REFERENCES

[1] Bureau of Labor Statistics, "Occupational Outlook Handbook," *U.S. Department of Labor*, 2004. [Online].Available: http://www.bls.gov/oco/ocos267.htm[Accessed May.12, 2009].

[2] Sri Lanka Information and Communication Technology Association, "Rising Demand: The increasing demand for IT workers spells a challenging opportunity for the IT industry," *Sri Lanka Information and Communication Technology Association,* April 2007.

[3] "Understanding skill Shortages," Skills Info Australian Government. [Online]. Available: http://www.skillsinfo.gov.au/skills/SkillsIssues/UnderstandingSkillShortages/Und erstandingskillshortages.htm#Whatis [Accessed Feb.12, 2009].

[4] T. Steve, "Recommended Skills and Knowledge for Software Engineers," *IEEE Computer Society*, 1999. [Online].Available: http://portal.acm.org/citation.cfm?id=794270 [Accessed 10 Jul 2009].

[5] National Skills Task Force, "Skills for all: research report from the National Skills Task Force, in Skills in England," *Learning and Skills Council*, 2000. [Online].Available: www.emeraldinsight.com. [Accessed Aug.22, 2009].

[6] M. William and Q. Victor, "Skills shortages in Australia: concepts and reality," *Centre of Full Employment and Equity.*[Online]. Available: www.emeraldinsight.com. [Accessed Feb.12, 2009].

[7] S.Chandra and B.Gerald, "Skills Shortages: Concepts, Measurement and Policy Responses," *Department of Employment and Workplace Relation,* vol. 31, no.1, 2005.[Online]. Available: http://search.informit.com.au/documentSummary;dn=009384738537164;res=IEL BUS[Accessed Feb. 18, 2009].

[8] "Skill Shortages: concepts, definitions and indicators," *Department of Employment and Workplace Relation of Australia,* Mar 2005.[Online]. Available: http://www.skillsinfo.gov.au/.../Skillshortagesconceptsandindicators.doc. [Accessed Feb. 18, 2009].

[9] S.Elsje, A.Robert, S.Pequeno and N.Sessions*." The Skills Gap as Observed between IS graduates and the Systems Development Industry-A South African Experience*" *University of Cape Town*, 2002. [Online]. Available: www.proceedings.informingscience.org.com [Accessed Oct12, 2008].

[10] *S.Zareen and K.Wasim, "*An Investigation into the Skills Gap in the Software Industry of Pakistan," *IEEE Explore*, Aug 2005, ISBN 0-7803-9421-6.[Online].Available:http://ieeexplore.ieee.org/xpl/freeabs_all.jsp?arnumber=1598586 [Accessed Mar. 24, 2009].

[11] ASTD Public Policy Council*,* "Bridging the Skills Gap," *American Society of Training Development,* 2006. [Online]. Available: http://www.astd.org/NR/rdonlyres/94B67899-27AD-4826-9B8C-EA3A2D486E66/12998/SkillsGapWhitePaper.pdf.com[Accessed Mar. 03, 2009].

[12] B. Jessica and S.McGuinness, "Assessing the impact of skill shortages on the productivity performance of high tech firms in Northern Ireland," *The Economic Research Institute of Northern Ireland*, March 2009. [Online]. Available: http://www.informaworld.com [Accessed Mar. 24, 2009].

[13] R. Davenport, **"** Eliminate the Skills Gap," *American society for Training & Development,* vol. 1, p. 20 +, Feb 2006. [Online]. Available: http://www.astd.org/NR/rdonlyres/7EA68B02-ED44-4DAE-B5B4-041A4056C349/12348/Org_eliminate.pdf. [Accessed Mar 06, 2009].

[14] "IMC (UK) Learning Ltd: Research reveals new graduates lack basic skills; New survey finds majority of organisations cannot find suitably skilled staff," *IMC (UK) Learning Ltd &M2 Communications Ltd,* Mar 10, 2009. [Online].Available: http://proquest.umi.com.ezproxy.lib.rmit.edu.au/pqdweb?did=1658148311&sid=2 &Fmt=3&clientId=16532&RQT=309&VName=PQD [Accessed Jun. 26, 2009].

[15] D.Andrew, I. Stephen and R.David, "Bridging the skills gap: a regionally driven strategy for resolving the construction labour market crisis,"*Engineering, Construction and Architectural Management*, vol. 11, No.4, 2004. [Online].Available:http://www.emeraldinsight.com/Insight/viewContentItem.do ?contentType=Article&contentId=845837 [Accessed Mar. 24, 2009].

[16] Career Development International, "Skill gaps threaten the future of business," *Career Development International*, vol. 8, 4, July 2003. [Online].Available: http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Non Article&contentId=1485943. [Accessed Mar 19, 2009].

