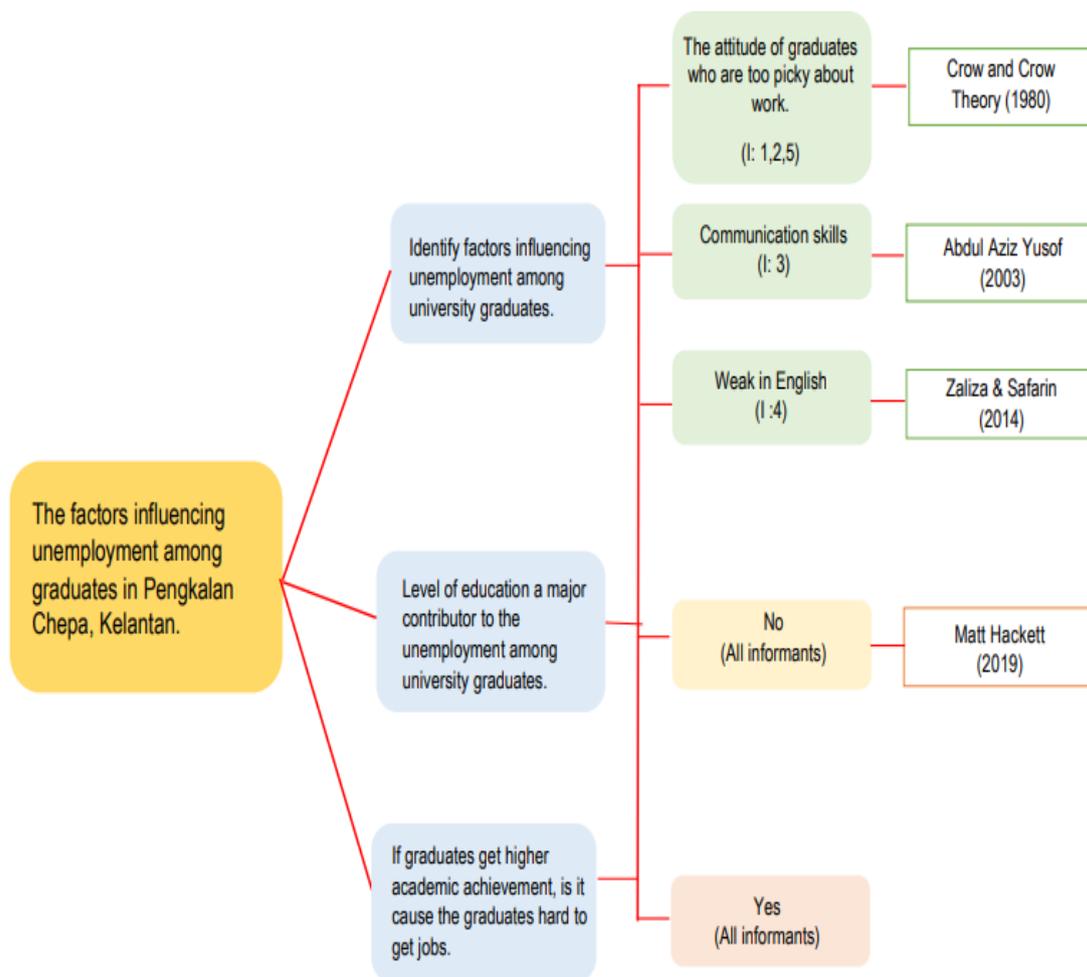
(Informant 4)

The informant above views the ability to speak or communicate in English as one of the factors. University graduates are not able to master many international languages or English. English is important in today's era of globalization, trade liberalization and information technology (ICT). In business transactions, poor English language skills will cause a lot of confusion. From this research, we know that English is the most widely used language in the corporate world, making it one of the most vital employability skills. The ability to communicate in English is highly valued in the business sector.

