



Graduate Employability and Entrepreneurship in Records Management: Unexplored Potential Business in Commercial Records Center

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Abstract. This paper aimed to determine if records management students/graduates (RMS) in records management program (RMP) and their academic-acquired skills and competencies are related to their field of study and their present occupations. Three (3) years of Graduate Tracer Study instrument was analyzed to gather the quantitative data focusing on the students of Records Management Program (RMP) in Universiti Teknologi MARA (UiTM), Malaysia. The results further proved that RMP produces marketable and appropriately trained graduates but the majority landing NOT in course-related jobs within a short period of time after graduation. RMS is still low in initiating their own business like what been offered by Commercial Records Center (CRC). RMS should consider initiating a business offered by CRC. Therefore, in-depth understanding of the benefits of the CRC and their services is needed to ensure the potential of CRC business and services for RMS to consider initiating their own business in future.

Keywords. Records management; Commercial records center; Graduate tracer study; Graduates employability

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1. Introduction

Over the last 15 years, Malaysian businesses have witnessed an explosive growth in the volume of documentation and information which they are required to retain. Many companies and organizations are experiencing a significant increase in the volume of their inactive records. Extensive litigation, government regulations and longer retention periods have all contributed to the growing volume of inactive files and records. As the volume of in-house records continues to increase, storage costs begin to become an issue. Many agencies and companies have elected to use CRCs for a long-term solution to the problem of where to store and manage their records and information. CRCs is a records center that stores the records of other organizations and provides services on a for-profit, fee basis [1] they also offer storage for records maintained in electronic formats. Provide high-density storage for paper records and some offer climate controlled storage for sensitive non-paper and critical (vital) paper media. There is a trade organization for commercial records centers (for example, PRISM International), however, not all service providers are members [2].

A nation's economy runs on the knowledge and skills of its people. The requirements for skills evolve with external investment, technological advances, and globalization. To keep pace with changes, people need to acquire skills to be productive and earn a living and all of these can be achieved through education. Education is the most important mechanism for the empowerment of people for their socio-economic, political and technological development. The learning environments of higher education institutions must take cognizance of this in structuring their course programs. For the purpose of quality assurance of course programs, higher education institutions can contribute meaningfully by applying the principles of tracer study to create sustainable learning empowerment environment for the continuous professional development of past students.

With the steady increase in the number of graduates, employment opportunities for students have become very competitive. Most universities have the policy to strengthen existing links and to create new bridges with the world of work. In line with the mission to become an Entrepreneurial and Research University, UiTM is been recognized for its commitment to innovate various entrepreneurship programs in addressing society's and countries challenges, the university evaluates how its graduates have set up and established their own business after their graduation.

2. Literature and Problems

Company records were kept in five different places, including the institution's records center, library, administrative departments, scattered locations, or in none of these [3]. The great variety of locations where records are kept indicates that respondents are not aware of the importance of having a central location where standard procedures for organizing records can be practiced. Keeping records in every office might be easy for the office concerned, but may well result in records not being organized in the most efficient and effective manner. The replies to this question also indicate that most companies are ignorant of one of the major benefits of a

records management system that of removing records from relatively expensive to relatively cheap accommodation. For whatever reason, companies appear to be unable to recognize the importance of setting up a central location to accommodate their inactive records on the grounds of the lower costs of records center storage or commercial records center as compared with office storage.

Although the commercial records center industry is still new in Malaysia, but from the statistic of new CRC been emerge, it is promising that there is a potential business that RMS can explore and create their own jobs rather than finding jobs.

Minister of Higher Education Malaysia, Y.B. Dato' Seri Mohamed Khaled Nordin, in his speech in a seminar entitled "Enhancing Graduate Employability: Issues, Concerns and the Way Forward" [4] said that today's challenging economic situation means that it is no longer sufficient for a new graduate to have knowledge of an academic subject; increasingly it is necessary for students to gain skills which will enhance their prospects of employment. Hence, Higher Education Institutions must be responsive to these changes. Historically, academic institutions have tended to serve as institutions for moral and intellectual development as well as centers of civilization. With rapid economic development, they are now more utilitarian with emphasis on professional training. Their prime task is to ensure that education and training are market-driven and responsive to the changing needs of the various sectors of an economy and can create jobs.

3. Graduate Employability Study in Malaysia

Before 2002, Tracer Study was conducted on an ad hoc basis and not comprehensive by the Higher Learning Institutions (HEI). In 2002, the Economic Planning Unit (EPU) has taken the initiative to conduct the first study manually with public HEIs and Polytechnics using standardized instruments and conducted the data collection during the convocation. This study then is coordinated by the Department of Higher Learning (JPT), Ministry of Education, using the same instrument in 2003 to 2005.

