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## Important Factors of Using the Student Admission Application System for Malaysian Certificate of Education Graduates in the State of Malacca

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### Abstract

The research is to determine the important factors of Student Admission Application System for Malaysian Certificate of Education (SPM) graduates in Malacca. The research found a few dependent variable that have connections with an independent variable. The dependent variables are types of Higher Education, programme courses, the ease of the system's usage and institutions choices. The independent variables are linked to the dependent variable which is the factors of usage of Student Admission Application System that specifically for Malacca people. A few researches are made to be the reference of this research to ease researcher to find the result of this paper. The results are positive. All variables does have a significant relationship with the independent variable. The result showed and proved the hypothesis of this research. Finally, this paper stated a few obstacles and a few proposals for improvement that are to be made by next researchers.

**Keywords:** Student Admission Application System, Types of Higher Education, Programme Courses, Institutions Choices

### Introduction

SPM graduates are any students who have taken the Malaysian Certificate of Education (SPM) examination regardless of the year of the examination. The majority of SPM graduates are those aged 17 and above while for some individuals, can take this test at a younger age. SPM is the final examination of education in schools. The examination is a condition for students in Malaysia to further their studies to the pre-university level.

Higher Education in Malaysia is a study done after students take and pass the SPM examination or Malaysian Higher School Certificate (STPM). Higher education is a professional and academic subject and requires academic qualifications STPM, SPM or equivalent to enter the foundation at the university, college or IPT level (Khair Johari, 1967). This study is a research

that examines the important factors of the use of the Student Admission Application System for all SPM graduates and equivalent in the state of Malacca.

### **Background**

Student Admission Application System serves to manage all application processes for admission to institutions of higher learning such as Public Universities, Community Colleges, Polytechnics and Public Skilled Training Institutes (ILK) throughout Malaysia (infoupu.com). The system works to avoid several things such as duplication of applications from the same applicant, errors in selecting Institutes of Higher Learning (IPT) for Malaysian Certificate of Education (SPM) graduates and increase the number of applications from several IPTs which are not less numerous.

The Student Admission Management Division (BPKP) in the Department of Higher Education (JPT) is the party responsible for managing this Student Admission Application System. (infoupu.com). Since the introduction of this system, it has helped SPM and equivalent graduates as well as Diploma students who want to further their studies at higher institutions. Students no longer have to bother applying to several institutions repeatedly because the Student Admission Application System will send an applicant's application to several IPTs selected by the applicant.

Each system has its own weaknesses. Many of the students admitted to IPT using the Student Admission Application System do not get much information about the IPT (Sulaiman et al., 2017). The Student Admission Application System is a system that helps applicants and SPM graduates to apply to Public Institutions of Higher Learning (IPTA) and institutions under government control. The National Association of Bumiputera IPTS Malaysia (PKIBM) has created a system called MyUni to apply to IPTS digitally, integrated and centrally. Students who do not get a place in public university now but interested in continuing their studies at private university can get complete and easy information to make a choice of institution (Hamzah, 2021)

There are several importance of the Student Admission Application System in the state of Malacca for SPM graduates. Among its importance is to help SPM students choose the right higher education, ensure that students get program courses at IPT in accordance with their qualifications, facilitate the application of SPM graduates to apply to higher education institutions and ensure that SPM graduates choose the right IPT for their needs.

### **Problem Statement**

Students are individuals who play an important role in an IPT and even the government. Their existence is intended to be a complement to the current generation in ensuring the smooth running of life in terms of administrative and economic aspects of the country. Students are also an asset to IPT so that these institutions have to compete with each other. Some campuses had to be closed and courses of study had to be stopped if the number of applications received was less than the minimum quantity of students set. The majority of universities that have less applications are universities that have been established less than 5 years and are located in remote locations (Afterschool.my, 2021).

According to statistics released by the Ministry of Education Malaysia (MOE) in 2018, there are 38,599 diploma students have registered at public universities. Students admitted to the university based on their choice will most likely continue to study at the same university until graduation. Yet there is no denying that the inadequacy of university selection can be a factor in students quitting before graduation. Some of them found that the quality and services provided by private university after they registered compromised their comfort to graduate.