In question 2, all informants are disagreed that the level of education a major contributor to the unemployment problem happen in Pengkalan Chepa, Kelantan. Based on Matt Hackett (2019), manager of the digital recruitment and marketing team at Orchard stated the value of experience in the workplace is more important than approval. Because around Pengkalan Chepa, Kelantan, many people have graduated in recent years, employers here have attracted and more focused on people with work experience.

All informant argues lessons and education are still important things in one's life, but the level of education is not a determinant of success for everything in life. In question 3, All informant agreed that if graduates get higher academic achievement, is it cause the graduates hard to get jobs. This is because not all jobs require high education. Perhaps the fields of law, accounting, engineering, and education require a high level of education. Given that jobs around Pengkalan Chepa, Kelantan include businessmen, mechanics, clerks, etc. cause the level of education does not become a primary criteria choice for employers to hire new employees.

Below is the summary the factors influencing unemployment in Pengkalan, Chepa, Kelantan illustrated in the figure below:



4.4 To access the effect unemployment among university graduates in Pengkalan Chepa, Kelantan

Table 4.4.1 present result of the effect unemployment among university graduates in Pengkalan Chepa, Kelantan.

| Questions | Findings | Informants |
|--|--|----------------|
| 1.Are you agree on unemployment problems that happen in Pengkalan Chepa give side effects on development of this state? | Yes | All informants |
| 2.In your opinion, what the effect to community? in long term and short term. | Increase anti-social symptoms in community | All informant |
| 3.Since the problem of unemployment affects the community, it will also indirectly affect the graduates themselves. what is the effect in your opinion? | Causing the unemployed to lose income. | Informant 1, 4 |
| | Stress problems | Informant 2,5 |
| | Increase social problems | Informant 3 |
| 4.What is the big effect to the government if the unemployment problems among university in Pengkalan Chepa, Kelantan are an increase from year to year? | Reducing national income | Informant 1,4 |
| | Increasing the poverty rate | Informant 2 ,3 |
| | Affect the national development process | Informant 5 |

Table 4.4.1 The effect of unemployment among university graduates in Pengkalan Chepa, Kelantan

Table 4.4.1 shows the question regarding to the effect of unemployment among university graduates in Pengkalan Chepa, Kelantan. Factors divided to three category which is government, community, and graduate's self.

In question 1, majority of informant agreed that issue of unemployment among university graduates in Pengkalan Chepa, Kelantan give effect to government of Kelantan. The problem of unemployment among graduates is not something new either abroad either. It is also a crisis of identity for higher education, where this phenomenon occurs an abrupt change in the number of students in higher education. Majority of informants says that the effect of unemployment causing the development of the state of Kelantan to slow down and result in huge losses to the industrial, business, agricultural and other sectors.

In question 2, all informants agree the effect in community is increase anti-social symptoms in society. Based on informants 1 and 4 state:

“For my opinion, society will look down on university graduates if they are unemployed because, for society, those who graduate from university have good achievements.”

(Informant 1)

“Society often speculates and gossips if university graduates are not working. Therefore, graduates feel ashamed and do not like to socialize, and even lazy to join activities with the community”.

(Informant 4)

The finding above is not related with the study and theory as stated in chapter 2(literature review). The informants argued that unemployment among university graduates in Pengkalan Chepa, Kelantan has caused many anti-social symptoms in the community. The

unemployed graduates have done bad deeds because they are desperate. This has caused crime rates in Pengkalan Chepa, Kelantan to increase.

In question 3, the contributing effect in graduate's self are that mention by informant is causing the unemployed to lose income (informant 1 and 4). Next, stress problems (informant 2 and 5) and increase social problems (informant 3). Most informants are having their own effect in unemployment problems that happen in Pengkalan Chepa, Kelantan. However, both informant 1 and 4 agreed and believe that unemployment causes the unemployed to lose income. When graduates do not have a job then the source of income earning money will be more difficult. Meeting basic needs in the family is also very difficult. As quoted from informant 4

“The effect that I see is financial problems and it gives difficult to the graduates for build new life.”