[17] W. Mark, S. Jan, C.Katie and S.Stefan, "National Employers Skills survey 2007" *Learning and Skills Council,* May2008 [Online]. Available: http://research.lsc.gov.uk/LSC+Research/published/ness/ [Accessed Aug. 16, 2009].

[18] OxResearch, "Skill shortage threatens service sector," *Oxford Analytica Ltd,* Nov 14, 2005. [Online]. Available:http://proquest.umi.com.ezproxy.lib.rmit.edu.au/pqdweb?did=985624 761&sid=7&Fmt=3&clientId=16532&RQT=309&VName=PQD [Accessed Jun. 26, 2009].

[19] NASSCOM, "Knowledge Professionals in India.," *NASSCOM International Press,* Feb 14, 2003. [Online]. Available: http://www.nasscom.in/Nasscom/templates/NormalPage.aspx?id=2757 [Accessed Jun. 28, 2009].

[20]   F.John and M.Geoff, "Information and Communication Technology (ICT) Skill Gaps and Company-Level Performance: Evidence from the ICT Professionals Survey 2000-01." *National Institute of Economic and Social Research,* no. 236, March 2004. [Online]. Available: http://www.niesr.ac.uk/pubs/dps/dp236.pdf [Accessed 13 Jul 2009].

[21]   The Center for Strategy Research, "Skills Gaps in the World's IT Workforce," *CompTIA White Paper,* February 2008.[Online]. Available: http://www.comptia.org/issues/docs/AsiaPacific/CompTIA%20IT%20Skills%20White%20Paper.pdf. [Accessed Dec. 28, 2008].

[22]   SEARCC, "Regional ICT Manpower and Skills Survey," *SEARCC Secretariat,* 2000. [Online]. Available: http://repository.gunadarma.ac.id:8000/2000_RegionalReportSEARCC2000_IWS_373.pdf. [Accessed Feb. 18, 2009].

[23]   CIOC, "Information Technology (IT) workforce capability Assessment 2006," *Federal Chief Information Officers Council,* 2006.[Online]. Available: http://www.cio.gov/library/documents_details.cfm?id=Information%20Technology%20(IT)%20Workforce%20Capability%20Assessment%202006%20Executive%20Summary&structure=IT%20Workforce&category=IT%20Workforce. [Accessed Feb.18, 2009].

[24]   A.Aken and M.Michael, "The Impact of the Skills Gap on the Recruitment of MIS Graduates," *Association for Computing Machinery*, 2007, ISBN 978-1-59593-641. [Online]. Available: http://portal.acm.org/citation.cfm?id=1235025.[Accessed Feb. 18, 2009].

[25]   C.Timothy, "What Knowledge Is Important to a Software Professional," *IEEE Explore,* vol.33, no. 5, 2000. [Online]. Available: http://portal.acm.org/citation.cfm?id=621473 [Accessed Mar. 22, 2009].

[26] Chief Information Officer, "IT Workforce Skills Assessment," *New York State CIO Council's Human Resources Committee,* Dec 2006.[Online]. Available: http://www.oft.state.ny.us/Research/NYS_IT_WorkforceSkills.htm [Accessed 24 Aug 2009].

[27] U. Sekeran, "The Research Process," in *Research Methods for Business: A Skill Building Approach,* 4th ed. Delhi: John Wiley, 2008, pp. 116-138.

[28] H. Thomas, "A Skills Shortage Simmers**,"** *Computerworld,* Jan 2008. [Online].Available:http://www.computerworld.com/s/article/307668/A_Skills_S hortage_Simmers.[Accessed Mar. 24, 2009].

[29] S.Derek and H.Yvonne, "Employability skills: are UK LIM departments meeting employment needs?," *New Library World,* vol. 107, no.6, 2006. [Online].Available:http://www.emeraldinsight.com/Insight/viewContentItem.do ?contentType=Article&contentId=155821.[Accessed Mar. 24, 2009].

[30] L.Denis and T.Eileen, "Critical Skills and Knowledge Requirements of IS Professionals: A Joint Academic/Industry Investigation," *Management Information Systems Research Center, University of Minnesota,* vol.19, no.3, Sep 1995. [Online]. Available: http://www.jstor.org/stable/249598. [Accessed Mar. 22, 2009].

[31] Office of Institutional Research, "Skills Required By the Information Technology Sector in the Washington, D.C. Metropolitan Area," *Northern Virginia Community College*, no. 15, December 2000. [Online].Available: http://www.eric.ed.gov/ERICWebPortal/custom/portlets/recordDetails/detailmin i.jsp?_nfpb=true&_&ERICExtSearch_SearchValue_0=ED453891&ERICExtSe arch_SearchType_0=no&accno=ED453891 [Accessed 10 Jul 2009].