



# Employers Perspectives on Employability Skills of Graduates from Makerere University in Two Selected Chartered Universities

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## **Abstract**

*This study aimed to analyze the employer's perspectives on employability skills of graduates from Makerere University. The research objectives were to analyze individual endowments (creativity, problem-solving), social skills (communication, teamwork), and job inevitable skills (computer, ability to transfer acquired knowledge) identified and claimed by graduates at work. Employers and graduates have high expectations from the education received from Makerere University, but studies on employability skills have relied on self-reporting by graduates, lacking employer perspectives. A qualitative approach was adopted, and data was collected through semi-structured interviews with employers from diverse industries. A thematic analysis of the triangulation of interviews and document reviews showed that alumni of Makerere University had good creative and problem-solving capabilities as well as social skills like teamwork and communication. Additionally, they possess job-inevitable skills such as computer literacy and knowledge transfer. Employers value these skills and consider them crucial for workplace success. The study recommends prioritizing these skills in the curriculum and fostering partnerships with industry leaders to enhance graduates' employability and future success.*

**Key words:** *Employability Skills, Individual Endowment, Social Skills, Job Investable Skills*

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## **I. Introduction**

Globally, several researchers have explored the concept of employability skills. For instance, Farjaryati et al. (2020) conducted a systematic literature review (SLR) to identify the employability skills desired by employers in the career field and ways to incorporate them into instructional processes. The review of 66 journals revealed that essential employability skills for meeting work demands include communication, team working, problem-solving, and technological proficiency. Given the complexity of these skills, it is crucial to further categorize and understand them in-depth. In the UK, the Graduate Employability for Monash Science

(GEMS) Project was initiated in 2016 to address employers' dissatisfaction with the effectiveness of recent science graduates in the workplace. This project investigated the skills needed by science graduates and their employers, and designed interventions to integrate these skills into undergraduate curricula. Employers in the UK, both from science and non-science sectors, expect graduates to possess discipline-specific knowledge and skills, alongside generic attributes such as communication, leadership, and managerial abilities (Sarkar et al., 2016). Consequently, there is a need to explore the employability skills required by first degree, masters, and PhD students in other work contexts.

In the United States, specifically in Chicago, García-Álvarez et al. (2022) conducted a systematic review of 52 articles spanning from 2008 to 2018 to understand employers' perspective on transversal skills competencies for employability. The study highlighted the importance of job-related basic (JRB) skills, socio-relational (SR) skills, and self-management (SM) skills as essential for employees in a dynamic and uncertain job market. Both hard/technical/academic knowledge and soft skills were found to be crucial for reinforcing individuals' adaptability to changing work demands. This view is also relevant for employers in Uganda, where graduates from selected universities were perceived to possess social, individual, and job-specific skills. In Spain, Hernández-March et al. (2019) conducted in-depth interviews with human resources managers and company directors from 872 surveyed Spanish companies to identify the skills competencies required from university graduates in the labor market. The study emphasized the value placed by employers on technical field-specific knowledge and interpersonal skills, particularly teamwork, personality, and work motivation. Cognitive soft skills like communication, computer proficiency, and language knowledge were also considered important. Therefore, understanding the required skills competencies in the job market is critical, and employers' perspectives on employability skills exhibited by Makerere University graduates need to be addressed.

Contextually, Makerere University, located in Kampala, Uganda's capital city, is committed to providing transformative education, research, and services aligned with national and global needs. However, there is a disparity between the skills possessed by graduates and the expectations of employers, leading to unemployment rates among graduates. The study focuses on the views of employers regarding employability skills of Makerere University graduates serving in two selected chartered universities in Uganda. These universities were chosen as they are common destinations for Makerere University graduates, and they employ both academic and non-academic staff. In summary, the research examines the perceptions of employers on the employability skills exhibited by first degree, masters, and PhD graduates from Makerere University who are serving in two chartered universities in Uganda. The goal is to gain insights into the skills employers' value and seek in university graduates to bridge the gap between education and the demands of the labor market.

## **II. Statement of the Problem**

Makerere University is mandated to provide transformative and innovative teaching, learning, research and services responsive to dynamic national and global needs according to its 2020-2030 strategic plan (Makerere University Council, 2020). Employers and graduates alike have high expectations from the knowledge and skills expected to be gained through the education received from Makerere University and other training Institutions. Studies on employability skills of Makerere University graduates have tended to rely on self-reporting by the graduates from their perspectives. These studies also have limited corroboration of the information from the employer's perspective. This study sought to bridge this information gap because employers regard these skills as employment indicators. It was important to assess if Makerere University graduates meet their organizations' expectations by matching employers' transformative business needs (Ssembatya, 2021). This information was crucial because it informed human resource capacity needs and development of transformative curricula that match the human resource development needs. The curricula drove the SDG4 on ensuring effective learning and acquisition of relevant knowledge and skills on socio-economic transformation agenda of Uganda and beyond 2030. My study was a contribution to this need.

## **III. Purpose**

The purpose of this study was to analyze the employer's views on employability skills of the graduates from Makerere University.