(Informants 4)

“For my opinion, graduates that unemployed can't get what they want because they don't have money or saving”.

(Informant 1)

Moreover, Informant 2 and 5 also has the different view when asking toward this question. Furthermore, the informant mentioned that stress problems is the most effect that graduated faces while they do not work. Unemployed graduates face the problem of stress in their lives given by family members and society and lack self-confidence. Informant 5 response by saying:

“The unemployed are involved with the wrong things like drugs because of pressure that they face”.

(Informant 5)

“They will try to hurt themselves out of stress at parental pressure or embarrassment to a friend”.

(Informant 2)

Finally, Informant 3 has identified that the effect is increase social problems. As a result of unemployment, the graduates are willing to do activities such as robbery, murder, and so on to continue living. They are willing to be evil to get money in such a way and even injure themselves and others.

“In my opinion, the unemployed commit crimes without guiltiness.”

(Informant 3)

In question 4, informant was asked the effect to government while unemployment increase in Pengkalan Chepa, Kelantan. Table 4.4.1 depicted the effects. Moreover, others interesting findings were discovering for example informant 1 and 4 shared that effect is reducing national income. The informant says in a simple sentence that:

“For me, if the unemployment rate is high income, the profits of entrepreneurs will decrease”.

(Informant 1)

“Unemployment has caused the government to suffer losses from various sectors.”

(Informant 4)

This will calculate the amount of corporate income and profit tax that can be collected by the government and in turn will produce the country. As the unemployment rate gets higher, then the value of the wage component will get smaller. Therefore, the value of national income will also be smaller. Per capita income is the income of a country divided by the population. As the unemployment rate gets higher, then the value of the wage component will get smaller. Therefore, the value of national income will also be smaller. Per capita income is the income of a country divided by the population. Therefore, the devaluation of national income due to unemployment will lower the value of per capita income.

In addition, Informants 2 and 3 give a different effect which is increasing the poverty rate. The informants think that poverty rate will be the most important effects and affect the unemployment in Pengkalan Chepa, Kelantan as the informant shared:

“In my opinion, when many graduates are unemployed, it indirectly causes their families to bear the burden of living. This results in insufficient spending.”

(Informant 2)

“When unemployed, graduates will be severely deprived of the necessities of life such as food, shelter and extra clothing living in the city.”

(Informant 3)

This can no longer be disputed because unemployment is the root of poverty. With all the dilemmas mentioned above, unemployment will increase, and many families will get poorer. Many poor families will make the country fall into poverty as well.

Besides, Informant 5 has different perception regarding this question. A response towards this question as following:

