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PROFESSORIAL LECTURE

OFFICE REDEFINED

NAVIGATING THE EVOLUTION OF OFFICE TRANSFORMATION

📅 30 APRIL 2024 | ⌚ 10:30 AM

📍 DK500, UiTM PUNCAK ALAM

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Professorial Lecture UiTM Professor Dr. Narehan Hassan

Office Redefined: Navigating the Evolution and Transformation of Office Management



Program

Professorial Lecture UiTM

DK500, UiTM Puncak Alam

30 April 2024 (Selasa), Jam 10.30 pagi

Nama Professor Dr. Narehan Hassan
Tajuk Office Redefined: Navigating the Evolution and Transformation of Office Management
Jangka masa : 1 jam 42 minit

Transkrip:

- 22:34 : Thank you so much for coming. Ladies and gentlemen, thank you for coming for my professional lecture today. I'm going to walk you down the memory lane. Sorry, I have to sit down. I cannot stand because then you have to call "Bomba" to lift me up. It's not an easy task to do it. My Pakar Rheumatologist is here. She's my doctor and I'm testified that I cannot stand for a long time.
- 23:02 : I'm going to walk you down the memory lane. There's nothing negative about this thing. I'm going to talk about historical data really before the merging with the Faculty of Business and Management in 2011 and 2012. So, I'm going to talk about this. This is the history... what I would always say history. It does fade. It's dah siap dah. So, we're going to walk down the memory lane and bear with me for another while or one and a half hours before you go for your Hari Raya jamuan.
- 23:37 : Okay. Again, my name is Narehan. Education is my background. Also, I obtained my Diploma in Stenography. You'll be surprised but I'm not that top-notch. Okay! What we're walking through from the World Faculty before the merging took place, is Professor Faridah Hassan here? Professor Faridah Hassan, are you here? Because I want to mention these two professors. They are the ones who actually walked us through the merging process, Professor Faridah Hassan and Dr Noryati. Okay. We're going to read this through.
- 24:25 : Now, the FOMT, what we call the Professor. The Faculty of Office Management and Technology. Now we have become one bigger, big faculty under the umbrella of the Faculty of Business and Management. And this is our story F-O-M-T Not yet F-B-M. This is our story. This is our success story. Okay. This book that you may have in front of you is written by three authors.



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Transkrip:

- 24:56 : Associate Professor Dr. Faridah Hassan. Please raise your hand. Associate Professor Dr. Raja Munirah Raja Mustafa. Of course, since I'm giving the lecture, my photograph is run out, but let's give the credit where credit is due. They were the ones who collected all the historical documents for us to be able to write this history book.
- 25:25 : This project was... It started in 2007 because we wanted to do something for the faculty because we're moving from office to a more significant area or more significant... not to say office. So, we wanted to move from A to B. So, we wanted to write a small book. It's a historical book and research methodology is in the title. It's a historical moment for us. And we stopped writing in 2010. Do you know why? Because there were rumours of the merging process. But then some of the senior lecturers were writing this or selecting historical documents. So, they were about to go for their retirement.
- 26:09 : The most senior at that time, with title lah, Prof. Madya Dr. Narehan and Prof. Madya Dr. Narehan kena sambung lah benda ni. So, I was the most senior lecturer, then the responsibility was given to me. And plus, I was inspired by Prof. Dr. Firdaus's professorial lecture a month ago. And I said, why don't I do this? Just share with you before the merging of the faculty so that you all even know what should happen before and after the merging process. What should happen ya. What happened, happened lah.
- 26:43 : We started with one small rather humble beginning known as the School of Secondary Science. It wasn't even a school then. It was a Department of Stenography. It was a long time ago. Now we have become one Faculty of Business Management and I will take you, like I said to revisit the history of what used to be the Faculty of Office Management and Technology. And join me with my two co-authors Dr. Faridah and Dr. Munira, as we stroll down the memory lane and start with 1956. Have you seen this photograph? I was young back then.