Online Tracer Study System (SistemKajianPengesananGraduan (SKPG)) was implemented in 2006. The data obtained from the SKPG is very important as a reference to various parties, especially from the central agencies such as the Economic Planning Unit, Prime Minister's Department (EPU). Data graduates also is an important indicator of economic development in the country.

SKPG data is also used by other ministries such as the Ministry of International Trade and Industry (MITI) as a reference to see the sectors that could be developed based on the supply of graduates and experts. Ministry of Science, Technology and Innovation (MOSTI) also refers to the data to monitor the achievement of STEM agenda (Science, Technology, Engineering, Mathematics) towards achieving the goal of 60:40 (STEM students: nonstudents STEM). At the Ministry of Education (MOE), the SKPG data is an important input for measuring KPI Minister of Education, which the indicator is Graduate Employability During Convocation that the target been set is 80%. Graduates employability also is an important aspect in the Malaysia

Education Blueprint 2015-2025, which sets the objective of producing holistic, entrepreneurial and balanced graduates.

At the Public University (UA), the graduate employability is an indicator of every universities achievement and should be reported in the Annual Report for presented to the Cabinet and debated in the Parliament. All HEIs, whether public or private must ensure that each data supplied to the ministry is accurate and reliable data. This is because inaccurate data can lead to the formulation of policies that are not accurate and can affect the development of the country. They need to demonstrate intellectual honesty in providing real data related to graduates employability so that interventions can be carried out to see the reason why graduates employability are low. They also need to have a passion and commitment in implementing SKPG because this study used data from various stakeholders whether policy makers, researchers and international bodies such as the World Bank and UNICEF. All HEIs also responsible for educating their students in their respective institutions on the importance of SKPG in the development of the country and society [5].

4. Objectives

The main purpose of this paper was for the researchers to investigate the employment status of the graduates and determine what percentage of the graduates had acquired the first job after they graduated. The concepts that the researchers had to indulge in were to look on the graduates' important profiles and to assess whether or not these profiles had satisfied their expectations so that whatever results they could account for would be a good venue of curriculum enhancement as well as institutional development. This study aimed to trace the graduates of the RMP, FIM during the year 2013 to 2015. Specifically, the study sought to find answers to the following research objectives:

- (a) To investigate the Graduate Employability (GE) trend of Record Management (RM) students for the past 3 years.
- (b) To investigate whether Record Management (RM) students is working in their field of study.
- (c) To propose some of the business activities in Commercial Record Center (CRC) that can potentially be explored by the RM student.

5. Methods

The descriptive method, specifically the normative survey, was used to discover facts on which professional judgment was made on the graduates based on such areas as a place of employment or self-employment after graduation from university. The researchers were able to acquire data by analyzing 3 years of UiTM Tracer Study that was sending the survey questionnaires to the graduates through e-mail and website by outright answering the questionnaires before they can get their rob for attending their convocation.

The University graduate tracer study provides the desirable information as to what is happening to university new graduates when they join the market workforce. It is equally

important to find out how adequate is the training provided by the university in the overall performance of their career life, the extent by which the knowledge, communication and other skills have been developed. This tracer study is also a way which can provide valuable information for evaluating the results of education and training in the university and thereby serve as a basis for future planning activities. The graduates included in this survey are the RMS Graduates of School Year 2013 to 2015 from the Faculty of Information Management.

6. Trends of Entrepreneurship in Record Management Students

Table 1 below indicates a three (3) years graduate employability trend of RMS. There was increase percentage of students working. Although the amount of students working is less than 50%, this is due to the fact that previously the students only can find their job in less than 6 months as compared to other universities. In 2016, UiTM has already implemented an intervention to push the percentage up, they do skip convocation. This intervention gives more time to the students in finding their first job.

Table 1. Graduate employability of student in Records Management Program 2013-2015

Year	2013	%	2014	%	2015	%
Working	37	36.27	46	42.99	68	44.16
Working in the field of study	9	8.82	5	4.67	7	4.55
Self employed	0	0.00	0	0.00	3	1.95
Total student	102	-	107	-	154	-

Table 1 also indicates the total number of students who work in their field of study in 2013-2015. It can be concluded that there is still a small number of student who works in their field of study. The reason also because of time constrains for them to find a suitable job in their area of study.

Table 2. Types of business involved

Entrepreneurship	Type of business
Self employed	E-business/online
Self employed	Direct selling
Working with family	Restaurant/Kiosk

For self-employed or entrepreneurship in the area of study, Table 1 shows that only in 2015 that RMS has involved in entrepreneurship and the amount is too little and Table 2 shows that the types of business that they involved was not in the area of their study.