## **IV. Specific objectives**

The study was guided by specific objective:

1. Analyze individual endowments (creativity, problem solving) that the graduates identified and claimed to exhibit at work in the selected universities.
2. Analyze social skills (communication, teamwork) that the graduates identified and claimed to exhibit at work in the selected universities.
3. Analyze job inevitable skills (computer, ability to transfer acquired knowledge) that the graduates identified and claimed to exhibit work in the selected universities.

## **V. Literature review**

The literature review was guided by the three study objectives as illustrated below;

### **5.1 Individual Endowments (creativity, problem solving, self-confidence) that the Graduates identified and Claimed to Exhibit at Work**

Creativity is the ability to have distinctive primary ideas central to the 21<sup>st</sup> century workplace. Nathan (2018) explored how to educate young students for work environments in a very different future using the qualitative method on Boston Arts Academy in America while using the intensive arts education model found that creativity empowers trained university employees to explore the new world for a sustainable employer found society. This study therefore qualified the need for creativity at a workplace that the employers feel satisfied. However, it did not show whether employers had ever testified that such creativity arises from the training graduates obtain from school or it is just out of the on-job training and exposure at work. Ohley (2018) on the other hand dealt with jobs creativity as a core requirement, and a rich body of literature was examined on the organizational factors related to creativity in Germany using a qualitative approach. Findings show that intensive creative education, prepares passionate graduate employees with elevated freedom to operate in uncertain future employment, even when less advantaged. Arising from this study I observe that such passionate conduct is an individual attribute that develops because of enhanced personal endowments by institutions which offer creative education. Accordingly, the study implicitly called for institutions to entrench curricula which prioritise creative education.

To support what Ohley (2018) attested to, Fleith (2019) when he conducted a qualitative study on the role of creativity in graduate studies and concluded that high-level university employees apply creativity in research, teaching, and administrative conventional work in consideration of their employer's lived experiences. The implication from the reviewed studies is that creativity is necessary as one important skill supposed to be enhanced when training graduates. Moreover, it is not only that employees feel well empowered but also their employers feel contented when employees perform with less pressure. However, contextually these studies were conducted in a different environment from the current study much as all of them were qualitative as it is in the current study. In addition, these studies did not underscore the views of the employers on creativity as one attribute of individual endowments.

Sarfraz et al. (2018) conducted a systematic review aiming at identifying any similarities and differences present in employability skills demand of different Australian sectors of industry. This paper also aimed to identify any similarities and differences present in employability skills demand of different sectors of industry or parts of the world. Findings reveal how creativity is among the key skills categories required by employers during work production. As such, employers advance that organisations need workers who are creative. The human capital attribute can broadly contribute to building the economic potential of cities, regions and countries. Ssempebwa et al. (2017) for instance demonstrated how the graduates of Makerere University in Uganda are prepared to be creative through research and experimentation in technology for the country's economic advancement. Etomaru et al. (2021) suggested training incubators that can teach students transferable skills to grow their research production. Such training strategies support graduates in successful chosen employment as well. Employers in the industry hence contract graduates that are well equipped with creative skills and are capable of task-orientated operations (Moore and Morton, 2017; Al Asefer and Abidin, 2022).

### **5.2 Social Skills (communication, Emotional intelligence, teamwork) that the Graduates Identify and Claim to Exhibit at Work**

Communication abilities comprise giving, receiving and comprehending information for feedback. Communication skills generally mean abilities to effectively exchange information through sending and receiving the intended message meanings. Communication can be conducted face to face, online or by mail in Bangladesh. (Hosain et al., 2021). Workers cannot effectively perform tasks without interacting with their environment. Receiving and getting information is crucial to a worker's social and economic ties during production. The attribute is core at the workplace and it is required by employers. Interestingly, the skill is trainable according to the nexus of the Arts, Sciences, and Humanities (Bengtsson et al., 2018). One is trained on being brief but specific when communicating, to think before speaking and proof check messages before hitting send. Al Riyami (2021) further aimed at exploring of the employers' views on the correct English communication skills of Higher Education Institutions (HEIs) in Oman using mixed methods. The study also aimed at identifying the workplace communication challenges faced by graduates of these institutions. Findings show more than 50 employers in different government and private sectors disclosed that Omani graduates' communication skills are questioned in the workplace. The graduates have low proficiency in English and inappropriately use the English language. Indeed, workers that are multi-lingual support to broaden the business clientele. Effective communication strategies improve the care and quality provided by professionals to clients.

The employers' interviews on their contemporary evaluations on their employees' communication attribute in different work contexts also envisaged more detailed insights.

Communication skills improve university staff engagement and customer satisfaction. Khuraisa et al. (2020) conducted a systematic review in Sri Lanka that aimed to review and synthesize employer expectations towards digital skills among graduates, steps, and measurements taken by higher education institutions to prepare students and harness motivation among students to make themselves competitive and marketable toward fulfilling employability needs in 4IR era. It was designed based on the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) from articles published between January 2016 and 2020. Findings express effective communication skills are pertinent to embracing empathy, active listening, written, and verbal skills and functional core computer literacy during work production. Hence, Effective communication creates consistency in the workflow for more production.