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Transkrip:

- 27:31 : You all might know UiTM started with Dewan Latihan RIDA. Do you know what it stands for? Sovereign and Industrial Development Authority or what it is known to be MARA now. Majlis Amanah Rakyat. In 1956, both of you 99% of us were not born yet. This was created as a result from the vision of Ketua Umno who was Dato' Onn Jaafar. Mungkin ayah awak pun belum ada lagi.
- 28:12 : In 1956, Dato' Onn Jaafar envisioned that the Malay or Bohemian Muslim at that time they must be trained. They must have proper training. This one is prior independence. Because at that time not yet independent. So, we had the London Chamber of Commerce. That's where we came from. Dilahirkan di sini. London Chamber of Commerce. We did have Australian Chartered Secretaryship. Australian Society for Accountants and the business school that we have now. British Institute of Management. Alright, so we came from the London Chamber of Commerce. And we are here from the British Institute of Management.
- 28:56 : So, Dr Faridah did a nice job on the chronology of these faculties. We started in 1956 with Dewan Latihan Rida, and then 1957. In 1957, we obtained our independence and then we moved on to the Department of Stenography and the School of Sectarial Science and then the Faculty of Office Management and Technology. And in 2010 before the merging took place, we had four-degree programmes. One diploma programme and two post-grad programmes before the merging took place and we still have it now. I'll talk about the merging process. I'll just show you the samples of certificate. Because in 1956 Dewan Latihan Rida...I wonder why my this is the second or third gig. We still keep it for the programme. The real certificate. It was last week texted her can I have the book of Bachelor of Social Studies. Her reply was, "I'll give it to you tomorrow morning." Today, she gave it to me. I don't know where she got it from. I was thinking that maybe she has it somewhere in the house. I'm looking for this material.



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Transkrip:

- 30:29 : Tapi sekarang, if I were to ask my student. My Phd student. Dr Azman shah. Dr Azman shah, can you have a scheme of work. Can you tell me your scheme of work? What would she tell me. I'll give it to you tomorrow I'm a bit late I still haven't got the google link Yesterday, she gave me google link I don't know what it is. When you ask Prof Fatia, Dr Marina, Dr Farida. I'll look for it and they are all intact with course.
- 31:13 : Alright, this was in 1956 to 1965 when we were under RIDA. Sample of certificate from RIDA. Letter of recommendation. See this letter was issued on the 10th of May 1963. I wasn't even born yet. And RIDA is actually MARA, Majlis Amanah Rakyat. A British person handing the award of principle for Dewan Latihan RIDA. Isn't that point boggling? RIDA is meant for Bumiputera. What does it tell you? During this time, post-independence the Malays and the Bumiputera, we did not have enough people to complete the designation. Samples of Dewan Latihan RIDA, they still keep it. As a result of that, from 1965 to 1967, Maktab MARA was established to replace Dewan Latihan RIDA and then our department we are talking about FOMT not FBM yet.
- 32:34 : Department of Stenography, today to offer the certificate in both English and short hand. Graduate employability was almost 100% because post-independence we had small offices where you need clerical staff and that's why we came in at that time. And then 1967 to 1999 Maktab MARA was renamed or transformed to Institut Teknologi MARA. At that time because of the institute, we could not offer Bachelor's Degree Program. Paling tinggi pun Advanced Degree. So, we have Diploma in Engineering and then Advanced Degree in Chemical and Mechanical Engineering. Advanced Degree is equivalent to bachelor's degree. This is due to the fact that as a result of my investigation and study. Research investigation conducted by Malaysian Government and Malayan Government and the United Nations which found study revealed, study findings revealed that the nation's Bumiputera population they were lacking in professional and semi-professional levels.



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Transkrip:

- 33:55 : So ITM was given the authority, was given the responsibility to offer this program. Diploma Program in Professional and Semi-Professional and during those days they call Management and Humanity based fields, what is known as Social Skills. Social Studies. At that time, Fakulti Perubatan tiada. Tiada duit nak buat Fakulti Perubatan. Sangat mahal. Boleh ambil enam pelajar sahaja. I was asking Anis Safura. She is a Senate Member, and she was sitting next to me and said "Prof. 49 je. Can this course be passed?" and she was saying "No it's not it can't be passed. The difference is between you can potong orang or tak boleh potong orang." Because their lectures are very strict. Satu markah dia tak bagi.
- 35:12 : Management and Humanity based courses will be continuing to be offered. Business Studies Secondary Science, Hotel Management... Is Prof. Shazwana... are you here? Dekan Hotel Management, where are you? In 1974 our Department of Stenography was given the full status as a School of Secretarial Science and then that was it. In 1974 and it was a bomb because of the minimum entry requirement it's like 2-3 credits when you enter UiTM at that time. And then we were called Girl Friday. It's not a negative term. Girl Friday. Dekat America, kita tak panggil Friday, kita panggil apa? Friyay. Today is a Friyay. Why? because on Friday we are going to have some fun. A new movie they are all released on Friday. So, Girl Friday is a term used in British not America. Girl Friday is our moving forward to a more structured curriculum.
- 36:43 : And in 1977, the thing that remained was Diploma in Stenography in English because the institute was independent. We wanted to meet the investment driven industrial area in the 1980s. Where at that time English proficiency was one of the key elements, the material that they made in our graduates. So, in 1981, Diploma in Stenography was extended to two and a half programs. The six months were given for the students who studied English. Most of us, these people have excellent proficiency. Their English is so good. You feel like you are talking to an English person when you speak. If they don't speak, they will jadi garang lah.