Table 3 indicates the list of reason for not/not yet working. From the table, the majority of students still seeking for jobs which are normal after they finished their study and also some reasons can be accepted such as further study, responsibility to family, health problems, waiting

for jobs placement, waiting for placement for further study, attending short courses, attending SLSM/SLG/SUTKS/INSEP and etc. But there is some bad reason made by the students that can give negative perceptions such as jobs been offered not suitable, want to rest, low confidence in entering the workforce and decide not to work. This statistic surely affects the graduate employability for the RMP and need to make intervention to it, so that every reason of the students not/not yet working is a valid and a concrete one.

Table 3. Reason for not/not yet working

No.	Reason for not/not yet working	2015	2014	2013
1	#NULL!	70	46	37
2	Seeking for jobs	59	45	56
3	Further study	10	4	1
4	Jobs been offered not suitable	5	2	-
5	Responsibility to family	4	2	1
6	Health problems	2	-	-
7	Want to rest	1	2	-
8	Waiting for jobs placement	1	3	4
9	Waiting for placement for further study	1	-	-
10	Low confidence in entering the workforce	-	-	1
11	Attending short courses	-	1	1
12	Attending SLSM/SLG/SUTKS/INSEP etc	-	1	
13	Decide not to work	-	-	1
14	Etc	1	1	-
	Grand Total	154	107	102

7. Potential of CRC Business

The commercial records center industry still new in Malaysia. This CRC industry continued to develop, primarily in the Klang Valley and in other areas around the country. Based on the preliminary research that have been done, there are about 10 CRC in Malaysia namely Crown Records Management Malaysia, Regalia Records Management SdnBhd, Tropical Baggage SdnBhd, PRISM SdnBhd, Recall SdnBhd, Sure-Reach Records Management SdnBhd, Safeguards Corporation Berhad, AF Document Management Services SdnBhd, Intercity (M) SdnBhd, and Dataworks Management SdnBhd (Figure 1). The market value of this potential industry in Malaysia is between RM 30-35 million in 2007 with a double-digit growth of about 15-30% over the past few years. With this double-digit growth, it can be seen that there is a huge potential market for RMS to explore all sorts of services been offered in this line of business [6].

8. Benefits of Commercial Records Center

By using a commercial records center facility, the organization will enjoy some unchallenged benefits as explained below [7–9]:

- (i) *Reduce Savings and Operating Costs.* By storing records at a Commercial Records Center, the organization may be able to eliminate costs such as space, labors, papers, and equipment. For instance, the organization will not need to purchase and maintain additional filing equipment and software to store and manage inactive records in the office. Records Centers have efficient equipment that can store many more records per square foot than in the office. They also usually provide organization access to an online database to manage organization's records inventory.
- (ii) *Climate Controlled Environment.* Some records require special climate controls that can be costly and difficult to implement. Records Centers offer special climate-controlled environments providing complete protection for long-term preservation of records, that can save time, money and aggravation of the organization.
- (iii) *Authorized and Secure Destruction.* Records Centers have procedures in place ensuring that records are systematically destroyed and only with appropriate authorization reducing the chance of reckless, selective or personally motivated destruction of records. They ensure organization's records will not be destroyed prematurely or retained longer than needed and proper destruction procedures ensure compliance with state and federal privacy statutes.
- (iv) *Security.* Record Centers have established procedures in place to maintain intellectual and physical control of organization records at all times. They ensure organizations records remain safe through confidential handling, secure storage, and controlled monitoring and access.
- (v) *Accessibility.* Records are organized and identified providing accurate and efficient retrieval.
- (vi) *Facilities.* Commercial records centers provide a level of protection not often found in other storage facilities. Most facilities are designed and dedicated to records management. Thus, fire prevention, climate controls, and security are of utmost concern. Their understanding of federal records retention guidelines typically allows for and provide a greater level of protection.
- (vii) *Service Capabilities.* Most commercial records centers offer much more than simply storage. Most offsite records centers offer a full suite of records management services, including storage, pickup and retrieval, scanning, records destruction, media storage and media destruction. In short, they offer solutions which stream business processes that reduce the number of distractions for records managers within an organization. Most records centers offer access 24/7/365.
- (viii) *Web Based Interface.* In support of the file tracking tools used by commercial records centers, many will provide clients with fast, flexible and real-time access to all their business information, right when they need it. Some Records Centers offer online content

management systems that can manage organization entire enterprises records or they can create a digital archive for just a particular group of records.

