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## 'Employer's Feedback to the Performance of Graduates of Bachelor of Science in Industrial Technology Program of Surigao Del Sur State University in the Year 2017, 2018, and 2019

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### **Abstract:**

*Motowidlo (2003) defines job performance as the total expected value to the organization of discrete behavioral episodes carried out by an employee over a given time period. Oman & Obiekwe (2019) added that every organization seeks to attain a high level of performance, productivity and efficiency in their day to day operations and activities. To achieve these, a study was directed to evaluate the job performance and employer's feedback to the Bachelor of Science in Industrial Technology (BSIT) graduates in the year 2017, 2018, and 2019 in eight majors namely: Architectural Drafting, Automotive Technology, Computer Technology, Electrical Technology, Electronics Technology, Food Technology, Garments Technology, and Mechanical Technology. The study utilized the descriptive survey and qualitative method. The descriptive method was utilized aiming to determine the graduate performance of the BSIT Program. Meanwhile, the qualitative method was used to get the opinion and feedback from the employers' point of view and observation. Generally, the study has undergone two main stages. Stage 1 focuses on the evaluation of the BSIT graduate performance by the employers while Stage 2 was concentrated on the qualitative feedback of the employers towards the BSIT graduates in the eight (8) field of specialization. the result revealed that the BSIT graduate performance got a rating of excellent in the year 2017, 2018, and 2019. It was also revealed that most of the employers showed positive feedbacks to the BSIT graduate performance. Thus, it is highly recommended that the school should maintain and sustain the quality of graduates they are producing every year, that is aligned to needs of the industry.*

**Keywords:** Graduate performance, employer's feedback, BSIT, performance level, opinion

### **1. Introduction**

According to Motowidlo (2003), job performance is defined as the total expected value to the organization of the discrete behavioral episodes that an individual carries out over a specified time period. Oman & Obiekwe (2019) said that Every organization seeks to attain a high level of performance, productivity and efficiency in their day-to-day operations and activities. To achieve these, organizations always set several goals and objectives, and always seek to attract and retain highly qualified and motivated workforce in order to effectively achieve these objectives.

In the context of goals, the Surigao del Sur State University has a primary goal of producing competent and skilled graduates prepared for gainful employment and foster economic progress. That's the reason why the University are investing more on to the developmental needs of their learners and instructors to assure quality graduates.

In order to assure that the university has indeed produce a competent and skilled graduate, an evaluation and feedback of the employer to the performance of the graduates is necessary. Oman (2019), stressed that the total organizational performance depends on efficient and effective performance of individual employees who work in the organization. An organization therefore, look up to their individual employee performance to gain high performance. This is because, individual employee's performance is an important factor that determines organization performance. Evaluating the job performance of the BSIT Graduates would help us determine the quality of graduates the institution is producing. This would help the organization to identify gaps that must be addressed immediately to attain the demands of the industry.

## 2. Methodology

The study utilized the descriptive survey and qualitative method. The descriptive method was utilized aiming to determine the graduate performance of the Bachelor of Science in Industrial Technology Program with its eight majors namely: Architectural Drafting Technology, Automotive Technology, Computer Technology, Electrical Technology, Electronics Technology, Food Technology, Garments Technology, and Mechanical Technology in the year 2017, 2018, and 2019. Meanwhile, the qualitative method was used to get the opinion and feedback from the employers' point of view and observation.

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## 3. Results and Discussion

Major Field of Specialization	Performance Mean Score	Equivalent Rating	Verbal Description
Architectural Drafting	78	97.5%	Excellent
Automotive Technology	75	94%	Superior
Computer Technology	77.5	97%	Excellent
Electrical Technology	76.5	97%	Excellent
Electronics Technology	76.5	97%	Excellent
Foods Technology	77.6	97%	Excellent
Garments Technology	75	94%	Superior
Mechanical Technology	75	94%	Superior
Overall Mean/Rating	76.39	95.48%	Excellent

Table 1: Mean Job Performance Rating of BSIT Graduates in the year 2017

The graduate performance rating was evaluated by the different employers in their corresponding fields of specialization where they are employed. As shown in table 1, the overall mean performance rating of the 2017 BSIT graduates got an average mean of 76.39 with corresponding rating of 95.48% and with a verbal description of Excellent. Thus, it implies that the BSIT graduates of class 2017 is excellent in terms of leadership, attitude towards work, and skills performance. It can also be observed that the graduates have self-discipline and potential for leadership. They assume responsibility, readily gets results and group loyalty. They were able to understand clear instructions and does not need to be always checked or supervised, accepts suggestions and strives to improve their work.

Moreover, it was also noted that these graduates make use of time and not squanders it. They always report on time regularly, follows company rules and regulations, and they are courteous and polite. Further, it has been also observed that they work accurately, efficiently, and effectively. They are very productive, show quality of work, and very cooperative.

Major Field of Specialization	Performance Mean Score	Equivalent Rating	Verbal Description
Architectural Drafting	77.75	97.2%	Excellent
Automotive Technology	76.36	95.5%	Excellent
Computer Technology	77.46	97%	Excellent
Electrical Technology	77.31	96.6%	Excellent
Electronics Technology	77.56	97%	Excellent
Foods Technology	78	97.5%	Excellent
Garments Technology	78	97.5%	Excellent
Mechanical Technology	75	94%	Superior
Overall Mean/Rating	77.18	96.5%	Excellent

Table 2: Mean Job Performance Rating of BSIT Graduates in the year 2018

Table 2 shows the overall mean performance score of the 2018 BSIT graduates where they were given an average mean of 77.18 with equivalent rating of 96.5% and with a verbal description of Excellent. For this reason, the 2018 BSIT graduates is exceptional in terms of management, attitude toward work, and performance. It may additionally be determined that the graduates have capacity for leadership. They perform their duties and responsibilities without problem. They had been capable of understanding instructions and does not want to be continually checked or supervised, and strives to enhance their work. They regularly work accurately, efficiently and effectively.

