CAREER DECISION MAKING DIFFICULTIES AMONG FEMALE FINAL YEAR BBA STUDENTS’ AT UUM

A Thesis submitted to the Faculty of Business Management in partial fulfillment of the requirement for the degree of Master of Science (Management) Universiti Utara Malaysia.

by

Nor Harlinda Binti Harun
2006

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ABSTRACT

Kajian ini bertujuan untuk nenilai kesulitan membuat keputusan mengenai kerjaya berdasarkan beberapa faktor demografi. Demografi yang dikaji adalah bangsa, tahap pengajian, kumpulan purata nilai markah, latarbelakang keluarga (terdiri dari tahap pengajian ibu bapa, pendapatan bulanan, sokongan ibubapa), pemilihan pekerjaan dan tahap keyakinan.


Dalam menentukan perbezaan dan hubungan yang wujud, keputusan dinilai dengan menggunakan Ujian t, ANOVA, Korelasi Pearson dengan career decision making difficulties questionnaire (CDDQ).

Secara keseluruhannya, responden menhadapi tahap sederhana kesulitan dalam membuat keputusan mengenai kerjaya. Dalam tiga dimension (kurang persediaan, kekurangan maklumat dan ketidakstabilan maklumat) pengukur CDDQ, kekurangan maklumat adalah faktor utama yang mempengaruhi keputusan mengenai kerjaya.

Berdasarkan kajian ini, kajian hadapan diperlukan untuk menentukan aspek faktor demografi mempengaruhi kesulitan keputusan kerjaya. Kajian ini mencadangkan institut pengajian tinggi perlu mengujudkan pusat perkhidmatan kerjaya untuk membantu pelajar bermula pada semester pertama sehingga tamat pengajian mereka dalam membuat keputusan mengenai kerjaya.
ABSTRACT

This study was conducted to see how difficulty in career decision making differs according to different demographic factors. The demographic factor involved are ethnicity, level of education, CGPA, parent’s background (consists of father’s and mother’s education level, monthly total income, parent’s support), occupation choice and confidence level.

The populations of female final year students enroll in Bachelor Business Administration are 360 based on HEA department information academic session 2005/2006. 188 students have been selected randomly to be the participants. Respondense rate for this study is 81%.

In order to determine if any differences and relationship exist, results were analyzed by using an independent samples t-test, oneway Anova and Pearson Correlation with career decision making difficulties questionnaire (CDDQ).

Overall, respondents face moderate difficulty in career decision making. Among the three dimensions that measure CDDQ, lack of information was the main factors that most of the students encounter in career decision making.

Based on the findings of this study, further research is needed to determine which aspect of demographic factors influence career decision making difficulties. These studies recommend that all higher education institution should have career service centre to assist students from their first semester until they graduated on career decision making.
ACKNOWLEDGEMENT

Firstly, I am greatly indebted to my supervisor, Dr. Nor Azila bt Mohd Nor for her unending moral support, kindness, thoughtful, encouragement and analytical assistance throughout the entire thesis session.

For my beloved friends, Cikgu Zaitun, Munawati, Siti Nor Akhida, Zaharah, Farizoh, Bidayatul Akmal, Lazimah, Siti Zalina, Nor Hayati and Cikgu Norazlina, thank you very much for all the supports and guidance. I am glad and happy to be part of your life from first semester until now.

Furthermore, I express gratitude to all female final year BBA student in University Utara Malaysia who has furnished my questionnaire and kindly submit it at place given. Hopefully, you will have a great life and able make good decision about your career.

Lastly, I would like to thank to my beloved mother Pn. Fatimah A.Hamid, my father Allahyarham Harun b. Hassan and my sister Norazlena bt Harun for all the support and guidance. Thank you.

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CHAPTER 1
CHAPTER 1
INTRODUCTION

1.0 Introduction

This chapter is related to the background of the study, problem statement, research objectives, research questions and the significant of the study.