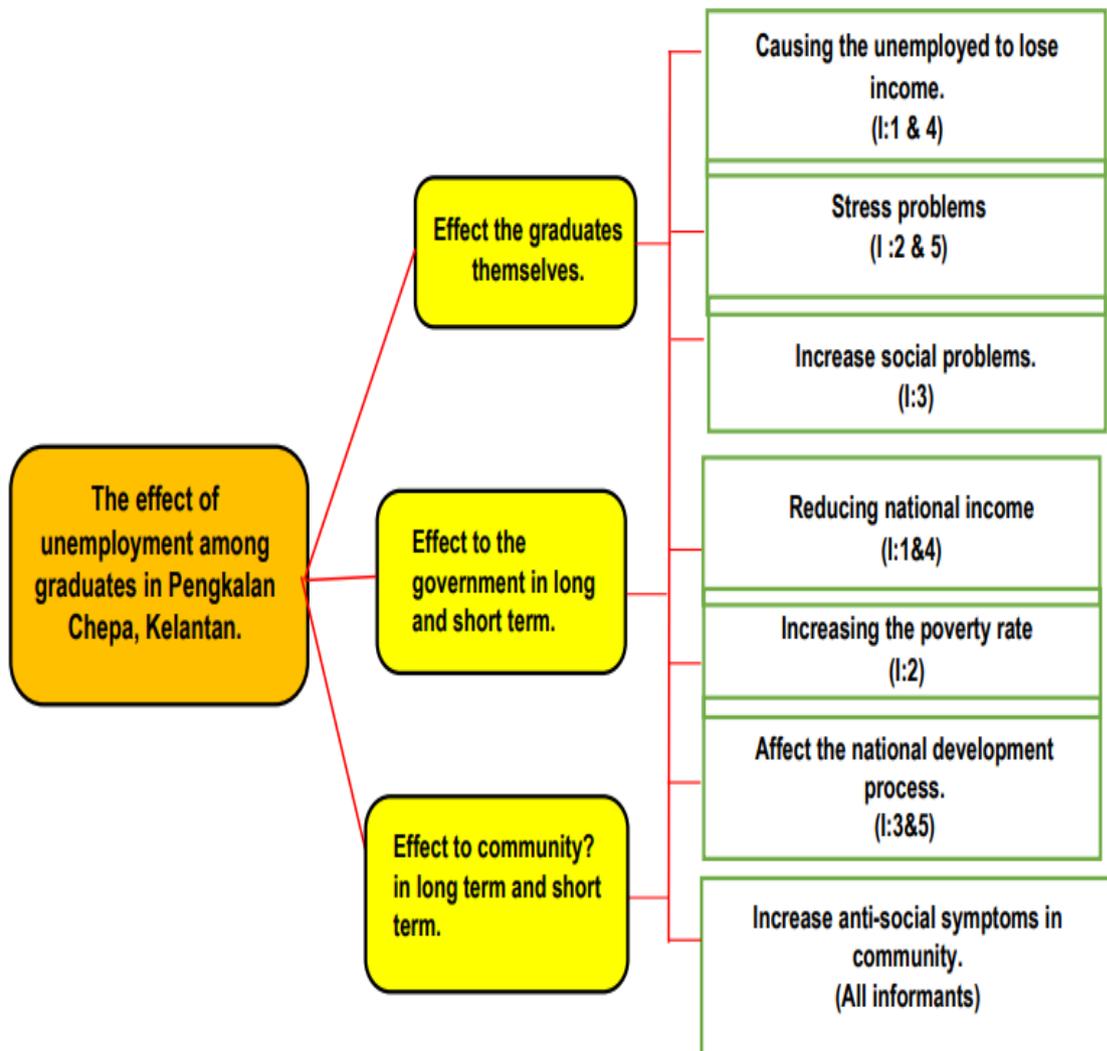
“Government unable to provide various infrastructure facilities”.

(Informant 5)

When national income declines, the government is then unable to offer the numerous infrastructure amenities required for economic growth to be generated. The costs had to be decreased and the development process of the country slowed down. If the monetary value of a country is said to shrink, then we can also conclude that the country cannot implement community development well. Adequate employment will trigger society to increase its work productivity, and it will affect the development of the country.

As we can see that the effects of unemployment in Pengkalan Chepa, Kelantan from the informants were not conducted by any scholars. Here, we can say that is a new view which need to be explained or study in the future so that the researcher or reader able to know the effects of unemployment that happen in Pengkalan Chepa, Kelantan.

Below is the summary the effect of unemployment in Pengkalan Chepa, Kelantan.