- (ix) *Safety*. Many CRCs are members of PRISM International (Professional Records & Information Services Management) and NAID (National Association for Information Destruction) and follow established safety and operational guidelines provided by those associations. PRISM is the not-for-profit trade association for the commercial information management industry. This industry is made up of outsourcing partners that provide their clients with physical and digital information protection, access, retention, storage, and disposal [10]. Most established record centers are also members of additional associations or have certifications in various disciplines which focus on records management. They are also been monitored and audited by various government agencies such as the National Archive of Malaysia for the operations of records management and Fire and Rescue Department for the safety measures in managing records in a warehouse.











	Crown Records Management Malaysia
	Regalia Records Management Sdn Bhd
	Inter-city MPC (M) sdn Bhd
	PRISM Intergrated Sdn. Bhd
	Tropical Baggage Sdn Bhd
	Sure-Reach Records Management Sdn Bhd
	Safeguards Corporation Berhad
	AF Document Management Services Sdn Bhd
	Dataworks Management Sdn Bhd
	Recall Sdn. Bhd

Figure 1. Commercial Records Center in Malaysia

In Malaysia for examples, Crown operates three Records Management Centers in Kuala Lumpur, Penang and in Johor. Crown Kuala Lumpur has recently expanded its storage facilities. The warehouse extension provides state of the art document management facilities with a capacity of over 700,000 cartons for their multi-national clients. Crown Penang has also expanded and moved into a thoroughly modern facility that no other relocation or records management company in Penang can match. Crown Penang now resides in a 9,000sq. ft. facility and has racking for 75,000 cartons while Johor branch resides on a 20,000 sq. ft. facility with the ability to manage up to 120,000 cartons [11].

Another example of Commercial Records Center are Regalia Records Management SdnBhd, it is the largest locally-owned Records Management Company in Malaysia. Their offer comprehensive and cost-effective records management solutions along with their expertise and experience to address the complex business challenges face by valued customers. Figure 2 showed the services and product offered by commercial records center in Malaysia.

SERVICES CRC	DIGITAL IMAGING	MEDIA MGT	DOCUMENT MGT	DATA DESTRUCTION	CONSULTANCY	LOCATION
	/	/	/	/	/	Batu 3, Shah Alam, selangor
	/	/	/	/	/	Bukit Jelutong, Shah Alam, selangor
	/	/	/	/	/	Bukit Jelutong, Shah Alam, selangor
	/	/	/	/	/	PJ Selangor
	/	/	/	/	/	PJ Selangor
		/	/		/	Wangsa Maju, Kuala Lumpur
		/	/	/	/	PJ Selangor
	/	/	/	/	/	Sect 18, Shah Alam, selangor
		/	/		/	Jln Chan Sow Lin, Kuala Lumpur
	/	/	/	/	/	Kota Kemuning, Shah Alam

Figure 2. Types of services offered by Commercial Records Center

9. Challenges in using Commercial Records Center

Some of the challenges that were encountered from the literature elaborated the big impact of managing semi-current records in Commercial Records Centre.

- (i) Disadvantages related to the loss of control over the outsourced operations stems from the reason that managing external resources require special skills which are a combination of the skills of people and process management, contract management, and power negotiation.
- (ii) The major downside to outsourcing is that the business has to forgo some degree of privacy over its core business secrets. Even if the outsourced partner is thoroughly tested for their internal security processes there is always the risk of data getting stolen or fraud being committed leading to loss of reputation and client confidence [12].
- (iii) The record center should be in a safe area and within a reasonable distance from the location it will service. Avoid areas which may be in a flood plain or in an area which may have buildings which house hazardous material [13].
- (iv) Must ensure their staff should have adequate experience levels and combined with skills.
- (v) Reason to outsource is the expectation of receiving better service from the outsourcer than from internal staff.

Outsourcer has to be chosen in that particular way to ensure that there is no bad influence on the quality of goods and services produced. Otherwise, the company may lose its position on the market [14].

10. Conclusion

Education and training on record management programs to business organizations in Malaysia would be welcomed, as businesses are aware of the need to keep documents performing their routine activities. In the current economy in Malaysia, this is a good opportunity for CRCs to market their product and services. Many companies do not retain important documents, and few understand records management concepts and practices. Companies need to be awakened to the fact that keeping records is essential and need to be managed by professionals. Experience shows that in the developed countries poor records management can lead to company closure. With the professional qualification in hand, this is an opportunity for the students of RMP in exploring the potential services offered in this line of business and become an entrepreneur.

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Competing Interests

The authors declare that they have no competing interests.

Authors' Contributions

All the authors contributed significantly in writing this article. The authors read and approved the final manuscript.

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