1.1 Background of the study

In the early development years, the major influences on children’s ideas about work come from their families. As children grow, they learn more about different types of jobs and begin to imagine themselves in careers that sound interesting and exciting. When children reach teenage years, they gather more information on jobs from teachers, friends, relative and other acquaintances. During secondary school period, they often being asked to answer this question, “What do I want to be in the future?” Generally, this question requires them to declare their career intentions by choosing a major course of study in a university (Benjamin, Ahmad & Ang, 2004).

Some students are “ideal career planners” (primarily due to the complexity of career planning), some appear to have less career indecision and seemingly find it easier to decide on a career path than others do. Those who struggle with career indecision are likely unable to resolve one or more career decision-making difficulties (Morgan & Ness, 2000).
REFERENCE
REFERENCE


Utusan Malaysia (Malaysia), Nov 02, 2005. Graduan UUM tangga kedua mudah dapat kerja.

Utusan Malaysia (Malaysia), Feb 02, 2006. Lambakan siswazah punca utama pengangguran

Utusan Malaysia (Malaysia), Feb 05, 2006. Graduan ICT, pentadbiran perniagaan paling ramai menganggur


APPENDIX A
QUESTIONNAIRE
Dear Sir / Madam

Congratulation! You have been chosen to be a respondent in this study. This research is being conducted as a partial fulfillment of the research project paper (PMZ6996) for UUM Master of Science Management program.

The aim of this study is to obtain information on the **career decision-making among BBA final year in UUM**. This is not a test because there is no right or wrong answer. All information given is confidential and will be used for academic purpose only.

Your honesty and sincerity are highly required in attempting this questionnaire so that the research will be able to get a complete understanding about the studied. Please do not hesitate to contact me at the number below if you require additional information.

Your time and cooperation are highly appreciated. Thank you so much.

Nor Harlinda Bt Harun  
MSC Management  
Faculty of Management  
University Utara Malaysia  
**H/P NO: 019-4055378**  
16D 205 BUKIT KACHI 2
SECTION A  DEMOGRAPHIC FACTORS

Choose the one that best describes you and tick (         ) for the suitable item that has been provide below.

1. Gender
   [ ] Male
   [ ] Female

2. Ethnicity
   [ ] Malay
   [ ] Chinese
   [ ] Indian
   [ ] Other. Please Stated

3. Level of education
   [ ] Matriculation
   [ ] STPM
   [ ] Diploma

4. Country of origin
   [ ] Peninsular Malaysia
   [ ] Sabah
   [ ] Sarawak
   [ ] International Country

5. Current CGPA __________

6. Family Background

   (i) Higher Education Level
      (Father/Guidance)
      [ ] Primary School
      [ ] Secondary School
      [ ] College/University
      [ ] Professional
      [ ] Others. Please notify

   (ii) Higher Education Level
      (Mother/Guidance)
      [ ] Primary School
      [ ] Secondary School
      [ ] College/University
      [ ] Professional
      [ ] Others. Please notify

   (iii) Total Monthly Income (For both parents/Guidance)
   [ ] Below RM1,000
   [ ] RM1,000 to RM1,999
   [ ] RM2,000 to RM2,999
   [ ] RM3,000 and above

7. Does your family/guidance support your career decision making?
   [ ] Does not
   [ ] Correspond
   [ ] Correspond Completely
   1 2 3 4 5 6 7

8. Have you considered what occupation you would like to choose?
   [ ] Yes
   [ ] No

9. If so, to what extent are you confident of your choice?
   Not [ ] 1 2 3 4 5 6 7
   Very [ ] 1 2 3 4 5 6 7

10. Family Background
    (i) Higher Education Level
        (Father/Guidance)
        [ ] Primary School
        [ ] Secondary School
        [ ] College/University
        [ ] Professional
        [ ] Others. Please notify.
SECTION B: Career Decision-Making Difficulties Questionnaire

This questionnaire’s aim is to locate possible difficulties and problems related to making career decisions. Circle 1 if the statement does not describe you and 7 if it describes you well. Of course, you may also circle any of the intermediate levels. Please do not skip any question.

* Career decision making difficulties define as any difference from the ideal career decision maker as a potential problem that may affect the individual’s decision process.