4.5 Evaluate the recommendations for reducing unemployment among university graduates in Pengkalan Chepa, Kelantan.

Table 4.5.1 shows the result on the recommendations of unemployment at Pengkalan Chepa, Kelantan.

| Questions | Findings | Informants |
|--|---|------------|
| 1. In your opinion, what are the recommendations for reducing unemployment problems among graduate’s university? | Employers need to open job opportunities. | 1 |
| | Upgrade skill management and English language | 3,4,5 |
| | Raising the standard of education | 2 |
| 2. In your opinion, can motivational programs alleviate this problem? | Yes | 1,2,4,5 |
| | No | 3 |

Table 4.5.1 the recommendation reducing unemployment among university graduates in Pengkalan Chepa, Kelantan

Based on table 4.5.1, the recommendations to reducing unemployment among universities graduates has been answers by informants based on the question that provided. The recommendations that have according to informants as stated below:

“My opinion is opening up job opportunities with greater openness and greater scope.”

(Informant 1)

Based on the statement above, it shows that some of university graduates be unemployed because of limited employment opportunities. the informants say employers need to play a role in increasing employment opportunities in various fields. For example, if

the university graduate is skilled in science, then employment opportunities in science should be increased. Given that the distribution of jobs in Pengkalan Chepa, Kelantan shows a lot of business conducted, graduates should accept whatever job or task given even if it does not match the field studied at the university. This will reduce the unemployment rate among university graduates at Pengkalan Chepa.

“Government need to upgrade education level and automatically all will be okay.”

(Informant 2)

Another suggestion to reducing unemployment problems is raising the standard of education. Based on informant 2, Governments and Public Higher Institutions (IPTAs) need to conduct special courses or strict planning for university graduates instead of providing employees for the public or private sector. Those who are still studying need to choose a field of study that can be adapted to the job offer in the market.

As we can see the Informants 3,4 and 5 have given more and less similar answer. The informants agreed that upgrade skill management and English language is the recommendation for reduce these problems. Informants 3 and 4 also suggested that university graduates need to have various training so that whatever jobs, they can do. Informants 3 and 4 purpose the following point of view:

“Following graduate retraining in various skills such as language skills, management training, and so on.”

(Informant 3)

“For me, improve skills, knowledge in the graduates themselves.”

(Informant 4)

Informants 3 and 4 think that university graduates need to have skills in themselves because graduates need to be smart to communicate and have self-confidence when dealing with others, do not be afraid, and hesitate to answer when interacting with high-ranking people.

Moreover, informant 5 also agrees university graduates need skills. Informant 5 also stated not only skill they need but also, they need to improve English language. As illustrated in table 4.1.5, Informant 5 points out:

“Graduates need to improve their weakness of English to give themselves the advantage of getting a job.”

(Informant 5)

Informant 5 thinks that graduates need to improve their English language skills to give themselves the advantage of getting a job and the government should also play a role such as organizing campaigns to promote the importance of English among graduates.

In question 1, the findings are not conducted with another's past research and theory. This will be a new view and we can say that less scholars really go in depth in explaining this in past study.

In second questions, informants were asked to give opinion if motivational programs can alleviate this problem or not. Majority of informants agree motivational program can solve the unemployment in Pengkalan Chepa, Kelantan except informant 5.

"I think the motivational program will give awareness to university graduates that work is important in life."

(Informant 1)

Motivated university graduates will always be positive-minded and energetic so they will not choose their work they have to adapt in any situation.

"Motivational programs can increase the spirit in oneself to achieve goals in finding a job."

(Informant 2)

This statement above shows through motivational program, graduates university can achieve goals. According to Bandura (1977) in Expectancy-value theory stated the behaviour can lead the outcomes. A university graduates should have a strong expectation that they will perform well while they have an interview or during meeting. The theory of the value of expectations predicts that unemployed people with high anticipation will look more aggressively for a job compared to a less expected unemployed person. With high expectation, university graduates might more positive and not easy give up in seeking jobs.

"The programs also able to convince university graduates to make the right choices".

(Informant 3)

"University graduates can make good decisions".