According to the infoupu.com website, there are many students who fail to pass the application process in the Student Admission Application System because they lack understanding of the system. Among the common reasons are the applicant forgetting to press the save button, the applicant does not meet the eligibility requirements of the study program, there is no vacancy in the chosen IPT, failed in the interview or test screening and due to low merit position.

### Objectives of the Study

- I. Identifying the type of higher education is important factor of using Student Admission Application System among SPM graduates in Malacca.
- II. Identifying the selection of program courses is important factor of using Student Admission Application System among SPM graduates in Malacca.
- III. Identifying the ease of use of applications is important factor of using Student Admission Application System among SPM graduates in Malacca.
- IV. Identifying the selection of IPT is an important factor of using the Student Admission Application System among SPM graduates in Malacca.

### Study Framework

Below is the framework based on the objective of the study.

#### Non-Dependent Variables

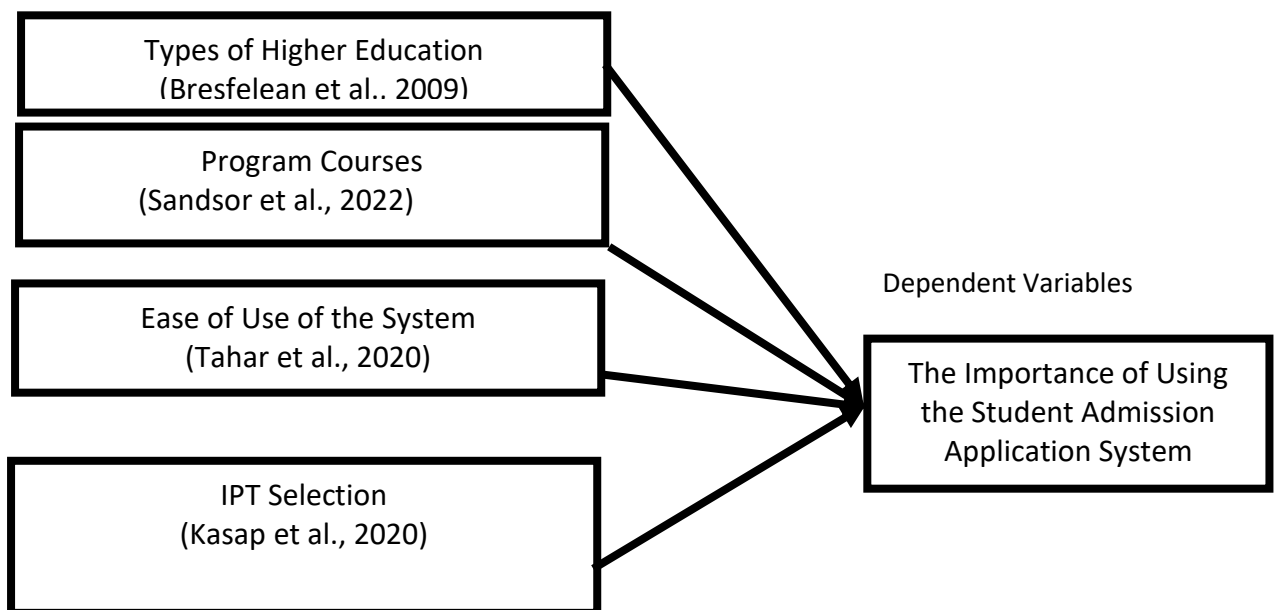


Figure 1 : Dependent Variables and Non-Dependent Variables

### Methodology

This study uses a quantitative method by obtaining primary and secondary data. Primary data were obtained by obtaining answers from the results of a questionnaire that will be distributed to selected respondents through Google Form software. The form was then distributed to the respondents via email, Whatsapp & Twitter applications. The data obtained will be analyzed into important information for the study.

