

A Framework Development for Correlation Between Employee Social Skills and Employability Factors  
(Pembangunan Kerangka Hubungan antara Kemahiran Sosial Pekerja dengan Faktor Kebolehpasaran)

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ABSTRACT

Employability is an issue that frequently comes up for everyone involved, particularly those soon to graduate. Work competitiveness, a shortage of work offers, on-the-job incompetence, and compensation from employers and organisations that is disproportionate to their acceptability are all issues. Its graduates have a constrained and concerned perception, especially if they are required to repay a student loan. This study requires determining one of the traits impacting graduate employability: employee social skills. Communication skills, decision-making skills, and negotiating skills are the three key domains of employee social skills that employers prioritise most strongly. These three components have been identified by researchers as having an impact on employability in a group of career factors, organisational factors, and individual factors. Due to prior studies and approximately national agenda provision, researchers produced a model framework titled "A Framework for Correlations Between Employee Social Skills and Employability: Factors."

Keywords: Employability Factors, Communication Skills, Decision-making Skills, Negotiation Skills, Employee Social Skills

ABSTRAK

Isu kebolehpasaran sentiasa dibangkitkan oleh semua pihak, terutamanya pelajar yang bakal menamatkan pengajian. Persaingan pekerjaan, kekurangan tawaran pekerjaan, ketidakcekapan dalam pekerjaan dan gaji daripada majikan dan organisasi yang tidak sepadan dengan kelulusan mereka adalah merupakan isu tersebut. Kepelbagaian ini adalah halangan dan tekanan graduan termasuklah terpaksa membayar semula pinjaman pendidikan. Kajian ini cuba mengenalpasti salah satu faktor yang mempengaruhi kebolehpasaran graduan iaitu kemahiran sosial dalam kalangan pekerja. Kemahiran komunikasi, kemahiran membuat keputusan, dan kemahiran berunding adalah tiga domain utama kemahiran sosial pekerja yang dilihat dominan dalam permintaan majikan. Dalam kelompok faktor pekerja, faktor organisasi dan faktor individu, ketiga-tiga faktor ini dikenal pasti sebagai faktor yang mempengaruhi faktor kebolehpasaran. Penyelidik telah membangunkan rangka kerja model yang dipanggil "Rangka Kerja Korelasi Antara Kemahiran Sosial Pekerja dan Faktor Kebolehpasaran" berdasarkan kajian terdahulu dan peruntukan agenda nasional yang diketengahkan.

Kata Kunci: Faktor Kebolehpasaran, Kemahiran Komunikasi, Kemahiran Membuat Keputusan, Kemahiran Perundingan, Kemahiran Sosial Pekerja

## INTRODUCTION

Since the emergence of 2010, multiple faces have been discussing employability. The government's varied initiatives are constructed to enhance graduates' employability. According to the National Graduate Employability Blueprint 2012-2017, employability implies graduates' ability to enter the workforce and obtain the skills required to find an appropriate job. Existing disruptions and constraints have exacerbated the issue of employability. The COVID-19 pandemic, for instance, that wrecked the country in 2020, has slowed the country's employability and recuperation. Thousands of individuals have died because of the COVID-19 pandemic, including in Malaysia as well as other countries. The implication is that a significant portion of communities across the country have encountered economic struggles. This results in an economic deficit, which indicates that a massive number of employers are downsizing their businesses. Due to the COVID-19 epidemic, employers were forced to lay off many employees.

In recognition of the government's "lockdown (movement control order), employers were forced to reduction down thousands of employees since they weren't able to pay their salaries. As a result of the succession crisis, an enormous number of industries had to cease operations, with their employers facing substantial fatalities. However, the economy incurred an economic contraction because of the shortage of transactions, both internal and external, within the nation's borders. More employees and university graduates have been forced to leave employment due to a shortage of job opportunities (Md. Atiqur et al., 2021). Yet lots of jobless graduates and members of the public are beginning to learn the world of online commerce to create businesses and acquire food delivery workers. The range of employment is limited and small due to a lack of job prospects. The Chief Economist of the Centre for Future Labour Market Studies, EIS-UPMCS Social Security Organisation (SOCO), speaks on the topic of job market mismatch. According to statistics, just one of every three graduates will work in a profession linked to their studies. In addition to the identical Fahmy (2021) research, a study by the Bumiputera Agenda Leading Unit (TERAJU) showed that just 73,400, or 27%, of Bumiputera graduates are expected to work in the private sector in 2020, compared to only 103,900 in 2019.