Major Field of Specialization	Performance Mean Score	Equivalent Rating	Verbal Description
Architectural Drafting	78	97.5%	Excellent
Automotive Technology	74	92.5%	Superior
Computer Technology	77.7	97%	Excellent
Electrical Technology	77.11	96.4%	Excellent
Electronics Technology	79.11	99%	Excellent
Foods Technology	75.5	94%	Superior
Garments Technology	75.75	95%	Excellent
Mechanical Technology	74.6	93%	Superior
Overall Mean/Rating	76.47	96%	Excellent

Table 3: Mean Job Performance Rating of BSIT Graduates in the Year 2019

Table 3 shows the overall performance rating of the 2019 BSIT graduates. They garnered a mean of 76.47 with equivalent rating of 96% and with a verbal description of excellent. Thus, it means that the 2019 BSIT graduates is extremely good in terms of management, attitude towards work, and skill performance. It may moreover be determined that the graduates have potential for leadership. They carry out their duties and responsibilities without hassle. Further, they easily understand instructions and does no longer want to be usually checked or supervised, and they always strive for excellence. They produce quality of work and shows cooperation with others.

#### 4. Employers' Feedback on the BSIT Graduates

The feedbacks given by the employers of the BSIT Graduates in their field of specialization as a response to an open-ended question revealed common themes. These themes are categorized according to Field of Specialization and ordered for prevalence in the employer's reasoning.

##### 4.1. Architectural Drafting

- Shows willingness to learn how to use computer aided design technologies to create technical illustrations
- Carried-out easily all the task given
- Self-discipline is always observed
- Shows positivism in the workplace
- Finished all the task before the deadline
- Shows unique designs and are very creative
- Very productive
- Doesn't require any supervision, easily handle pressures

##### 4.2. Automotive Technology

- Knowledgeable and very skilful in troubleshooting
- Teachable
- Handle the concerns of the costumer's easily
- Always maintain safety in the work-environment perform their duties and responsibilities without problem. capable of understanding instructions and does not want to be continually checked or supervised, and strives to enhance their work. Regularly work accurately, efficiently and effectively.

##### 4.3. Computer Technology

- The employee consistently and significantly exceeds the communicated expectations by producing exceptionally high-quality work. He/she demonstrates exceptional knowledge of his/her duties and is highly recognized by others as an authority in his/her area of work
- Encourages other team members to continue to improve themselves and to do well at all time
- Keeps things calm even when required to make quick decisions under high pressure.
- Shows strong level-headedness when assessing situations and coming up with solutions
- Demonstrates willingness to learn how to install, use, and troubleshoot computer software

##### 4.4. Electrical Technology

- Have self-discipline and potential for leadership.
- Assume responsibility, readily gets results and group loyalty.
- Able to understand clear instructions and does not need to be always checked or supervised, accepts suggestions and strives to improve their work.
- Carry-out work with excellent output.
- Productive everyday

#### 4.5. Electronics Technology

- Advance knowledge in troubleshooting and determining defects related to their work.
- Have self-discipline
- show quality of work, and very cooperative.

#### 4.6. Food Technology

- excellent performance
- show positive attitude towards work
- loves cooking and have great relationship to the costumers
- Is a team player; participates in brainstorming sessions and handles group projects and tasks with diligence
- Finds a more positive side of the situation and focuses on it in order to reduce the situation's negative emotional impact

#### 4.7. Garments Technology

- Knows how to handle costumer
- Have good entrepreneurial skills
- Very productive
- Able to create something new.
- Easily handles pressures
- Creates healthy dialogues to help bring forward the best solution and demonstrates a sincere appreciation for opposing viewpoints
- Takes responsibility for one's own actions; apologizes quickly after hurting someone, walks away from arguments and forgives others rather than giving into feelings of resentment

#### 4.8. Mechanical Technology

- Shows positive attitude
- Shows respect
- Very skilful in doing metal fabrication
- Easily troubleshoot damages
- Advance in technological skills
- Easily handles pressure with costumers
- Very productive
- Works beyond the time required

In sum, the common feedbacks of the employers of the BSIT graduates in their field of specialization indicates that most of the them are very satisfied with the job performance. Those feedback shows how the graduates performed well in their respective jobs. This signifies that the institution has produced quality graduates needed in the industry, equipped with knowledge, skills and attitude.

### 5. Conclusion and Recommendations

Based from findings, conclusions were drawn; Employers rated the BSIT Graduates with Excellent rating in the Eight (8) fields of specialization namely: Architectural Drafting Technology, Automotive Technology, Computer Technology, Electrical Technology, Electronics Technology, Food Technology, Garments Technology, and Mechanical Technology in the year 2017, 2018, and 2019. In addition, employers showed positive feedbacks to the BSIT Graduates in different fields of specialization.

In the light of the findings and conclusions, this study recommended the following: first, the SDSSU shall maintain and sustain producing quality graduates needed in the industry. Second, the researcher also recommends to the future researcher to add indicator in this study about the skills needed in the industry in which most of the industry partners are adapting modern technologies.

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