Abd Majid et al. (2020) further conducted a qualitative study in Oman aiming at investigating the words and phrases used by graduates in job interviews Findings indicated that successful interviewees covered six out of seven important employability skills, while interviewees on the reserve list covered only four of the employability skills, and the unsuccessful interviewees covered only three of the seven skills. Successful interviewees were deemed able to portray high level proficiency by using the most salient words and phrases to express their employability skills. Conclusions indicated communication skills are a priority by employers when they looking for new workers. Employers consider those applicants who respect others' ideas, are open-minded and flexible to knowledge, believe in what they say and follow through by maintaining eye contact, speak with clarity, are friendly with a smile but with a firm tone, and not those that talk too much. Thus, the attribute conveys the applicants' message tactfully and appropriately. I agree with the scholars (UK, USA, Oman) regarding attribute composition worldwide. In addition, analyzing the employers' views on their employee communication skills exhibited at work is essential.

Teamwork is defined as shared responsibility abilities to achieve a common university goal when inter-relating with another (Artess et al., 2017). Team effectiveness is a holistic performance of how the members interact in the process for an outcome. The attribute helps to build effective teams where employees respect each other, listen to new ideas, and work seamlessly as a team. Abas and Imam (2016) used an explanatory-correlational research design to determine the extent of the relationship between categories of employability skills and elements of Contextual Performance adopted from Borman and Motowidlo's Taxonomy. Findings of 220 respondents representing the groups of employers envisaged further that teamwork skills were correlated with employees' contextual performance. Graduates' teamwork competence creates better performance. However, it is noted that teams may create conflicts as individuals become dependent (Jackson, 2016) and less committed to work tasks. Subsequently, it is appropriate to apply in-depth interviews and document reviews research data sources to generate analyzed quality reports from the employers' views on their employees' teamwork skills.

### **5.3 Job Inevitable Skills (computer, planning, writing) that the Graduates identified and Claimed to Exhibit at Work**

Jayaprakash and Radhakrishna (2020) aimed at conceptualizing sustainable development as three dimensions; economic, social and environment and support the contention using secondary panel data analysis. Findings of a dataset comprising of 80 countries during the years 2000–2016 indicated ICT has a significant positive influence on the dimensions of sustainable development of a nation used by its human capital. ICT creates better employment in accessing a higher quality work life due to increased differentiation of work competence levels among the employees of the same job profile. In another study in Bangladesh, Hossain et al. (2020) aimed at examining the perceptions of business students on their employability skills at the point of graduation and suggested that ICT is key to the employer and suggested creating more inevitable skilled graduates. ICT besides its presence everywhere, its adoption makes individuals feel more confident in using emerging technology and become faster in completing tasks. ICT permeates all aspects of life including providing the workplace with newer, better, and quicker ways for networking. Furthermore, the use of ICT has led to substantial changes in the skills needed to carry out work tasks. Thus, the use of interviews and document reviews to analyse ICT skills in the employers' views is profound.

Bakibinga-Gaswaga et al, 2020 aimed at conducting commentary reviews the policy environment and the challenges presented by digital illiteracy, poor infrastructure, the high cost of installing ICT infrastructure, the volatile political environment and limited electricity supply as well as the opportunities that digital technologies provide to ensure that people and communities are still able to access goods and services. It highlights how digital technologies are being used by the governments, parliaments, judiciaries, schools, health service providers, transport authorities and marketers to reach their targeted audiences. The commentary concludes with recommendations on possible interventions that emphasize the need to address infrastructural limitations, promote public/ private alliance and tackle the digital divide in all its dimensions in rural/urban perspective.

Misra and Khurana (2017) conducted a literature review on employability skills among information technology professionals in India. The purpose of the study was to find out the required skills set for enhancing the employability of graduates and employees majorly focusing on information technology (IT) sector. The paper explored the theoretical concepts and models of employability to establish gaps between the knowledge and skills imparted by academia, along with knowledge and skills considered important by employers during the hiring process. The study proposed the set of major skills important for employability of IT professionals sector focusing on technical skills, higher order thinking skills, personal skills, social skills, generic skills, and self-perceived employability skills. The proposed skills checklist was verified by Industry experts implying that the study would be helpful in guiding both industry and academia in incorporating and enhancing these skills among professionals. Practically, these developed abilities support graduate employees to feel more confident in using emerging technology and become faster in finishing tasks. More still, organizations are able to achieve increased productivity and efficiency at a rapid pace in a fast and efficient manner with digital tools, applications, and systems. However, a qualitative study needed to be delved into employers views on the skills demonstrated by Makerere University graduates.

Misra and Khurana (2018) conducted a literature review and analyzed the employability Skill Gap of Information Technology professionals. The findings from different respondents included learnability, reasoning, reliability, adaptability, flexibility, loyalty, resourceful, proactive, gratitude, interpersonal skills, creative thinking, persuasiveness, networking, job-seeking, business fundamental, and willingness to work. On the contrary, some skills seemed not to have a remarkable difference and remedial measures were required on the identified skills gap.