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Transkrip:

- 38:31 : What did we learn in Stenography? Some of the skills... some are still being used today. Anybody... not from SS10, anyone of you here who can read this. Okay, "Dear Ahmad, thank you for your letter dated August 13th, 2023. I am delighted to learn that you have financially obtained a full scholarship from Universiti Teknologi MARA to pursue your studies at the Faculty of Business and Management for upcoming intake. I am happy to write a letter to you of recommendation to assist you with the application process." Let me read this again jotting down to transcribe. In a way we improve our English, our writing, our English language because of this particular instruction.
- 41:01 : Now as I am on meeting or whatever meeting I have, I sometimes use this to my benefit lah. And it also uses to call typing. Now this is what you call...student kat belakang panggil apa? Keyboarding, keyboarding yang korang main malam-malam. Or touch typing. We were taught to type and not looking at your keyboard, you have to look at... Mana tengok? Typing tengok mana? Straight. Look at this, this is equivalent to a TNCA game now. This is what I have. Okay, so I think it's bulky, noisy, and heavy typewriters. I want to...These days, typewriter tu besar. It's made of metal. The keys are all metal. If you type it and put your assignment masuk, you become an arthritis patient Like me lah.
- 43:22 : You will have to see a rheumatologist for this. After a while, you become proficient. You don't look at the keyboard. Look at this. You, our young lecturers, young researchers. We were all looking at the script not at the keyboard. And then we had this electric manual typewriter. This was an electric type of thing. Those days, we had what we call an office simulation room. It's an office at the university. It's at ITM. So, we were taught to dress up, to wear heels. Dress up, you see, or wearing skirts. Bukan mini skirt, skirt lah. You can see, it's a friend of mine.



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Transkrip:

45:07 : I want to show you something Where is it? Microsoft Word. Apa beza you type dengan saya type?? Dulu kita belajar typing. Typing, bukan keyboarding. You type, you see, not 10 fingers but 9 fingers. Siapa cakap 10 fingers? 9 fingers sahaja, bukan 10. You are going to put your 8 fingers on Home. So, those days you type using your fingers. For example, I'm going to write something like... See, I'm typing this way. Findings, I'm not looking at it... One drawback of technology. Can you see it? I wanted to demonstrate to you, my ability to type and your disability to type. So, siapa yang cakap macam tu, when kita nak write research paper, kita tulis. Kalau saya lah, I'm not looking at the paper. You guys using your Two index fingers and you start typing. And these two fingers become all 26 alphabets.

48:24 : Sebab this is the very first day by the way this is Encik Razak...Kita berikan pendendahan kepada computer. Not the green screen really, it's the black screen with cursor. The good thing about it is what? you can correct your mistake by just pressing backspace. You see how to correct your mistake? you just read it and you see lah, so kita jadi the first time, you look at the computer, wow, you can go on the computer. And then in 1993, this is how we were taught in the classroom. We call it the science and sound classroom, where the lecturers will be dictating to you. They will jot down your scribble, your shorthand on your notepad and then you listen and then you type. So, you learn how to be good in your typing. So, I will demonstrate to you that I can write fast with 100% accuracy. All of these people can do that, okay?

50:05 : Now this is fun typing.

[Video Playing]

Classroom then, classroom now, face to face and the future would be like you and I like it. isn't it? what is it? Online. I suka, lecturers suka, students lagi suka. You know why? There are good sides as well as the bad sides, you know this? The advantages and disadvantages of online teaching. Bagusnya apa? You can be anywhere in the world, right? Tak bagusnya apa? The students would be, they turn off their...camera.