Secondary data is data obtained through the results of information in journals, articles, books and other information from the Internet. Correlation research is to study the relationship between dependent variables and self -variables among SPM graduates in the state of Malacca.

### Population and Sampling

According to statistics released by the Ministry of Education Malaysia, a total of 401,105 candidates have registered for the SPM 2019 examination throughout Malaysia. In the same year in the state of Malacca, there were 13,464 SPM candidates who sat for the SPM examination (Media Baru, 2021).

The number of respondents to be selected is only 92 people. This number is sufficient because it makes it easier for us to get more accurate results and simply meet the conditions of the study conducted. The Tabachick & Fidell (2007) formula was used to determine the sample size.

### Research Instruments

The following is the content of the questionnaire that was distributed to several respondents randomly to be used as a pilot study:

Table 3.2.4

*Questionnaire Content 1*

Section	Things	Item
A	Demographics	4
B	Important Factors of the Student Admission Application System (Rasha Radi Shalabi, 2020)	6
C	Type of Higher Education (Bresfelean et al., 2009)	5
D	Course Field (Sandsør et al., 2022 )	5
E	Ease of Use of the System (Tahar A. et al., 2020).	5
F	Selection of IPT (Kasap, S. et al. 2020).	5

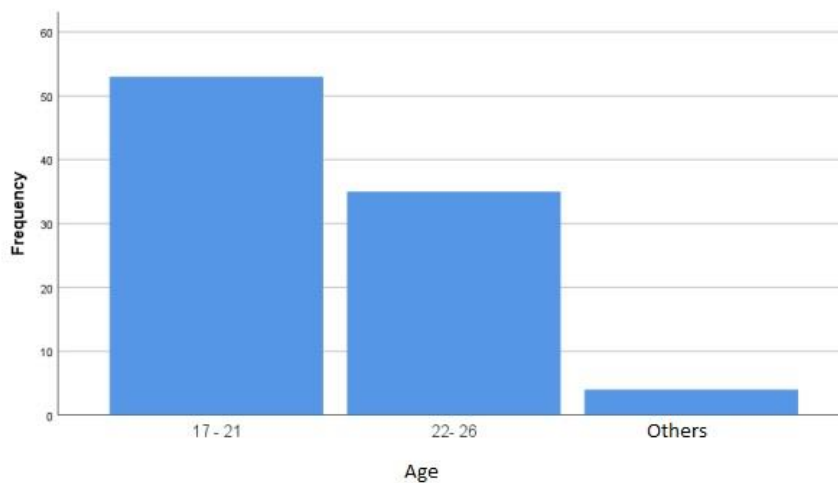
### Findings

This part will describe the analysis of the study and the data that has been obtained through the study that has been done. At the beginning will discuss the initial and final results. Then

will evaluate the findings of the study by using correlation analysis to identify importance factors of using the Student Admission Application System for SPM graduates in Malacca.

### Descriptive Analysis

Descriptive analysis aims to explain about the background and demographic factors of the respondents. These factors include age, gender, race, religion and year of taking the SPM examination. A total of 92 respondents answered the questionnaire distributed using Google Form. The following is a description of the findings for each factor:



*Figure 3: Age of Respondent*

Figure 3 shows a bar chart of the analysis results obtained through the study. Based on the diagram, the average number of respondents for this study consists of youths aged 17 years and above. There are 3 age categories that have been given and it is clear that respondents aged 17 to 21 have the highest frequency of 53 (57.6%) people. While the frequency of respondents aged 22 to 26 years is 35 (38%) people. Finally, respondents aged 26 years and above were only 4 (4.3%) people. It is clear that SPM graduates who have just sat for the examination are the largest respondents in this study.