Graduate employability is a universal challenge in Malaysia (BERNAMA, 2020). Many university graduates struggle to find work after graduation. To cover their basic needs and repay their university

loans, most graduates must work in convenience stores, supermarkets, and food delivery. There are firms that recruit people without a university degree, but they hire experienced individuals and pay extremely competitively. The researcher cited a report by The National Graduate Employability Blueprint 2012–2017, which identified the problems identified by employers of fresh graduates as poor English proficiency (55.8 percent), attitude or personality (37.4 percent), demand for payment of an unrealistic salary (33 percent), mismatched skills (30.2 percent), choosing a job or company (27.7 percent), not demonstrating the ability to solve problems (25.9 percent), and insurance. It is apparent that the industry's major demand for generic student attributes (GSA) has exposed the talents that companies seek in new graduates. As a result, both public and private institutions must genuinely consider graduates who have extraordinary potential and are in towering demand by companies immediately after they graduate. According to Datuk Seri Dr. Noraini Ahmad, Minister of Higher Education, the Graduate Tracking Study in 2020 indicated that the employability rate of graduates in 2020 was 84.4 percent, an insignificant reduction from 86.2 percent in 2019.

According to Harvey (2001), employability is a challenging term to evaluate and describe. Employability is evolving in line with changes in hiring trends and recruiting approaches. In the terminology of McQuaid and Lindsay (2005), "a decade ago, employability was a relatively imprecise notion, but currently the term has played a significant part in employment regulations in the United Kingdom (UK), some European states, as well as in other countries." In many countries, the concept of employability has been a focal component of labour market policies and employment strategies, particularly those focused on graduate employability. However, graduates in Malaysia, wherever the percentage of students graduating from those institutions of higher learning is increasing, are in a dilemma since they are incapable of satisfying the demands of the job.

Employability involves an extensive variety of proactive self-management attitudes and career management practices that individuals demonstrate to succeed in their preferred occupation. This is desirable to reinforce for graduates to be able to locate employment. Graduates are requiring having self-assurance, vigorous time management abilities, and to adhere to the regulations regarding attire. Effective interpersonal abilities are needed to be cultivated when studying in the academic world. This is particularly significant because communication can act both an obstacle and an opportunity for graduates to strengthen their employability. Proficiency in digital

and technology skills may contribute to employability opportunities, uniquely about digital and virtual-based labour circumstances (Mohd Shafie et al., 2021).

Moreover, personality attributes exert significant effects on someone's employability. Murray and Robinson's operation revolves around this (2001). According to Katherine and Maria (2019), the match of graduates' personalities, behaviours, and traits to the requirements of the job is essential and leads to the enhancement of graduate employability and career management capabilities. Therefore, each institution of higher learning ought to play a significant role in diversifying programmes and procedures that incorporate enrolment, such as courses in leadership, ethical and attractiveness workshops, and social and community service activities (Gruppen et al., 2018). Graduates may perhaps gain from this as they develop their communication skills. Graduates should be exposed to different activities and programmes to improve on their individual deficiencies (Azizi et al., 2010). Furthermore, communicating with outsiders concerning employer demands in the employment sector should be readily accessible to all students so that they escape disappeared out on important details. Nonetheless, Panagiotakopoulos (2012) considers that there are impediments to developing marketable talents in places with low self-worth, a deficiency of adequate information about higher education, discrimination, prejudices, and ineffective curriculum management. It is unambiguous that public and private institutions of higher learning will have an important character in solving the issue of graduate employability. The management structure in each higher education institution must be productive and debauched so that the graduates produced are quality and effective adequate to attain employment opportunities at least three months after graduating from their respective institution of higher learning.