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Transkrip:

- 51:54 : This is my expertise, to overcome this problem...pelajar tak pergi kelas, dia buat macam ini je. So, lecturer dia akan report. they do it like this we have to tape it and then, what happens? Lecturer akan record, everyone dan semua kena buka camera but you buat benda lain. Watch Netflix lah. Suddenly, this is how, what he or she did, Mandarin lecturers, they call their name, say in Mandarin. Kalau you tengah tengok Netflix, you akan terkejut. Dia tahu you tak focus. So dia tolak markah. Which is good. If you let them do this, they will open it like this. They will tell you where...then they answer the question. They want an online test, isn't it? They love online test. Why? There are students dekat belakang. Kenapa korang suka online test? ChatGPT. For my friends here, Yang mungkin dah lost contact with the educational world, there is an AI application now called ChatGPT, Grammarly, Quillbot. All this is free. Artificial intelligence because that's my expertise in education. What it does and what it does not. Moving on, from Girl Friday to Executive Secretary. Somewhere in 1985-1999, ITM Bank, we got our university status in September. Somewhere in September 1999. Prior to that, we were an institute. In order for us to offer degree and post-doctoral, post-grad programs, we need to be called a university. Then only you can offer your degree program.
- 54:25 : So, Girl Friday was my sonography. And then we had...we offered this, executive secretaryship together with the rest of the population of ITM you need to have 5 credits in SPM and a class in mathematics. And this kind of job for graduates, they do not type reports, but they produce reports. In other words, they have to have a higher level of thinking. Higher thinking skills and thought skills. HOT, for them to to work. And during this period also, ITM, they hantar ramai not only from our school, FBM lah, Hotel Management lah, semua...Masa tu kita panggil school. School of X, School of Y, not school of perubatan. Tiada. So, this school... Kita panggil jurulatih or young lecturers... semua kita hantar luar negara to continue their studies. That's why I went to the States to study. Office Redefined actually happened in or took place in 2002 when we...this is a strategic thing ITM did, and we somewhat benefited from it.



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Transkrip:

- 55:59 : A bunch of the young lecturers... Remember most of us went to the States. We went to the States. Okay tak tahulah 30 orang pergi, seorang pergi UK. The influx of young lecturers came back from the USA. Some of my friends who studied in France. Some studied in the UK. Some in the Netherlands. During this time, when we came back, we have this fresh technology, we came back and said no we don't want diploma in Secretaries. So, let's do this. So, we are going to transform the office system with an embedded program. In 2002-2003, this young lecturers came back and said "no we don't want to. It's not really market driven. Remember this is what came back from the US. We want to create something that sells. This is innovation."
- 58:22 : I bukan suruh you sokong Amerika ye. Dr Faridah ni orangnya sangat alim. Mesti dia benci Amerika, tapi dia duduk Amerika dan dia suka Amerika. Sebab apa? Their technology. Satu. Rakyat dia, time management sangat bagus. Pukul 8 start kelas, pukul 8 profesor dah dalam tu. In America, when I did my student teaching, for you to be able to teach in America, you must have a degree. Degree from a accredited school. Kita punya internship, kita pergilah sekolah...mengajar. They call it grade form, kita panggil standard form. Sama je. Budak-budak ini diajar hypothesis. What are you doing? Dia nak to prove or disprove. We teach our students in class. What do we teach? 3 types of hypothesis directional, non-hypothesis, statistical. Budak darjah 4 diajar hypothesis to prove or disprove, that's all. Dorang trained to do research, to conduct research, to compare products. Is pepsi better than coke? Dia akan cakap "pepsi is better than coke, coffee McD is better than Starbucks." Dia akan cakap coffee McD is better than coffee X. Sunlight is better than X brand. Saya tanya dia "you cakap betul-betul. You tak boleh buat fitnah. Nanti kena saman." When I did my PhD, I taught the American kids. It's different than teaching my Malaysian kids. Kenapa different? They ask you questions! Can we do this thing? How about this? What happens if hypothesis done? Dalam kelas saya ada budak Melayu juga. Saya mengajar masa university class. Saya mengajar general education class. So, we need to have a shift in our thinking.



