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RECTOR'S MESSAGE



I would like to extend my gratitude for your visit to FBM Insights Volume 8, a publication brought forth by the esteemed Faculty of Business and Management, UiTM Kedah Branch. This bulletin endeavours to present a concise and beneficial collection of important insights and research findings derived from the domain of social sciences.

FBM Insights aims to simplify complex social science concepts into easily digestible bullet points, making valuable knowledge more accessible to a wider audience. In this bulletin, each article provides a glimpse into the diverse and dynamic world of social sciences, including psychology, sociology, economics, finance, and other pertinent fields. Through concise and informative summaries, the intention is to promote a deeper understanding of human behaviour, societal trends and the multifarious factors that shape our world.

My heartfelt appreciation is proffered to the dedicated researchers and scholars whose works form the foundation of this bulletin, contributing significantly to the ever-changing landscape of knowledge in social sciences. In navigating the modern era's challenges and opportunities, the intrinsic value of social science research in guiding policy decisions and fostering social cohesion cannot be overstated.

I sincerely hope that this bulletin will spark readers' curiosity and inspire them to delve deeper into the myriad facets of human society and behaviour. Irrespective of whether you are a student, educator, or policymaker, I firmly believe that this publication will serve as an invaluable resource in your quest for knowledge.

Once again, thank you for embarking on this journey of discovery with us. Together, let us explore the captivating world of social sciences and its profound impact on our lives.

Thank you.

Prof. Dr. Roshima Haji Said

Rector
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THE SIGNIFICANCE OF NOTE-TAKING SKILLS FOR OFFICE MANAGEMENT PROFESSIONALS

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INTRODUCTION

In the fast-paced and technology-driven world of the modern office, effective communication and information management are vital for success. Among the essential skills that have stood the test of time and continue to be relevant today is note-taking. The ability to capture, organize, and retain information through note-taking remains an indispensable tool for professionals in various industries. In addition, the way individuals take notes and handle information has significantly changed in the digital era. Pen and paper and other conventional note-taking techniques have coexisted alongside more recent technology advancements like voice recognition software, cloud-based platforms, and note-taking applications. Such change in note-taking habits has created several important issues and possibilities that must be addressed to improve the information management process. Conversely, employers also send employees to courses from time to time to learn these note-taking skills, which can improve the efficiency of doing documentation typing tasks in the office.

NOTE-TAKING SKILLS

Note-taking is the recording of information from several platforms and sources as a common habit. The writer documents essential details of a particular material by taking notes, relieving their memory of needing to remember everything (Makany et al., 2009). Meanwhile, note-taking skills refer to the ability to effectively capture and record information during lectures, meetings, or when studying in a way that enhances understanding and retention. The note-taker must work fast and many note-taking methods and procedures attempt to make the greatest use of time (Piolat et al., 2005). It is also described as a linguistic mechanism that "implies a link between orality, writing, receiving, and production abilities, as well as skills of mental and visual representation of the contents to be studied and organized later by the learner" (García et al., 2023).

Universiti Teknologi MARA (UiTM) introduced two types of note-taking systems into the syllabus of the Office Management and Technology course that can be practiced by students. As shown in Figure 1.0, the note-taking system in Bahasa Malaysia is known as Rintas while the one used for English is called Superwrite. By developing this skill, students can learn how to organize themselves and concentrate on the important details, especially instructions that are given through direct dictation. Note-taking is crucial for officers in various roles and industries as it helps them to stay organized, informed, and effective in their responsibilities. This highlights the significance of note-taking skills in the context of contemporary workplace and its impact on productivity, collaboration, and personal development.

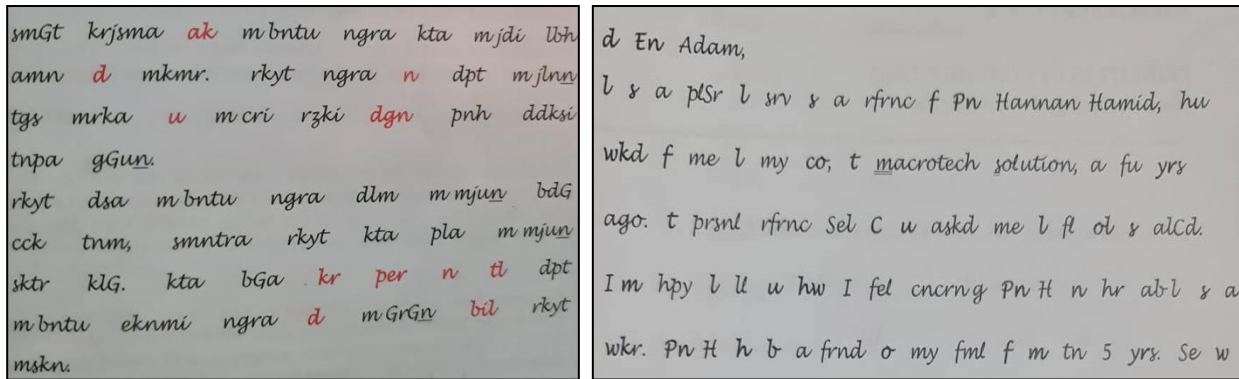


Figure 1.0 Examples of Note-Taking Skill System for Speed Writing in UiTM Syllabus for the Office Management and Technology course.

THE IMPORTANCE OF NOTE-TAKING SKILLS FOR OFFICE MANAGEMENT PROFESSIONALS

1. Enhancing Memory and Comprehension

Note-taking stimulates active engagement during meetings, presentations, and training sessions. It forces individuals to listen actively, process information in real-time, and identify key points worth recording (Bohay et al., 2011). Writing down important details helps reinforce memory retention, allowing professionals to recall critical information accurately and make better-informed decisions.

2. Fostering Effective Communication

Communication is a cornerstone of success in the office (UKEssays, 2018). Well-organized and comprehensive notes facilitate seamless information sharing with colleagues and superiors. The ability to succinctly convey complex ideas, action items, and project details shall improve team collaboration and minimize misunderstandings, leading to a more efficient workflow.

3. Facilitating Learning and Skill Development

Note-taking is not limited to meetings and presentations but rather it extends to continuous learning and skill development. Employees who actively take notes during training sessions and workshops are more likely to grasp new concepts and assimilate knowledge effectively. These notes can serve as valuable reference materials for future use and help employees to stay updated in their respective fields. Indirectly, the development of skills leads to the formation of habits, with the latter serving as the foundation for the former (García et al., 2023).

4. Building Professional Credibility

A well-prepared individual who demonstrates good note-taking skills often exhibits professionalism and attention to detail. Such attributes instill confidence in clients, stakeholders, and colleagues, leading to enhanced credibility and trust. The ability to recall specific details also strengthens one's position during discussions and negotiations.

CONCLUSION

In conclusion, note-taking is a valuable skill for office management professionals as it helps in organizing information, capturing information details, and supporting effective communication and decision-making. Taking notes allows office managers to continuously learn and develop their skills. By documenting lessons learned, best practices, and new insights gained through meetings or training sessions, office managers can build their expertise and apply it to future projects or challenges. This advocates note-taking to remain a timeless and indispensable skill in the office setting that carries a potential impact on professional success.

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