### HUMAN RESOURCE SKILLS

Human resources are related to human capital that benefits the company in terms of commercial replacements or achievements. Since the 1980s, human resource research has been growing to ensure that the organisation's power source is competent and satisfies productivity requirements. Human resources are the most valuable resource in a small company or business. This is the case since they have offered the organisation their ability, knowledge, skills, and expertise to help it manage its business operations. In this regard, the organisation is constantly increasing human resource

development and management as work management-empowering initiatives (Cheng, Abdul Ghani, & Abdul Jalil, 2021).

Advanced research findings indicate that there are thoughtful principles to improve the optimal utilisation of human resources in corporations. This is essential since, without human resources, corporations cannot adequately execute and supervise career switches. Human resources, for instance, comprises a wide range of duties and responsibilities, such as staffing, human resource development, safety and health, industrial relations, and compensation administration. In the publishing of vacancies on social media, resumes. In fact, offering letters and interviews with original opportunities, reaffirming human resource skills, and assigning an exceptional rating on applicants who are interested enrolling.

### COMMUNICATION SKILLS

Communication skills are of necessary importance and should be emphasised by each Malaysian graduate. Communication may additionally relate to the practice of expressing information through variations on one's ideas, communications, or behaviours, such as pronunciation, visuals, gestures, writing, or behaviour (Prashant, 2017). As a result, an individual's capacity to contemplate and desire to communicate ideas through communication is essential in virtually every aspect of human existence, including working conditions. Furthermore, an organisation is comprised of individuals (workers) who are carefully and systematically supervised to satisfy the criteria set by the organisation or realise its combined purposes on a regular schedule. To ensure that an organisational objective gets accomplished, all employees in the organisation should be sophisticated on the ideas of the organisation, comprehend their character in attaining the goals, and be well-appointed with the requisite abilities to implement those objectives. As such, all employees in the organisation, irrespective of dimensions, must increase their communication skills, verbally as well as nonverbally, to gather as experts in job responsibilities requiring interaction (Finne & Gronroos, 2017).

Graduates might enhance their communication abilities through university-sponsored activities such as student commitment, debates and speeches, community service, and industry requalifying. However, Abd. Rahim et al. (2007) contend that graduate degrees ought to embrace communication techniques that facilitate potential graduates' adoptive confidence in spoken communication. This implies that fresh graduates won't

be hesitant to communicate during a job interview or if occupied by an organisation's collaboration.

There are two styles of paths for communication in an organisation: formal and informal. The first style of communication is formal. Formal communication is a dignified form of involvement amongst employees and management in which goals, organisational policies, business regulations, and procedures are appeared. Formal communication transpires both horizontally and vertically (Bharati, 2016). It incorporates meetings between departments, conferences, seminars, workshops, phone calls, commercial newsletters, interviews, press conferences, and company pamphlets. The major approximate is formal communication, and the second is unofficial communication. This communication is a network of social interactions within an organisation or the institution in problem. This system of communication develops to accommodate the requirements of associates of an organisation, such as accessing information, affecting others, and delivering work-related information that is not reachable through official networks of dealings (Mauroner & Zschau, 2021). According to the scholars, informal exchanges of data may be work-related or interpersonal in personality traits. This informal communication is especially essential because it enables employees to exchange ideas, interact with colleagues, and contribute to making their personal lives worthwhile if there isn't any pressure at work.

Mainly, an organisation's expected procedures, including employee social interactions, learning, employment, and organisational management, involve extensive communication. Organisational communication purposes related with the discussion and resolution of work issues, the preparation of reports, the providing or receiving of advice, the communication with clients, and the observation of human behaviours. Employees and graduates seeking employment should prioritise communication skills in the workplace (Junjie et al., 2020).

## DECISION MAKING SKILLS

Human Resource Management (HRM) represents an association between companies and their workers. Human Resource Management should portray itself as a neutral mediator when conflicts arise amongst workers, especially those involving staff members and their superiors or executives. If these difficulties evolve, human resource management will play a proactive role in absorbing the opposing teams of a conflict, remaining neutral, preserving confidentiality,

and proposing and encouraging pathways to resolve issues. Human resource management, in addition, is responsible for facilitating the organisation's reinforcement of new employees, mainly by providing instructional programmes to help employees construct the compulsory skills. In addition, HR needs to inspire and motivate individuals to ensure employees preserve work effectively in an organisation. The instant there is a criticism in an organisation that involves quarrels amongst subordinates and top employees, the HR representative is responsible for fixing the problem. Additionally, certain staff members are impacted by pay or salary troubles, indicating that management's exertion must play a significant role in resolving the problematic situation to reserve employees' expectations (Junjie et al., 2020).