<table>
<thead>
<tr>
<th>Career Decision Making Difficulties</th>
<th>Does not describe</th>
<th>Describe me well</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I know that I have to choose a career but I don’t have the motivation to make the decision now (I don’t feel like it)</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>2. Work is not the most important thing in one’s life and therefore the issue of choosing a career doesn’t worry much.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>3. I believe that I do not have to choose a career now because time will lead me to the “right” career choice.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>4. It is usually difficult for me to make decisions.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>5. I usually feel that I need confirmation and support for my decision from a professional person or somebody else I trust.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>6. I am usually afraid of failure.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>7. I like to do things my own way</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>8. I expect that entering the career I choose will also solve my personal problems.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>9. I believe there is only one career that suits me.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>10. I expect that through the career I choose I will fulfill all my aspirations.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
</tr>
<tr>
<td>11. I believe that a career choice is a one-time choice and a life-long commitment</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>12. I always do what I am told to do so, even if it goes against my own will</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>13. I find it difficult to make a career decision because I do not know what steps I have to take.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>14. I find it difficult to make a career choice because I do not know what factors to take into consideration.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>15. I find it difficult to make a career decision because I don’t know how to combine the information I have about myself with the information I have about different careers.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>16. I find it difficult to make a career decision because I still do not know which occupations interest me.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>17. I find it difficult to make a career decision because I am not sure about my career preferences yet (for example, what kind of a relationship I want with people, which working environment I prefer?)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>18. I find it difficult to make a career decision because I do not have enough information about my competencies (for example, numerical ability, verbal skills) and/or about my personality traits (for example, persistence, initiative, patience).</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>19. I find it difficult to make a career decision because I do not know what my abilities and/or personality traits will be like in the future.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>20. I find it difficult to make a career decision because I do not have enough information about the variety occupations that exist.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>21. I find it difficult to make a career decision because I do not have enough information about the characteristics of the occupations and/or training programs that interest me (for example, the market demand, typical income, possibilities of advancement, or a training programs perquisites)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>22. I find it difficult to make a career decision because I don’t know what careers will look like in the future.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td>---</td>
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</tr>
<tr>
<td>23. I find it difficult to make a career decision because I do not know how to obtain additional information about myself (for example, about my abilities or my personality traits)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>24. I find it difficult to make a career decision because I do not know how to obtain accurate and updated information about the existing occupations or about their characteristics.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>25. I find it difficult to make a career decision because I constantly change my career preference (for example, I want to be self-employed and sometimes I want to be an employee)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>26. I find it difficult to make a career decision because I have contradictory data about my abilities and or personality traits (for example, I believe I am patient with other people but others say I am impatient)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>27. I find it difficult to make a career decision because I have contradictory data about the existence or the characteristics of a particular occupation.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>28. I find it difficult to make a career decision because I'm equally attracted by a number of careers and it is difficult for me to choose among them.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>29. I find it difficult to make a career decision because I do not like any of the occupation to which I can be admitted.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>30. I find it difficult to make a career decision because the occupation I am interested in involves a certain characteristic that bother me (for example, I am interested in medicine, but I do not want to study for so many years)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>31. I find it difficult to make a career decision because my preferences can not be combined in one career, and I do not want to give any to them up (eg., I’d like to work as a free-lancer, but I also wish to have a steady income).</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>
32. I find it difficult to make a career decision because my skills and abilities do not match those required by the occupation I am interested in.  

33. I find it difficult to make a career decision because people who are important to me (such as parents or friends) do not agree with the career options I am considering and/or the career characteristics I desire.  

34. I find it difficult to make a career decisions because there are contradictions between the recommendations made by different people who are important to me about the career that suits me or about what career characteristics should guide my decisions.  

<table>
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<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
</tr>
</thead>
</table>

**Thank you for taking your time to complete this questionnaire**

**Attention**

Kindly please submit this questionnaire at Faculty of Business Management offices by 8th April 2006 before 4.00 pm. Thank you very much for your support.
APPENDIX B
SPSS RESULTS