## **VI. Methodology**

The study adopted a qualitative approach to explore employers' perspectives on the employability skills of Makerere University graduates. A purposive sampling method was employed to select employers from diverse industries. Data was collected through semi-structured interviews, allowing in-depth discussions and rich insights into individual endowments, social skills, and job inevitable skills identified by graduates in the selected universities. Thematic analysis was used to identify patterns and themes within the interview data, providing a comprehensive understanding of employers' views on the graduates' skills and their alignment with workplace requirements. Ethical considerations were addressed, and the study's outcomes contributed to the development of curricula that meet the needs of employers and foster socio-economic transformation.

## **VII. Results**

### **7.1 Objective one**

The primary objective of this study was to gain comprehensive insights into employers' views on the employability skills of graduates from Makerere University. To achieve this, three key questions were posed: (1) identifying the individual endowments demonstrated by the graduates, such as creativity and problem-solving, (2) exploring the social skills exhibited, including communication and teamwork, and (3) assessing the job-specific skills displayed, such as computer proficiency and the ability to transfer acquired knowledge. Through addressing these questions, the study aimed to analyze and extract valuable insights into how employers perceive the employability skills of Makerere University graduates in their professional roles within the selected universities.

what were the creativity endowments exhibited by graduates from select universities in the workplace; What were the problem-solving endowments exhibited by graduates from select universities in the workplace and what are the communication skills demonstrated by graduates from select universities in the workplace.

### **7.2 Research Question 1 what were the creativity endowments exhibited by graduates from select universities in the workplace**

In response to inquiries regarding the manifestations of creativity endowments displayed by graduates from specific universities within professional settings, a significant majority of participants in the study highlighted that Makerere University graduates exemplify profound proficiency in collaboration and teamwork. These graduates demonstrate exceptional capabilities in effectively engaging with heterogeneous groups of individuals, skillfully leveraging their unique strengths to collectively attain organizational objectives. The employers surveyed highly value their aptitude for cultivating constructive relationships, fostering an environment conducive to cooperative endeavors, and contributing significantly to the attainment of favorable outcomes within team dynamics. One of the study participants G stressed that;

"Makerere University graduates are adaptable and flexible in their work approaches. They can adjust their plans and strategies in response to changing circumstances, allowing them to effectively navigate complex and challenging situations. This skill is highly regarded by employers as it enables graduates to handle ambiguity and find solutions in a fast-paced environment. " (KII G)

The empirical analysis reveals those graduates from Makerere University exhibit exceptional adaptability and flexibility in their work methodologies. These individuals demonstrate a remarkable capability to modify and realign their plans and strategies in response to shifting circumstances, thereby enabling them to proficiently navigate intricate and demanding situations. Participants in the study attribute significant value to this particular skill, as it empowers graduates to effectively manage ambiguity and devise appropriate solutions within a rapidly evolving and dynamic work environment.

In regard to problem-solving endowments exhibited by graduates from select universities in the workplace. Upon querying the participants regarding the problem-solving endowments demonstrated by graduates from various universities within professional settings, a substantial majority of the study participants expressed that Makerere University graduates exhibit exceptional collaboration and teamwork proficiencies. These graduates demonstrate a remarkable aptitude for efficiently and harmoniously engaging with heterogeneous groups of individuals, adeptly capitalizing on their respective strengths to collectively accomplish organizational objectives. Employers hold in high regard their competence in cultivating constructive relationships, fostering an environment conducive to collaborative endeavors, and contributing significantly to the attainment of favorable outcomes within team dynamics. One of the study participants C stressed that;

"In my experience, Makerere University graduates have shown to be bold and confident in taking risks. They are not afraid to try new things and come up with innovative solutions to complex problems. " (KII C)

Based on empirical observations, it is evident that graduates from Makerere University consistently exhibit notable attributes of boldness and confidence when engaging in risk-taking activities. These individuals demonstrate a marked lack of trepidation in exploring uncharted territories and actively generate inventive resolutions for intricate problems. Their propensity for embracing novelty and innovative approaches highlights their capacity to navigate complex scenarios with poise and determination. Another study participant B stressed that;

"In my experience, Makerere University graduates have shown a willingness to consider new ideas and perspectives. They are open-minded and receptive to feedback, which helps them to continuously improve and grow both professionally and personally. " (KII B)

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The documents examined, such as job postings, human resource policies, and human resource reports of the selected Chartered Universities, disclose the following details. From the job advert,

On December 1<sup>st</sup> 2021 at 12:00 am, Islamic University in Uganda published a job listing for a Website Manager. According to the in-depth list of talents necessary, the ideal candidate will be dynamic or vivacious, ambitious or aspirational, passionate, and self-driven (Appendix I).

According to the job posting above, the institution was looking for a Website Manager with a variety of personal qualities, including being ambitious, self-driven, and dynamic. The advert requires a dynamic individual who exudes life, vitality, and enthusiasm. The person that never stops looking for new chances, adventures and they don't mind taking chances to succeed. Candidates with these skills are highly valued by the university.