(Informant 4)

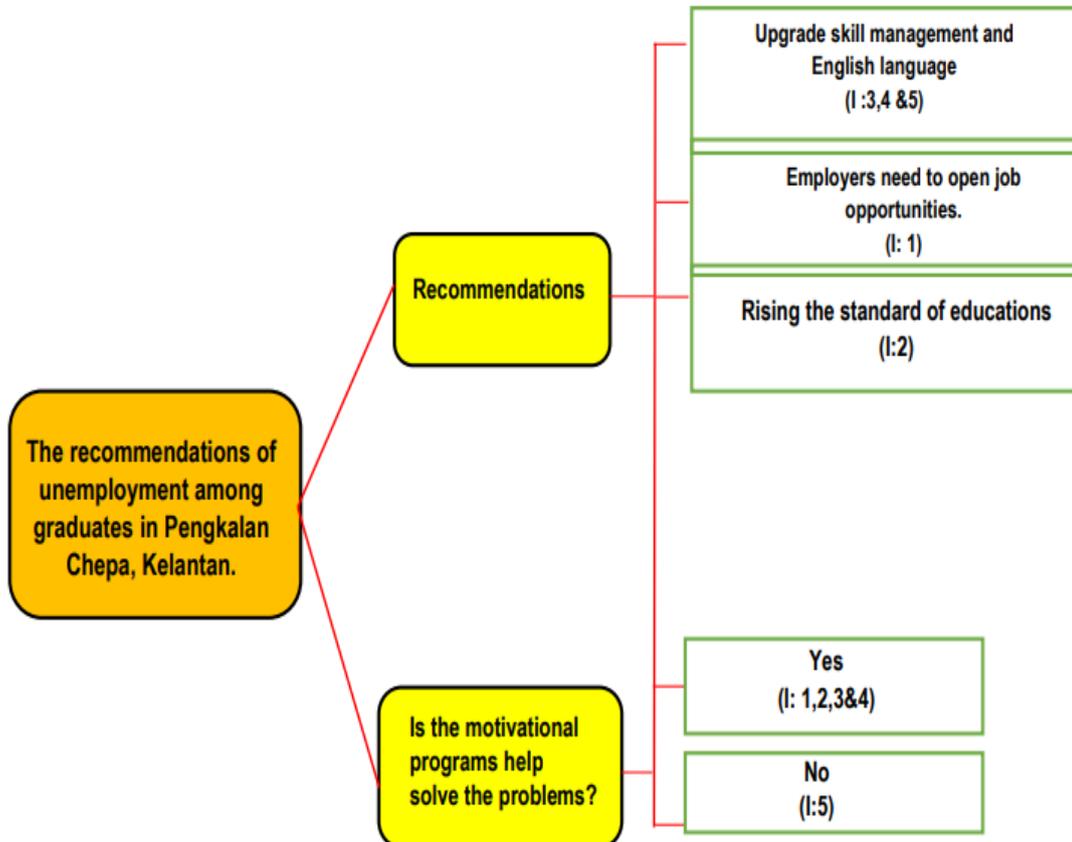
The finding of informants 3 and 4 are similar opinion and they states can make right choices and good decisions. According to self-determination theory (2000), Unemployed people may seem desperate to find a job but their motivation to find it is very different. Every university graduate in Pengkalan Chepa has a job as an opportunity to grow a business but some graduates university in their search jobs due to problems financial, accommodate families and as.

In addition, respondent 5 give a different insight regarding the question. Informants 5 says that organizing programs to the community to brainwash their minds about the level of education. This is said so because society often looks down on the abilities of university graduates. In addition, they also often compare people whose level of education is up to SPM, STPM with university graduates.

“Maybe we should start organizing programs for the community first so that they understand that university graduates with high results will not necessarily continue to be able to work”.

(Informant 5)

Below is the summary the recommendations of unemployment among university graduates in Pengkalan Chepa, Kelantan



4.6 Summary

This chapter discusses the data collected during the structured interview session in a simple way. Based on the questions that are developed, all data gathering were analysed and considered. The researcher will explain summarized, recommended, and concluded research in the next chapter.