Graduates should be competent to make decisions. In the interview, the employer will frequently provide the candidate with a tangible situation that will evaluate the prospect's ingenuity and wisdom for addressing issues and concerns. This is particularly important if there are considerable expenditures, decision-making requirements, and a restricted deadline. Top-level managers mostly participate in decision-making societies, especially if it comes to financial concerns and expenses for resources, as well as other stakeholders. However, opinions and concepts from employees of all views remain essential. Prospective graduates must prepare to reach decisions across multiple phases of the procedure for generating selections. Some of these incorporate the ability to observe the circumstances from multiple perspectives and evaluate both challenges and possibilities that may be acknowledged through outcomes. Hypotheses, assumptions, and methods must be developed to determine the probability that a resolution dilemma will be resolved. This becomes more confronting if expenses, repayments, and hazards are all factored in. All choices ought to illustrate their implications, including whether they will result in either a profit or a failure for the organisation and administration. At last, to progressing, the determination must submit tangible effects and remedies.

## NEGOTIATION SKILLS

Negotiation is an approach to resolving issues that emerge among multiple competitors in a business circumstance. The objective of this consultation is to establish an approach for achieving the realization of a previously existing issue. A consultation leads to an alternate conclusion autonomously. In conflict

within an organisation, human resource management has a worthy responsibility to confirm an informed consultation without collisions. According to Fisher, Ury, and Patton (1991), negotiation is achievable in the execution of agreements, marital issues, nonviolent national reconciliation, and other settings where humans naturally engage in conversations or argue through negotiation.

Human Resource Management (HR) incorporates referring abilities such as preceding and counselling (HR). Employees recurrently complain to the Human Resources department regarding employment difficulties, insufficient pay, employee-employer arguments, and personal issues. Human resource managers frequently praise and respond to employees through enthusiasm and insight to persuade them to be more productive and significant in their careers.

Consolidative negotiation is a discussion method that pursues multiple options that may contribute to a mutually advantageous result, an ongoing association, a recognition of a mutually beneficial condition, and a negotiating revelation. Malaysia's industrial relations terrain is evolving towards competitiveness and evolution in industry because of transformations in the employment environment, legislation, and administration. Negotiations must be conducted rapidly or endure for an extended length of time in segments. It reaches beyond achieving an agreement on dense issues that involve exceptionally thorough investigation and conversation at the persistence of the negotiating phase. To curtail having a contrary influence on organisational performance, issues such as employee restraint, activity scheduling, or conflicts coupled with disproportionate compensation coordination should be elucidated. However, negotiating and quibbling can take place informally or formally. As an example, the most ultimate is to define authorised negotiations in which the labour movement intends to verify its authorizations while simultaneously grossing certain advantages, predominantly by way of compensation enhancements and margins for its employers.

To realise the country's goals in education, top officials and subordinates must collaborate and co-operate. The bounds of national education are broadening because of the country's apparent targets. In a world where pandemics remain a threat, higher education requirements require emerging graduates who can cooperate professionally and with integrity. Higher education is decidedly aware of this, and frequent attempts and strategies for learning are elaborated to guarantee that forthcoming graduates emerge with the resilience and managerial competencies of skilled

professionals.

## CAREER FACTORS

The amassed issue of graduate unemployment is entirely attributable to unemployment shortages, and it is enormously beyond comparison to the pressure for graduate employment. However, the number of graduates provided by institutions of higher learning (IPT) surpasses their requirement for work, which contributes noticeably to the substantial percentage of unemployed graduates. The all-inclusive spread of the COVID-19 pandemic has intensified the problem by restricting the possibilities for employment for IPT graduates. As a result, lots of recent graduates were rejected, leaving them unemployed without the ability to detect occupations that met their specifications. Therefore, respective tracked career paths include delivery individuals, departmental purchase workers, and digital entrepreneurs. Graduate employability is a worthy consequence of the mutually reinforcing relationship between higher education and prospects for employment (BERNAMA, 2020). Higher education's extraordinary elevation correlates to the economic transition to information-based or post-industrial realms (Drucker 1993).