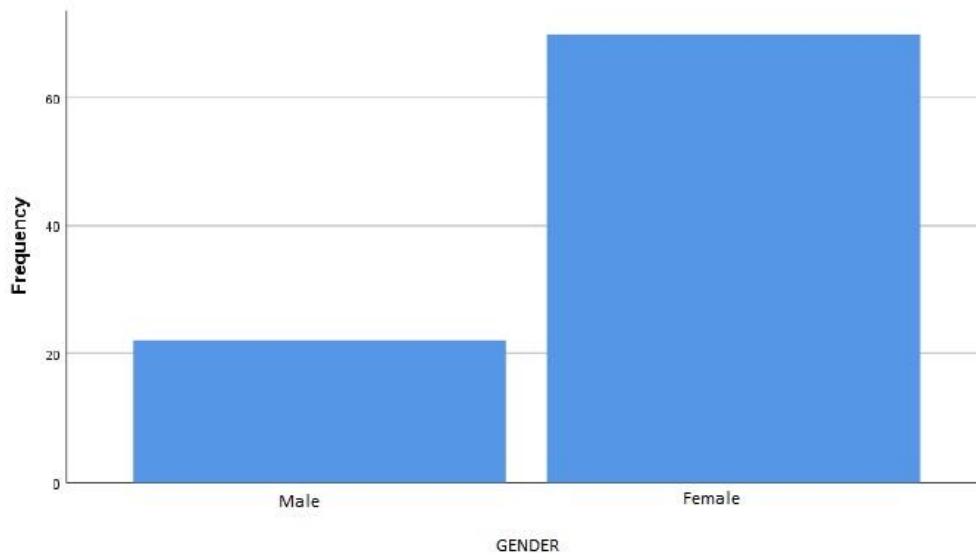


Figure 4: Gender of Respondent

Figure 4 shows the gender of the respondents who have answered the questionnaire for this study. Based on the bar table, it is clear that male respondents are fewer than female respondents. The frequency for male respondents was 22 (23.9%) people while for female respondents it was 70 (76.1%) people. With the frequency of study results, the average female respondent is the largest respondent for this study.

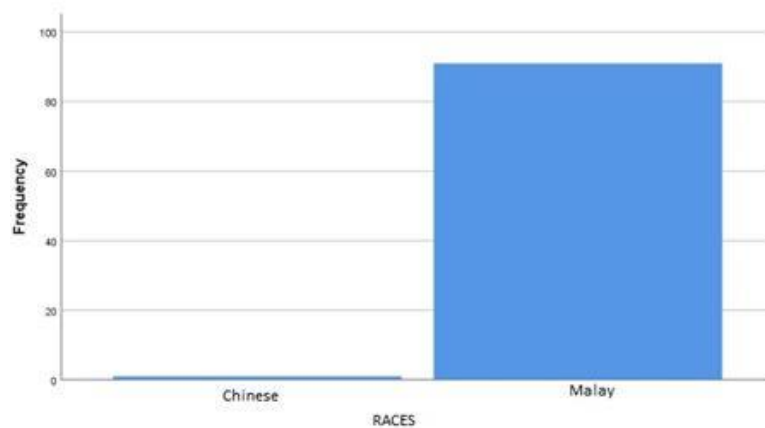


Figure 6: Respondent's Religion

The bar chart in Figure 6 shows the religion of the respondents. On the bar chart, there are only 2 religions of the respondents found in this study. Buddhism is a minority religion that answered and contributed to this study with a frequency of 1 (1.1%). Islam, on the other hand, has a frequency of 91 (98.9%) and is the majority religion that answers the questionnaire questions to help the study to obtain more accurate research results.