CHAPTER 5

IMPLIMENTATIONS, RECOMMENDATIONS AND CONCLUSIONS

5.1 Introduction

The research will discuss the data and data gathered in the preceding chapter in this chapter further. This section covers research summaries, consequences, suggestions, study limitations and conclusion summaries. This chapter is significant since it gives a quick summary of research to explain the complete research and give some recommendations.

5.2 Summary of Research

This study has been undertaken in Pengkalan Chepa, Kelantan, on unemployment among graduates. This search comprises of five chapters: introduction, review of the literature, methodology, results, and recommendations. The background of the study, unemployment in Malaysia, was explored in chapter 1. In the theoretical, conceptual, and practical framework, the problem statement has been explained. The aim of this research is based on a general and goal. The definitions of terms on unemployment, unemployment, graduates, universities, and employability have been explained.

The researchers mentioned about the literature review of this research in Chapter 2. The literature review briefly discusses topic issues which the connected article argues about. It also examines the theory or model used in connection with the EDGE model of careers, Herzberg theory motivation, expectations theory and theory of self-determination. The results of previous findings on this topic are also included.

The next component is the methodology of the discussions. Methodology for data collection and research informants. It provides explanation of the design of research, population, sampling process, study instrument and the process of data collecting. The study

was performed through semi-structured informant interviews. Five informants from workforce in Pengkalan Chepa, Kelantan will conduct interviews with semi-structures and the researchers have got constructive feedback and answers to the objective of the research.

The topic on the discovery and discussions in chapter 4. The interview respondents' answers are extracted via contextual analysis. Analysed the results, Kelantan was responded in a study of factors affecting unemployment among graduates of university in Pengkalan Chepa. The answer is the attitude of graduates who are too picky about work, communication skills factor and weak in English factor. The effects contributing to unemployment among university graduates which is to graduate's self are causing the unemployed to lose income, stress problems and increase social problems. For the government, unemployment has caused reducing national income and increasing the poverty rate. Finally, the effect to community because of unemployment is increased anti -social symptoms in society.

A summary of each chapter of this research will address the findings of data analyses and the proposal which can assist reduce the unemployment rates of Pengkalan Chepa, Kelantan university graduates. Then, the recommendations to reducing these problems in Pengkalan Chepa, Kelantan are employers need to open job opportunities, raising the standard of education and upgrade skill management and English language. Finally, the convincing conclusion of this research was designed to let readers know what the research project can conclude.

5.3 Implications

Researchers can observe from the findings of the study that graduates from the university in Pengkalan Chepa are concerned with the variables involved and try new initiatives. Kelantan. The researchers explain how relevant the results are for theory, practitioners, and policy.

5.3.1 Theoretical Implication

The results indicate the contribution between the theories or models used in this research. The theories used in this research are the Career EDGE Model and Expectations theory and self-determination theory. The Career EDGE Model describes a model for career analysis because jobless graduates utilize this model to measure efficiency. The informants stressed the relevance of graduation abilities to obtain a job in this regard. Their management skills would be able to resolve the problem of joblessness. The study results also demonstrate the assumption that employees are expected and that they are motivated to obtain a job. When university graduates do not give up in finding a job, they will have self-motivation that makes them satisfied and determined to get a job.

5.3.2 Methodological Implication

In the different contexts of the organisation, or in comparison with Malaysia public and private schools, the research approach could be used. This ensures that the emphasis of the investigation is focused and that the topics are not genuinely conflicting. The future researcher can apply tools used in this study by addressing other questions linked to the subject of unemployment. As we can see, it is too common for future scholars to simplify it. It also proposes that future investigators incorporate questions to discover appropriate programs for university graduates.

5.4 Recommendations

For the success of knowledge and manpower must also be dynamic and can be made in line with the present and the future. The knowledge in the study is a noble one and needs strong support. At the same time, one should not be too conservative because the sciences learned are symbiotic and interdependent with each other. Fields of study that are supposedly unpopular, need to be given a new lease of life and all aspects of knowledge and high technology are needed to be in line with current and future needs and demands.