According to Mohd Yusof et al. (2010), economic growth has initiated a workforce mismatch. To regulate the organisation's liquidity, employers are required to execute reducing expenses and cautious procedures, such as reducing job opportunities for graduates. Besides that, the restricted possibilities for employment have culminated in graduate job mismatches. One of each of the three graduates who will acquire employment in the profession declines to satisfy the prerequisites. Therefore, they are missing competency in the sector in which their employees work. Over 2000 to 2020, Malaysia's sector constructed 61 percent of semi-skilled and unskilled vacancies, whereas relentlessly 39 percent of skilled job possibilities match graduates' capacities to acquire.

According to a study search steered by the Bumiputera Agenda Leading Unit, the deterioration in employment opportunities for Bumiputera graduates is the consequence of a 29.3 percent decline in labour market employment probabilities over the last two years because of the country's COVID-19 pandemic (TERAJU). This problem of prohibited job possibilities will require a widened period to be resolved since it's intrinsic rather than periodic. Short-term initiatives can elevate it. Therefore, the education industry needs to appreciate that it is incapable of keeping up "as

normally." On the contrary, it ought to confirm that graduates are employable by proposing an adequate curriculum for arranging to enrol in the job market.

### INDIVIDUAL FACTORS

Governments demand to determine a mechanism that affords benefits for graduates. Fresh university graduates who are as incisive for their first job oblige some assistance with the job searching. Furthermore, training programmes and entrepreneurial skill expansion are dexterously obtainable. The government ought to believe in providing financial support for employment interviewees. This programme is additionally approachable to graduates who have completed their employability training but have not been employed by an organisation. TNB, for example, initiated the PROTEGE Programme. The programme encourages strategies that advance unemployment and graduates that help this nation navigate the financial crisis due to the COVID-19 pandemic. The programme additionally increases and intensifies the abilities of graduates and anybody, especially those who were recently put on unemployment. Graduates and adolescents should be attended to by professional counsel and advice during their education so that they're informed about the employment prospects accessible to them beyond graduating.

Additionally, graduates need to become acquainted with professional recommendation and counselling courses as well as be adept at recognising employment. Graduates need to be acquainted with achievable objectives as well as current data regarding the economy and employment possibilities. Guidance consultants have been professionally qualified to acquire an extensive interpretation of accurate labour statistics, requiring them to have the benefit of helping graduates make decisions regarding their careers. Moreover, higher education institutions shouldn't have to contend with multiple requirements aimed at altering the form of the syllabus, which are intended to strengthen the employability of the graduates. There's undoubtedly that the syllabus structure established by the Ministries of Higher Education must be investigated on a regular basis to remain applicable to the expectations that all graduates might consume; however, that procedure is not immediately apparent and requires the cooperation of multiple clusters. As a result, essential elucidations must be designed as part of the process of integrating graduates' education and abilities. Instructors with significant teaching experience from educational institutions that are equipped to satisfy the prerequisites

of the industry, for instance, can be assigned circuitously to conduct instructional trainings. The government can perform as a "temporary worker" by providing short-term job possibilities in the extensive economic sector (Katherine & Maria, 2019).

Graduates and probable graduates must be willing to compete against competitors who have desirable preferences, such as CGPA. Employers seek an important person with an extensive selection of skills, attractive leadership traits, formidable entrepreneurial effort, and the capacity to immediately adapt to real-life circumstances within the organisation. However, there is robust rivalry among graduates in this country. Graduates with the requisite abilities and competencies have a competitive advantage in the labour market (Manjet Kaur, 2021). Prospective graduates must be undoubtedly equipped to take on this mission and use their inventiveness to commence business undertakings. If some graduates are powerless to achieve an occupation in their recent careers, they should deliberate pursuing internet business opportunities. Online enterprises, on the other hand, can produce considerable profits. They must be sophisticated in their marketing on social media platforms, including "Facebook, Tik Tok, Instagram, and WhatsApp," to convince customers to acquire the products they approach. Graduates ought to additionally take advantage of the opportunity to expand their expertise with spontaneously accessible resources through online aiming conversations. Furthermore, graduates also acquire skill certificates by participating in online learning programmes supplied by equally national and international organisations.