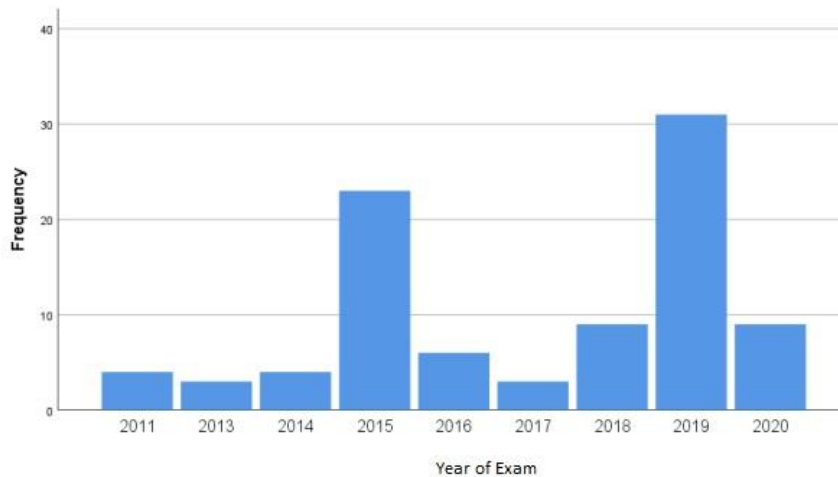


Figure 7: Respondent's Year of Exam

Figure 7 shows the year the respondents took examination. In the bar chart, the examination years listed start in 2011 until 2020. In 2011 and 2014 have the same frequency of 4 (4.3%) people only. In 2013 and 2017 also had the same frequency of 3 (3.3%) respondents only. In 2014 had the second highest frequency of 23 (25%) respondents who took SPM in that year. In 2018 and 2020 each have the same frequency of 9 (9.8%) respondents. There were only 6 (6.5%) respondents who took SPM in 2016. Finally, a total of 31 (33.7%) respondents who took SPM in 2019 thus making that year the highest frequency year for respondents in this study.

### Mean Values for Variables

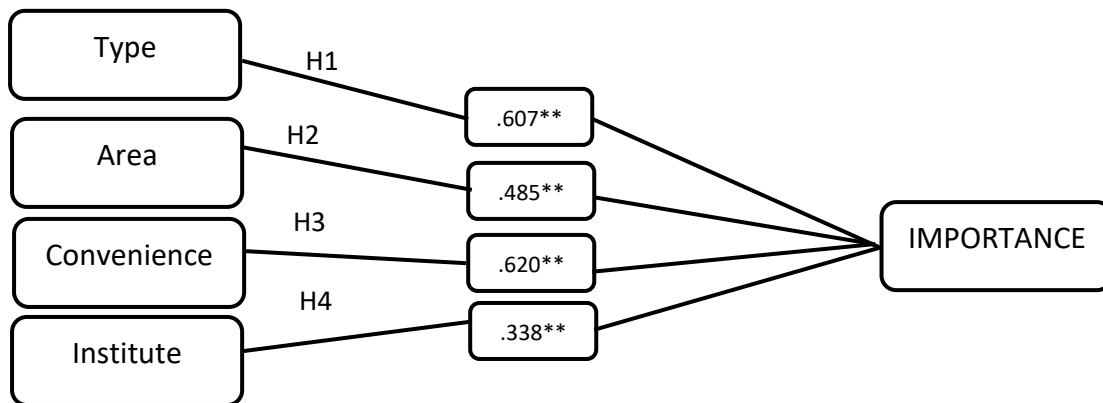
The following table is the mean value as well as the standard deviation obtained for each dependent variable and independent variable in this study.

Table 4.3  
 Min Value for Variable 1

	N	Minimum	Maximum	Min	Standard
Importance	92	2.33	5.00	4.1793	.6128
Type	92	2.80	5.00	3.8609	.54328
Area	92	2.60	5.00	3.8587	.54474
Convenience	92	2.00	5.00	3.9435	.59398
Institute	92	1.00	5.00	3.3891	.75846



## Hypothesis Analysis



### Type Hypothesis

There is a significant relationship between the type of higher education and the importance of the use of the Student Admission Application System for Malacca graduates in SPM. The results of the study from Pearson Collection analysis found that the importance of the use of the Student Admission Application System for SPM graduates in Malacca with the type of higher education listed in the Student Admission Application System has a positive relationship. According to the findings of the study, the significant value for this hypothesis is .000 while the value for Pearson Correlation is .607. Therefore, the hypothesis is accepted because there is a significant relationship between the type of higher education and the factors of importance of the use of the Student Admission Application System for SPM graduates in Malacca. Consistent with a previous study from Bresfelean et al. (2009) who found that the type of higher education has a relationship with the decision -making system.