This issue of unemployment is a never-ending problem because every year thousands of graduates will be born who will find jobs. In fact, this unemployment problem on a new problem, only society should think positively and try to improve their skills themselves. The world of work often changes with technology and those who often improve their abilities are only able to sit in the same place for the rest of their lives. We need to realize that the economy is a dynamic thing.

The government needs to formulate a strategic plan for potential consumers. In conclusion, graduates must be wise step by step, not too professional. Graduates need to get their experience from below and open it from above immediately. So, graduates should not be too choosy, because it is not only for the country's good but for the benefit of the graduates, and it does not bring any good for them. Imagine how much effort and money you would lose if you sat at home because of the way, you choose a job. They also need abilities and professional expertise.

All parties must work together to solve the problem of unemployment in university graduates. The Graduate Entrepreneur Savings should be placed to retrain and provide advisory services including consumer loans for business graduates and the use of market

vacancies. The government needs to formulate a strategic plan for potential consumers. In conclusion, graduates must be wise step by step, not too professional.

5.5 Limitations of Study

This study contains a variety of methodological limits. The principal limitation is the data collection method. As we can see, mixing approaches have been applied using open question and interviewing processes. The strength and weakness of both systems. Instruments for self-reporting alternatively we can say that open-ended issues may not address the matter thoroughly. Limited rooms for rates to express their opinions are not enough for rates to provide adequate coverage of their experiences. The wealth of data depends on how precise the explications are, but it may be difficult for certain informants to describe their views. This research is limited to a few themes and focuses solely on the issue of unemployment in Pengkalan Chepa, Kelantan. It also does not investigate the problem of unemployment, but only among university graduates.

5.6 Conclusion

Finally, the summary of this research is provided in this chapter. The implications and recommendations of the study that are relevant to the research have been discussed. This research was successful in meeting both the general and specialized objectives. The researchers expect that this study would present a clear view of unemployment among university graduates in Pengkalan Chepa. Kelantan.

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APPENDICES

Appendix I: Interview Questionnaire

Research question

Why unemployment rate among university graduates in Pengkalan Chepa, Kelantan increase lately?

Part 1: Warming Up Question.

1. How are you today?
2. Can you describe about yourself first?
3. How long have you been working in this organization?

Part 2: Situational Questions

1. What is your current position in the organization?
2. How many years did you work in this organization?

Part 3: Interview Questions

RQ1: What is the factor influencing unemployment among university graduates in Pengkalan Chepa, Kelantan

1. what is the factor that influencing unemployment among university graduates?
2. Is the level of education a major contributor to the unemployment problem happens?
3. If graduates get higher academic achievement, is it cause the graduates hard to get jobs?

RQ2: What is the effect of unemployment among university graduates in Pengkalan Chepa, Kelantan to government, community, and graduate's self?

1. Are you agree on unemployment problems that happen in Pengkalan Chepa give side effects on development of this state?
2. In your opinion, what the effect to community? in long term and short term.
3. Since the problem of unemployment affects the community, it will also indirectly affect the graduates themselves. what is the effect in your opinion?
4. What is the big effect to the government if the unemployment problems among university in Pengkalan Chepa, Kelantan are an increase from year to year?

RQ 3: What are the recommendations to reducing unemployment among university graduates in Pengkalan Chepa, Kelantan

1. In your opinion, what are the recommendations for reducing unemployment problems among graduate's university?
2. In your opinion, can motivational programs alleviate this problem?

Additional and closing question.

1. Do you have any comment and opinion about the unemployment among university graduates in Pengkalan Chepa, Kelantan?
2. Do you have any additional question related to this research topic?
3. If I need further information, allow me to further contact you.
4. Thank you for your cooperation and your time.