Another job posting at Kampala International University sought a candidate with entrepreneurship and innovation experience to fill the position of Deputy Director, Centre of Excellence in Entrepreneurship and Innovations (CoEEI) (Appendix J). This position "required an applicant that can establish entrepreneurship and innovation targets across the different University schools, colleges, and faculties." This suggests that in order to succeed at the chosen chartered university, inventive and innovative skills are essential. The candidate is required of bringing fresh company concepts to life. Demonstrate effective communication that is prompt and accurate. They are able to position new goods in crowded markets. They create high-performance teams and prevail in negotiations. Graduate employees who possess these skills help to keep a competitive advantage.

The intended specific skills needed during employment for both academic and non-academic staff university plans are described in the Human Resources policy guide at Kampala International University. (Appendix M) For instance, the top private institution in Uganda was looking for a candidate to fill the position of Deputy Director, Centre of Excellence in Entrepreneurship and Innovations (CoEEI), with a variety of skills and abilities, such as being "self-motivated individual with the capacity to work with minimal supervision." This indicates that the university intends to look for recent graduates who are motivated and self-starters who can help the institution achieve its goals and objectives. The university must continue to be competitive.

Staff reports are used by Kampala International University's Human Resources Directorate to develop and implement human resource systems and procedures that are compliant with the university's strategic plan and the human resources policy. Innovation is one of the directorate's guiding principles. "Quality, excellence,

and ongoing progress are our top priorities. We actively seek out and develop best practices, methods, and approaches in order to make sure that the institution maintains its competitiveness in its human resources management policies and procedures." According to the statement, the directorate prioritise quality thus adopts the best HR procedures, techniques, strategies, and policies that result in the best overall university performance.

### **7.3 Objective Two: Analyze social skills (communication, teamwork) that the graduates identified and claimed to exhibit at work in the selected universities.**

The study identified active listening as a social skill exhibited by Makerere University graduates. Active listening involves fully engaging and attentively listening to a speaker, paying close attention to their words, asking clarifying questions, and avoiding interruptions or distractions. It is a valuable skill in different contexts, including workplace communication, interpersonal relationships, and customer service. The objective of active listening is to achieve a thorough understanding of the speaker's message and respond meaningfully and productively. To support this statement, participant A reported that,

"I have noticed that Makerere University graduates are active listeners at the workplace. They communicate well with the business stakeholders. They are attentive and engaged during meetings and discussions, and they take the time to understand what is being communicated to them. This helps to ensure that they are fully informed and able to contribute effectively to the workplace." (KII A)

This statement reflects the employer's positive observation of Makerere University graduates as active listeners at the workplace. The participant notes that they are attentive and engaged during meetings and discussions, and take the time to understand what is being communicated to them. The statement suggests that the employer views Makerere University graduates capable and effective employees who are well-equipped to contribute to the workplace in a meaningful way.

Participant E reported that;

"In my experience, Makerere University graduates are not always the strongest active listeners. While they may be focused and engaged in some situations, in other circumstances they may struggle to give their full attention and may miss important information. I think that with some additional training and practice, they have the potential to become excellent listeners." (KII E)

The statement reflects the participant's mixed perspective on Makerere University graduates as active listeners. The participant notes that while they may be focused and engaged in some situations, in others they may struggle to give their full attention and miss important information. The statement suggests that the participant views Makerere University graduates as having potential to become excellent listeners with additional training and practice, but recognizes that they may struggle with active listening skills in some situations.

Teamwork was a significant theme in the study, specifically in relation to the second research question. The teamwork endowment skill encompassed categories such as collaboration, cohesiveness, and productivity. The sub-theme of collaboration was identified as a social skill exhibited by Makerere University graduates. Collaboration involves individuals working together with others to achieve a shared goal. It encompasses the sharing of ideas, skills, and resources among individuals or groups, enabling them to accomplish tasks that would be difficult for a single person to complete alone. The importance of collaboration lies in its ability to leverage the strengths of each team member, minimize weaknesses, and ultimately achieve results that surpass what could be accomplished individually. In regards to Makerere University graduates being collaborate, participant N stressed that;

"I believe that Makerere University graduates bring a strong sense of collaboration and teamwork to the workplace. They understand the importance of working together to achieve common goals, and are able to effectively share ideas and coordinate with others to achieve results. This makes them valuable members of any team, and allows them to contribute to a positive and productive work environment."(KII N)

The above statement suggests that the employer views Makerere University graduates as strong collaborators and team players in the workplace. The participant believes that these graduates have the ability to effectively share tasks and work with others to achieve common goals, which makes them valuable members of any team. The statement highlights the importance of collaboration and teamwork in the workplace and the positive impact it can have on the work environment.

