

**TALENT SUPPLY-DEMAND STUDY FOR SIJIL KEMAHIRAN MALAYSIA (SKM) TRAINERS IN  
INFORMATION COMMUNICATION AND TECHNOLOGY (ICT)**

**2013**

**ABSTRACT**

The Multimedia Development Corporation (MDEC) is mandated to oversee the development of MSC Malaysia where MSC Malaysia K-Workers Development Initiative (KDI) is designed to contribute to the Malaysian Government's drive to stimulate the development of MSC Malaysia and the ICT industry through the provision of intellectual and human Capital. KDI's focus is on developing broad stream of ICT k-workers by providing them with high level and in-demand skills and knowledge in ICT. At the moment, KDI collaborates with partner training providers and MSC Status companies to provide last mile skills training and industrial attachment for undergraduates, fresh graduates, and existing k-workers. In view of the critical role of knowledge workers in the development of MSC Malaysia, this study is conducted to establish the strengths and opportunities for SKM ICT k-workers in Malaysia. The objectives of the study as follow i) Understand the industry awareness of vocational studies (SKM Level 2-5); ii) Obtain comprehensive supply and demand data related to SKM talent in ICT industry; iii) Match needs for SKM talent in ICT industry of top employers/suppliers; iv) Identify gaps in supply and demand of SKM talent in ICT industry; and v) Understand the current and future demand trend for SKM talent in ICT industry. The data collection part of the project engagement was focused on 150 MSC Malaysia Status companies, 150 non-MSC Malaysia Status companies, and 156 SKM ICT Accredited Centres for demand in the ICT Industry. Two (2) approach has been conducted which are i) face to face interview and ii) via email and telephone. MSC status companies were divided into the following clusters: i) Infotech (70), ii) Shared Services & Outsourcing (30) and iii) Creative Multimedia (50). Non MSC companies whose main business is IT and require IT skill sets in their employees. The scope research are on statistics and analysis on SKM talent demand in the ICT industry which current headcount (as on end-2011) and vacancies for fresh SKM trainees and experienced professionals, meanwhile for statistics and analysis of SKM talent supply are Enrolment data categorized by type of SKM ICT courses, students, and skills. The data was forecasted for supply-demand data from 2007 to 2013 and analysis for matching analysis of supply and demand: Matching and analyzing areas such as preferred recruitment channels, skills, employment opportunities, etc. The analysis showed for demand side that: Employment potential exists in the market for ICT SKM Graduates as understood from (1) 56% of the responding companies catering to ICT Solutions and 25% to ICT Hardware, (2) Current ICT workers forming 67% of the total employee pool & (3) ICT Management, being the topmost job role in any company, followed by Administration and Maintenance & Support. Awareness of SKM/DKM/DLKM is fairly high, with 64% being aware of these qualifications. However, in spite of the existing job potential in the market and high awareness, only 8% of the responding companies actually employed SKM/DKM/DKLM Graduates. Meanwhile for supply side showed that almost all Accreditation centers (ACs) are offering Level 2 courses, followed by Level 3 courses. Less than half of ACs offer Level 4 courses and only 5% offer Level 5 courses. Most preferred courses are i) Assistant Technician Computer System (L2); ii) Computer System Technician (L3); iii) Computer Network Technician (L3); iv) Executive Information System (L4); and v) Assistant System Engineer (L4). The analysis result ultimately suggest a few recommendation for strategic plans to relevant stakeholders for future talent development such as i) possible ways to explore the existing employment potential to the benefit of increased employment of ICT SKM Graduates; ii) Skill Sets the current ICT SKM Graduates need to focus & develop strongly; and iii) Developed and retain ICT SKM Graduates employability skills development.

**Keywords:** Employability, Supply & Demand, Accreditation centers.