### ORGANIZATION FACTORS

The government has indicated various varieties of restrictions and initiatives designed to alleviate the detrimental influence of COVID-19 on the country's employment economy. The initiative has benefited youth and fresh graduates. The government's Prihatin Rakyat Economic Stimulus Package (PRIHATIN) intends to persuade employers to provide capital. The grant package involves totaling RM 100 million for educating at least 40 000 personnel across multiple potential fields through professional certification and industry-related training. Additionally, the Ministry of Sports Youth (KBS) has launched the National Apprenticeship Scheme Programme (SPN). SPN is an encouraging initiative devoted to serving unemployed graduates. This also helps organisations and communities acquire work experience, in addition to enhancing the employability of the post-COVID-19

phase.

The COVID-19 epidemic prompted an extensive aggregate of industry and corporate managerial activity to be controlled via online. That has culminated in transformations in the marketplace for employment and innovative features of employed. Presently, digital and communication skills are in demand. According to Cheng, Abdul Ghani, and Abdul Jalil (2021), graduates with rudimentary software skills can convey obtainable systematic responsibilities universally, including dealing discussions, conferences, and events, which are frequently accomplished during the time of movement control order (MCO) execution. The ability to utilise software is a necessity for conducting an examination of approximately what was previously discussed among both managers and workers (Mohd Shafie et al., 2021). Employers are in

desperate need of entrepreneurial skills. Entrepreneurial proficiencies are essential for navigating challenges and developing immediate resolution. Leveraging standards based on emerging ethics, the organisation has the capacity to adapt rapidly to contemporary provisions while enhancing the standard of the products and services it specifies. Furthermore, graduates with such skills acquire the opportunity to employ for positions. Graduates and prospective graduates must probe the subject of economics to initiate small-scale businesses fortified with a variety of talents and expertise.

## RESEARCH METHODS

This research employs a systematic literature review (SLR). Multiple previous research studies and articles

TABLE 1. Systematic Literature Review for Employee Social Skills

Domain	Author	Year	Systematic Literature Review
Communication Skill	Nor Shela et al.	2021	All graduates are required to be proficient in communication skills.
	Mohd Shafie et al.	2021	Digital communication is also a pioneering and particularly contemporary employment obligation.
	Prashant	2017	Skills in communication require being cultivated comprehensively.
	Finne & Gronroos	2017	Communication demands both verbal and nonverbal skills.
	Abd. Rahim et al.	2007	Communication is necessary to boost self-esteem.
	Bharati	2016	Graduates are supposed to understand the concept of the top, middle, and lower levels of communication.
	Mauroner & Zschau	2021	Balancing equal formal and non-formal communication becomes crucial when performing duties.
	Bharati	2016	Communication is supposed to be relevant and informative.
Negotiation Skill	Susan	2020	To minimize stress and conflict, communication needs to be explicit.
	Gruppen et al.	2018	Being able to collaborate collaboratively at work forms a cornerstone of good negotiation.
	Cheng, Abdul Ghani & Abdul Jalil	2021	Empowering negotiation skills is essential to developing human resources.
Decision Making Skill	Fisher, Ury & Patton	1991	Organisations adopt a variety of consultation strategies. Employee conflict must be eliminated via negotiations.
	Azizi et al.	2010	Graduates have no opportunity to stand out in employment since they have insufficient decision-making skills.
	Junjie et al.	2020	Superior-subordinate negotiations entail worker welfare considerations. precisely such, it should be executed judiciously.

have been investigated, and the researcher has done assessments about the extent to which each investigation correlates with the areas depicted. The initial issue concentrated on previous research indications regarding employee social skills, which involve communication, negotiation, and decision-making skills. The three central attributes of employability were then established based on the perspectives of researchers: individual factors, organizational factors, and career factors.

Previous researchers' perceptions were investigated and acknowledged as validating the proposed model framework. The synthesis of the SLR table, as shown in tables 1 and 2, indicates a critical analysis of previous research. The consideration process and references of this literature review organise for a reference-advised structure of the research framework for the ensuing subtopic.