From the study objective, the sub-theme of Cohesiveness was identified as a social skill possessed by Makerere University graduates. Cohesiveness refers to the degree to which members of a group are bonded together and work well as a unit. The ability is a measure of the strength of the relationships and the level of unity among the members of a group. A group with high cohesiveness is characterized by a strong sense of belonging and a desire to work together towards common goals. Participant M asserted that,

"I view Makerere University graduates who exhibit the skill of cohesiveness at the workplace as a valuable asset. I believe that this skill can lead to increased teamwork, constructive sharing of thoughts and ideas, presentation and improved overall performance. A highly cohesive team is better equipped to work

together towards common goals and overcome obstacles, which can lead to better results and improved outcomes". (KII M)

The participant perceives cohesiveness as a skill that can lead to a number of positive outcomes in the workplace. Firstly, cohesiveness is believed to foster improved teamwork, as a highly cohesive team is better equipped to work together united as a whole towards common goals. Secondly, constructive ideas are expected to result from cohesiveness, as it enables team members to effectively collaborate and exchange information. Finally, the participant holds the belief that cohesiveness can enhance overall performance, as a highly cohesive team is better equipped to overcome obstacles and produce improved results. These expectations are founded on the belief that a team that is highly cohesive will work more effectively together, leading to better outcomes.

Documents including job adverts, HR policy manuals were reviewed for triangulation purpose.

The IUIU job advert dated 1st December, 2021 (Appendix I) required a graduate job applicant to have the following" communication skills categories; excellent writing skills, Microsoft office and word skills, and more" This indicates that communication skills categories including excellent writing, Microsoft office and word are very crucial to the university to support the competitive age.

Having good communication and interpersonal skills was specified as one of the social skills needed by a graduate applicant in another job advertisement for KIU dated (Appendix J). This demonstrates how social skills are highly valued at the university.

The HR policy manual on the promotion section entails employees to possess (Appendix S) some special abilities. For instance, an academic staff is promoted to Research Professor once, "Staff should have a PhD with a minimum of 8 years of proven research; a minimum of 25 publications 4 of which are in peer reviewed Journals or books; evidence of grant ; recognized community service and membership to professional organizations" This suggests that the abilities are necessary for career advancement. The university takes employment-related education and training possibilities into account with the communication abilities. For each promotion applicant level, a minimum of 25 publications in recognized journals are taken into account.

#### **7.4 Objective Three: Analyze job inevitable skills (computer, ability to transfer acquired knowledge) that the graduates identified and claimed to exhibit work in the selected universities.**

From the research question, the sub-theme of Internet and email usage was identified as a job inevitable skill possessed by Makerere University graduates. The Internet and email usage refer to the ability to access and utilize the Internet and electronic mail for communication and information gathering purposes. The Internet is a global network of interconnected computer networks that allow users to share information, resources, and communicate with each other. Email, on the other hand, is an electronic messaging system that enables users to send and receive messages and attachments over the Internet. On the use of Internet and email usage, participant C stressed that;

"We employ graduates from Makerere University who have a strong understanding of Internet and email usage. This is important in ensuring efficient and effective information sharing within the registry department. The graduates from Makerere University in this department support in having efficient and systematic control of the creation, receipt, maintenance, use, and disposition of records, including the processes for capturing and maintaining evidence of and information about university activities and transactions in the form of records. "(KII C)

The statement above means that the participant believes in possessing strong Internet and email usage skills. The ability is of great importance for effective information sharing within the workplace, particularly for Makerere University graduates. The statement highlights the significance that the participant attaches to the internet and mail usage skills and perceives them as a critical component in ensuring the smooth running and success of their business operations.

On the use of internet and email usage skills, participant N reported that;

"At our university, we give employment opportunities and continue working with graduates that have high esteem from Makerere University who exhibit competence in the utilization of the Internet and email. The above capabilities are imperative in the contemporary academic landscape and significantly contribute to the effectiveness of our daily academic processes. "(KII N)

The statement suggests that the university places high value on graduates from Makerere University who possess strong Internet and email usage skills. The skills are considered essential in today's academic environment and play a significant role in ensuring the smooth and efficient operation of the university's daily processes. The university recognizes the importance of these skills and views them as critical for success in the academic setting.

In regards to the Ability to transfer acquired knowledge, Participant P asserted that,

"Makerere University graduates have the abilities of knowing and demonstrating the acquired professional Knowledge with familiarity gained through their training university, experience or association. The graduates have the acquaintance with or understanding of a science, art, or techniques to perform tasks that we need in our school. "(KII P)



The above statement means that the graduates from Makerere University are conversant and can demonstrate job knowledge facts / information that are necessary. They are capable of reasoning professional knowledge with facts that the participant needs. The graduates are trusted experts in their particular fields and ably pass knowledge to both the students and fellow staff.

#### Professional development

Mentoring is a process of personal and professional development where a more experienced person (the mentor) shares knowledge, skills, and experience to guide and support the growth of a less experienced person (the mentee). In a university setting, mentoring can take various forms, such as academic mentoring, career mentoring in different departments, and personal mentoring. Mentoring in a university setting lies in its potential to provide guidance, support, and motivation to students or early-career professionals, thereby enhancing their academic and professional development.