### Course Field Hypothesis

There is a significant relationship between the field of program courses and the importance of the use of the Student Admission Application System for SPM graduates in Malacca. The results of the study from Pearson Collection analysis found that the importance of the use of the Student Admission Application System for SPM graduates in Malacca with the type of higher education listed in the Student Admission Application System has a positive relationship. According to the findings of the study, the significant value for this hypothesis is .000 while the value for Pearson Correlation is .485. Therefore, the hypothesis is accepted because there is a significant relationship between the field of program courses and the factors of importance of the use of the Student Admission Application System for SPM graduates in Malacca.

### Convenience Hypothesis

There is a significant relationship between the ease of the application process and the importance of using the Student Admission Application System for SPM graduates in Malacca. The results of the study from Pearson Collection analysis found that the importance of the use of the Student Admission Application System for SPM graduates in Malacca with the type of higher education listed in the Student Admission Application System has a positive relationship. According to the findings of the study, the significant value for this hypothesis is .000 while the value for Pearson Correlation is .620. Therefore, the hypothesis is accepted because there is a significant relationship between the ease of the application process and

the factors of importance of the use of the Student Admission Application System for SPM graduates in Malacca. Consistent with previous studies from the study (Tahar et al., 2020), the ease of use of the system plays a positive role with the use factor of the system.

### **Institute Hypothesis**

There is a significant relationship between the selection of IPT and the importance of the use of the Student Admission Application System for SPM graduates in Malacca.

The results of the study from Pearson Collection analysis found that the importance of the use of the Student Admission Application System for SPM graduates in Malacca with the type of higher education listed in the Student Admission Application System has a positive relationship. According to the findings of the study, the significant value for this hypothesis is .000 while the value for Pearson Correlation is .338. Therefore, the hypothesis for H1 is accepted because There is a significant relationship between the selection of IPT and the factors of importance of the use of Student Admission Application System for SPM graduates in Malacca. According to a study (Kasap S. et al., 2020), the selection of institute plays a role to the use of the system and this hypothesis is once again evidence for the theory.

### **Discussions**

Technology, organization and people must support each other to optimize the performance of the entire system. Integrating the role of information systems in the registration process of students helps to identify, correct defects, problems, and inefficiencies. In this way, an institution can monitor as well as the history of the students and develop quality improvement solutions that will increase client satisfaction.

The findings from this study concludes that all the hypotheses to be studied are accepted and get positive feedback with the importance factor of the use of Student Admission Application System. The results of the study were obtained from a questionnaire that was distributed to all contacts and individuals who live or have taken SPM in the state of Malacca. A total of 92 respondents provided feedback which then facilitated the findings of the study. The results obtained were then processed using SPSS 25 software to obtain the mean value for each item using Pearson Correlation analysis. As a result, all hypotheses received positive feedback and were accepted because they had a significant relationship with the importance factors of the use of the Student Admission Application System.

The student admission application system will help the management at higher education institutions in particular to determine whether the system has been able to achieve user or applicant satisfaction. With the existence of this student admission system or application as well, it will help every educational institution in Malacca in particular to continue matters that need to be considered before, during and after the registration of each student. This research can also increase the knowledge related to technology to all levels of society and thus increase the number of students admitted to educational institutions in Melaka. In terms of service quality, this research will also help in rethinking and reshaping the technology used in higher education institutions in Malacca at this time.

According to the results and the discussion this article, it can be observed that using Student Admission Systems in higher educational institutions, reduces manual work, gives better data

analysis, eases the decision making process, hence increases productivity, employee and customer satisfaction, and increases revenue and profitability.

### Contribution of this Paper

- Highlights the importance of using Student Admission Systems in Higher Education.
- Serve as a guide for developers and contribute to the design and improvement of future enterprise Student Admission System development, in order to embed some sort of Decision Support Systems (DSS) in multiple activities and roles within a higher educational institution, as per the users' needs and requirements.

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