TABLE 2. Systematic Literature Review for Employability Factors

Domain	Author	Year	Systematic Literature Review
Individual Factor	Md Atiqur et al.	2021	Graduates require trustworthiness for the purpose of securing employment possibilities.
	Fahmy	2021	Graduates are excessively irritable about jobs but only desire job opportunities in their field of education.
	Murray & Robinson	2001	Employee acceptability is impacted by a person's attractive personality.
	Katherine & Maria	2019	In employed, the initial criterion evaluated is attitudes.
	Manjet & Kaur	2021	Work competencies should be acquired in accordance with individual strengths.
Organisation Factor	McQuaid & Lindsay	2005	Organisational policies have evolved and demand ingenuity.
	Panagiotakopoulos	2012	Organisations set high goals. As a result, graduates ought to start educating themselves at the institutional level.
	Gruppen et al.	2018	The organisation collaborates with universities to generate high-quality graduates.
	Cheng, Abdul Ghani & Abdul Jalil	2021	Organisations are pursuing digital empowerment as an avenue for employment.
	Mohd Shafie et al.	2021	Organisations produce a demand for entrepreneurial capabilities among employees.
Career Factor	Harvey	2021	The job requirements model advances to adapt to market demands.
	Drucker	1993	The career concept incorporates the expansion of the digital industry.
	Mohd Yusof et al.	2010	The phenomenon of job mismatch must be further explored since it could minimise graduates' rates of joblessness.

## MODEL DEVELOPMENT

Graduates' employability during the COVID-19 phenomenon described multiple challenges for job seekers. Regarding a key priority concern for higher

education institutions, universities must alleviate graduates' employability. On the contrary, the government has supported graduates by supplying investment, initiative, and retraining. Tenaga Nasional Berhad (TNB), for instance, established the PROTEGE



Programme. Furthermore, the government has advanced approaches that involve the Prihatin Rakyat Economic Stimulus Package (PRIHATIN) and the National Apprenticeship Programme (SPN). In consequence, graduates' employability develops a privileged restraint in determining strategies for satisfying challenging employment during the COVID-19. As a fundamental approach, university graduates have started to discover the realm of online business, which could be enormously lucrative. Graduates as well need to be experienced at marketing products on social media platforms such as "Tik Tok, WhatsApp, Instagram, and Telegram" to persuade others to purchase the products offered. Still, employability abilities developed independent influences that may be discovered from a variety of perspectives and categories, requiring researchers to undertake extensive research. Consequently, researchers became attracted to the study on students' perceptions and levels of interest in topics of employability due to the perseverance of conserving this problem as well as the necessity of determining students' and the general public's level of knowledge on the matter. Graduates' obligation to accentuate their

digital capabilities is because the demand of industry is currently concentrating on a revolution in technology and digitalization (BERNAMA 2020).

These capacities are valuable for the performance of scheduled responsibilities while working for future preparing. The preparation will be obtained if the Ministry of Higher Education (MOHE) and industry collaborate to acquire resolution. The greatest solution can be attained through government and private sector collaboration to improve employee expertise of employee. Developing engaging initiates from graduates industrial training at some company. The observation might include personality, character, traits, capability, and other skills developed by the supervisor at the company through employee social skills to encourage the employability factors and requirements. Three domains required focus, such as career factors, individual factors, and organisational factors. Based on some justifications and discussions, the researcher has created a research framework that analyses graduate employability based on graduate competencies. This approach is essential to human resource concepts.