Coaching on the other hand in a university setting can be defined as a process of guiding, instructing, and supporting staff to enhance their skills, knowledge, and abilities to improve their job performance and achieve their professional goals. Coaching is essential in a university setting because it can lead to increased job satisfaction and motivation, improved job performance, and career development for staff members. Coaching can also help to identify and address any knowledge gaps or skill deficiencies, which can ultimately enhance the quality of teaching, research, and service provided by the university. In this study context, study participants had different views in regards to Makerere University graduates coaching and mentoring others. Study participant K stressed that;

"I have worked with Makerere University graduates who have demonstrated exceptional mentoring skills to new employees in my registry department. The graduate employees show empathy, they talk to them well and give positive criticism. I have no doubt that Makerere University graduates would excel in mentoring individuals in our work context. Their ability to impart knowledge and provide guidance to others is unparalleled, and their experience and expertise make them ideal employees on job." (KII P)

In this statement, the employer expresses confidence in the mentoring abilities of Makerere University graduates and their potential to excel in mentorship roles within the selected chartered universities. The participant notes that the graduates demonstrate exceptional skills in imparting knowledge and providing guidance to others, as well as their experience and expertise, make them highly qualified professionals that contribute to the success of a university. This viewpoint highlights the importance of strong mentoring skills of Makerere University graduates, especially in the context of the selected Chartered Universities, and underscores the value of their education and training in preparing them for professional roles in their respective fields. Participant J suggested that,

"While Makerere University graduate employees are undoubtedly intelligent and capable, I am not convinced that they are the best employees to mentor individuals in our university because it has its own unique cultures and practices, and it would be more effective to hire mentors who are already familiar in some fields like religious understanding. However, if a Makerere University graduate acquires the experience working in a Chartered University and can demonstrate understanding of its specific requirements, I would consider them for continuous employment." (KII J)

This statement suggests that the participant recognizes the potential of Makerere University graduates to become mentors in the selected Chartered Universities. However, the participant also acknowledges the unique culture and practices of Chartered Universities that require specific knowledge and expertise. Therefore, the participant believes that it would be more effective to use mentors who are already familiar with the culture and practices of Chartered Universities.

The KIU job posting (Appendix J) wanted to hire a Deputy Director for its Center of Excellence for Innovation and Entrepreneurship (CoEEI) in April, 2020 staff development scheme intakes. The job required "the capability to mentor and teach staff across the University in entrepreneurship and innovations, according to the job description." As a result, this career requires the capacity to train and coach others. One of the skills required to assist the university maintain its competitive edge with job-essential skills is the capacity to coach and develop university employees.

The Digital Innovation and Skills Hub (DISH), an eLearning platform created to improve employment skills, is one of the research projects highlighted in the KIU Globalisation, Accessibility, Innovation and Care (GAIC) staff annual report, 2022 on research network globalization, dated May 5, 2022 (Appendix M). This suggests that, particularly in the contemporary digital world, digital abilities are essential and novel to KIU. The university values soft skills for workplace productivity. At the entrance level and throughout the job processes and procedures, the abilities are necessary. Both academic and non-academic workers at the institution have skill requirements.

IUIU job advert dated 1st December, 2021 (Appendix I) for a Website manager required skills and qualifications included; at least a Bachelor's degree in Humanities and Social sciences, MS office and word press skills, understanding web traffic web traffic metrics, website designing and more.

Noteworthy, In the New vision of 17th March, 2017 (Appendix K) Kabahumuza a news reporter wrote that,

...note that for the purposes of improving on administration, the university had to put an age limit and lay off those above the set limit of 65 years. They claim that the said resolution restricting the age limit was circulated to all the effected staff and communication duly made to staff including Tumwesigye to prepare them for a smooth transition. They further allege that Tumwesigye was not stopped by any of the defendants to take leave that he was contractually entitled to.

The efforts made in the above document mean that the university values employees who demonstrate a combination of flexibility, commitment and being dedicated to serve regardless of age. Once the employee connects with the university goals and objectives, the university achieves success and maintains the competitive advantage.

## **VIII. Discussion**

In this section, the discussion of results is offered. This discussion follows the three study objectives which were to analyze individual endowments (**creativity, problem-solving**) that the graduates identified and claimed to exhibit at work in the selected universities; to analyze social skills (**communication, teamwork**) that the graduates identified and claimed to exhibit at work in the selected universities. Lastly to analyze job inevitable skills (**computer, abilities to transfer job required knowledge**) that the graduates identified and claimed to exhibit work in the selected universities.

### **8.1 The first Objective of the study was to analyze individual endowments (creativity, problem-solving) that the graduates identified and claimed to exhibit at work in the selected universities.**

The findings of the study reveal that Makerere University graduates are highly valued by their employers in the selected Chartered Universities for their creativity and problem-solving skills. The Makerere University graduate employees have abilities to bring fresh perspectives, innovative ideas, and effective solutions to the workplace, which make them highly desirable to employers. The study findings highlight the need for universities to focus on cultivating and recognizing these skills in their students to help them succeed at the workplace. Previous studies by scholars such as Ohley, Fleith, Sarfraz et al., Ssempebwa et al., and Etomaru have all demonstrated the value of creativity in building the economic potential of cities, regions, and countries. These studies highlight the importance of creativity in the workplace and how it can lead to innovative solutions and increased productivity. Employers in the industry seek out graduates who are well-equipped with creative skills, are capable of task-orientated operations, and have self-confidence.

The study besides suggests that self-esteem is a trainable skill and has a strong impact on university work performance. However, the study did not examine whether employers testified that such creativity arises from the training graduates obtain from school or it is just out of on-job training and exposure. Therefore, a qualitative approach to research, with data analyzed thematically on the evaluation of employers on employability skills to elicit workers' confidence as one of the individual endowments skills, could provide a deeper insight into this matter. Overall, the study emphasizes the importance of creativity, problem-solving skills, self-confidence, and other employability skills for graduates in the two selected Chartered Universities to succeed in the workplace. These skills should be cultivated and recognized by universities, and graduates should be encouraged to develop and showcase these skills in their work. By doing so, universities can produce graduates who are highly valued in the workplace, leading to increased productivity and innovation in the industry.

### **8.2 The second objective of the study was to analyze social skills (communication, teamwork) that the graduates identified and claimed to exhibit at work in the selected universities.**

The study findings suggest that graduates from Makerere University possess robust social competencies, particularly in the areas of communication and teamwork, which have contributed to their exceptional performance at the workplace. These skills align with scholars who have stressed the importance of effective communication abilities for successful workplace interactions (Hosain et al., 2021; Bengtsson et al., 2018). It is noted that effective communication skills are trainable, and graduates can be skilled to be brief, specific, and proof-check their messages before sending them (Bengtsson et al., 2018). However, the study by Al Riyami (2021) highlights the need for higher education institutions to focus on improving graduates' proficiency in English, which is essential for effective communication in the workplace. Furthermore, effective communication skills are pertinent to embracing empathy, active listening, written, and verbal skills and functional core computer literacy during work production, which creates consistency in the workflow for more production (Khuraisa et al., 2020). Employers consider communication skills a priority during work, and successful graduate employees are deemed to portray high-level proficiency by using the most salient words and phrases to express their employability skills (Abd Majid et al., 2020).

The study findings also suggest that teamwork skills are crucial for graduates' success in the workplace. Effective teamwork enables employees to work seamlessly as a team, respect each other, and listen to new ideas (Abas & Imam, 2016). However, teams may create conflicts as individuals become dependent, and less committed to work tasks (Jackson, 2016). Overall, the study findings support the importance of social competencies, particularly communication and teamwork skills, for graduates' success in the workplace. However, there is a need for higher education institutions to focus on improving graduates' proficiency in English and training them in effective communication and teamwork skills to meet employers' expectations. Further research could explore the employers' views on their employees' communication and teamwork skills exhibited at work and how to improve these skills for better performance.

### **8.3 The third objective of the study was to analyze job inevitable skills (computer, ability to transfer knowledge) that the graduates identified and claimed to exhibit work in the two selected Chartered Universities.**

The study findings reveal that graduates possess high levels of proficiency in job-inevitable skills such as computer and abilities to transfer the required job knowledge, which are highly sought-after in various industries and job positions. The authors of the study agree with previous scholars such as Jayaprakash and Radhakrishna (2020) and Hossain et al. (2020) who emphasize the importance of digital and software skills in enhancing employability and promoting sustainable development. The use of ICT has led to significant changes in the skills required to carry out work tasks, and employers view these skills as valuable assets. Bakibinga-Gaswaga et al. (2020) also stress the need to address infrastructural limitations and the digital divide in all its dimensions to ensure that people and communities have access to goods and services.

Regarding planning skills, the study findings indicate that graduates exhibit a high level of proficiency in this area, which is essential for organizations to respond better to changes in the environment. However, the employer's views on their employee are planning abilities at the workplace need to be analyzed to gain a more comprehensive understanding of the situation. Albadri (2018) supports the importance of strategic planning for organizational performance, while Shu- Hsiang et al. (2015) highlight the need for an informed process with clear goals and a strategic course of action. In summary, the study findings are consistent with previous research, which emphasizes the importance of job-inevitable skills, especially digital and software skills, in today's rapidly evolving job market. The study findings also highlight the significance of planning skills for organizations to respond to changes in the environment. However, further research is necessary to gain a more comprehensive understanding of employers' views on these skills in other contexts. Overall, the study findings suggest that graduates possess valuable skills that enhance their employment and contribute to their overall success in various departmental roles and responsibilities in the university.

## **IX. Conclusion**

Based on the findings and discussions, the study draws the following conclusions. Firstly, Makerere University graduates are highly valued for their creativity and problem-solving skills, highlighting the need for universities to prioritize these skills for enhanced productivity and innovation. Secondly, the graduates possess strong social competencies in communication and teamwork, crucial for workplace success and valued by employers. Training in communication and teamwork skills is necessary and can be learned. Lastly, the graduates demonstrate high proficiency in job-inevitable skills like computer literacy and knowledge transfer, essential for work production and sustainable development. Planning skills were also found to be crucial for organizations to respond to environmental changes. Recommendations include prioritizing the development of creativity, problem-solving, social competencies, and job-inevitable skills in the curriculum, fostering partnerships with industry leaders, and aligning programs with emerging job market needs to enhance graduates' employability and future success.

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