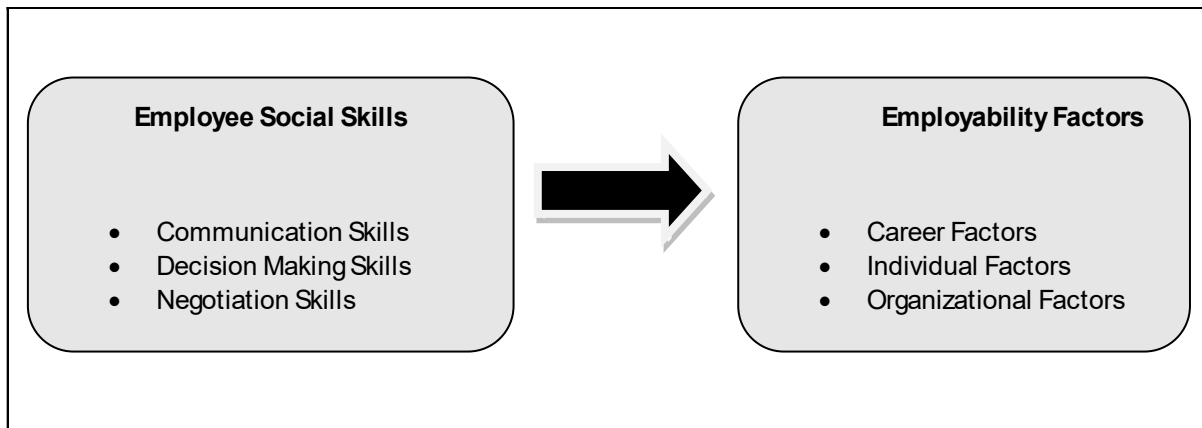


FIGURE 1. A Framework for Correlations Between Employee Social Skills and Employability Factors

DISCUSSION

Many individuals are continuously upset about the concern of employability. It transformed into an issue of debate in the community, and subsequently, a few graduates articulated criticisms and complaints regarding employment and unemployment. In Amir

Abd Hamid's and Mahaizura (2021) report, the Ministry of Higher Education is enthusiastically investigating proactive efforts to concentrate on this issue. The Industry Advisory Council, the National TVET Council, and alliances instituted by the National Employment Council (NEC) and the Government-Industry TVET Coordination Body have collaborated

on producing an efficient Coalition of Cooperation (CIC). Further than that, collaboration with the corporate industry persists, predominantly in fostering the growth of entrepreneurial graduates that preserve and distribute job opportunities. Tekun Nasional, Suruhanjaya Koperasi Malaysia (SKM), the Ministry of Entrepreneur and Cooperative Development (Medac), and Institut Keusahawanan Negara represent quite a lot of the entrepreneurship parts. Exceptionally involved is an investigation of employability beyond multiple sectors of the economy. Research indicated that 57.1 percent of companies implemented a moratorium on appointing because of COVID-19 (Amir Abd Hamid & Mahaizura, 2021; Muhd Khaizer, 2020).

Graduates' employability represents extensive economic and labour market challenges. Conversely, the proportionality of fresh graduates appearing at jobs for their initial entry is greatly conveyed by the contemporary economic climate. The number of graduates produced annually increases, reaching an exceptional 298 thousand in 2019. The COVID-19 pandemic, which's confounded wide-reaching Malaysia, has obstructed many initiatives to increase graduate employment. Although the Ministry of Higher Education's (MOHE) 2020 Graduation Confirmation Study publicised that graduates' employability diminished by 1.8 percent last year, to 84.4 percent, rather than 86.2 percent in 2019 (Sinar Harian, 2022). The COVID-19 condition provided the economy, particularly the employment sector, with a reason for further suspended employee recruitment, especially for responsibilities that require skills that graduates can acquire (specialised professions). According to Nor Azama (2021), the problems of employability appear predominantly with graduates' incapability to trace employment, yet also with an occurrence of incompatibility between education and employment. Many possibilities for employment were generated in an assortment of industries; nevertheless, graduates' excessively discriminatory advances caused individuals to leave of absenteeism due to their inability to protect an occupation.

## CONCLUSION

Employability is a worrying issue since disturbed economic trends. Unemployment influences the economic sequence because the capability of purchasing is deficient. The factors are that various individuals are unable to acquire since they have no income for buying. The massive impact of those issues is creating dilemmas in community situations. As a

step towards improving economic issues, especially amongst unemployment graduates, the government launched platforms to reduce employability issues. On October 16, 2021, the Minister of Higher Education published the Strategic Plan for Graduate Employability 2021-2025. The official release of this strategy explains the government's initiatives within a five-year planning duration. The strengths presumed by the government have the potential to contribute to graduates' employability currents strengthening in future years, which is consistent with the Malaysian career economy philosophy. Graduates should also be more creative and distinctive regarding their strategy for emerging entrepreneurship, as they'll additionally build possibilities for employment while inspiring others to cultivate their knowledge. This will subsequently foster an equitable and comprehensive economic climate by reducing the currently high unemployment rate.

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