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Transkrip:

- 1:01:28 : In education, we call it experiential learning. In 1990s, in technology. Productivity enhancing technologies in 1990s started with Adobe Photoshop, send text messages. Then, Nokia, Sony Playstation, Nintendo, DVD and this change a whole scenario of the work. Dengan komputer ini... lagi semua orang ada computer. WWW has changed the landscape of work we do, the school we go to, teaching methodologies. Dulu mana ada ni, bawa buku kan besar-besar, cikgu tumpang ambil.
- 1:02:29 : Sekarang pakai apa? YouTube je. Sign your own attendance and check on it. Jangan sign dan biar budak-budak tu sign ni je sign ni tak boleh nampak pun. saya sign tak pun panggil. Then in 2002 so, the officer that I called before actually, Prof Fatiya. She has this document. In 2002 remember this is the inbox of now actually coming back from the states that I was in back then ok. Fakulti Pendidikan.
- 1:03:41 : In 2002 March 25th, Fakulti Pendidikan. They were asking for approval for Sarjana Pendidikan Seni Muzik. Faculty Accountancy they were asking for an approval for Dr Falsafah in accountancy. The next month, 29 April 2002, it was approved and the person behind all this is none other than Prof Fathiyah. Siapa kenal Prof Fathiyah kenal lah serious orangnya, takde senyum. Kalau senyum tu ada makna lah. Kalau tak senyum kita selamat lah. The young nationals came back with her guidance now we are going to sell our students. In a curriculum we had 3 components. Communication, ID and management. The reason we got married to the faculty office management. Now we are not not managing office we are the office managers who are managing managers in the office and the graduates they do not work in a typical office. They can work anywhere. Thank you Prof. Fathiyah for this hard work and pure dedication to your team.



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Transkrip:

- 1:05:54 : Okay this is Nurul Izzah ASP, she is the law lecturer for PULAPOL. Bukan lecturer Malaysian law, lecturer in Pusat Latihan Polis, where she is teaching police law. Bila nak stop orang, nak tembak orang, police law lagi. Ini adalah special branch. Ini adalah captain in TUDM. They were office system, so they don't work in office. Ini adalah master system saya, okay DSP, Superintendent. Ini budak health management. Ini adalah budak health management, sekarang jadi PDD. And then we came to the expansion of the faculty, kita dah suka dah, kita punya dah okay, kita kata okay let's have the Cawangan people to be with us.
- 1:07:40 : So, in cawangan, we told them that for us to come up with the degree program, so this is the expansion of the faculty, our own faculty, not this faculty. And Terengganu came up with bachelor in customer service management, Perak with health management, Pahang with event management. Okay, dah okay, dah cantik semua. This was in 2002. During this time, we only had 2 PHD staff. Satu, Dr Halimaton, then she went back to Perak and then 2003, suddenly 4 orang balik. This is where we expanded the faculty further with the, as it is now, PM Dr Raja Munirah. She spearheaded the post grad students to 2 programs, master's in office system and PhD in office system. Okay, together with PM Dr Feridah, she was the TD HEA. Dr Rudzi was the dean. Halimaton went back to Sarawak where she did her part 2 and then I was the TD HEP, so together with, remember we all had education background PhD in education, master's in education, so this is a piece of it. Both post graduate program in 2005 and offered in 2005 and then 2 years later on we offered PhD in office system and boom. Our first graduates, first time in office management. And then 2004 and beyond, just last year, we had our round table discussion the next line of managers for OM.



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Transkrip:

- 1:09:47 : We had Dr Ernie, Dr Shima, Dr Rozi, they had this intention to expand this office system. They tak nak office dah. Okay fine. They came to tell me, they said, "Prof, kita nak offer bottom." Bottom, I said, apa bottom? They said, bottom. I said, bottom is that what? Yang saya tahu satu lagi, bikini bottom. Siapa tak ahu bikini bottom, tiada anak. What is bikini bottom? a place, a village where Spongebob and his friends live. So, they nak buat bottom, apa itu bottom? Bachelor of Technology Management, where we are going to take this program further by incorporating 3 other elements which are technology, management and system into the curriculum because the changing needs, the market driven, the market needs and what not. So, we have now, according to MQA, we have 40% of practical component 60% of curatorial component. And this is our round table discussion. Okay, this was then when we were a faculty. We had many Google researchers and PM also was there.
- 1:12:01 : And now we have contributed to the increasing number of publications for FPM together with FPM for the prolific lectures. Okay, and then a few more slides. The merger with the Faculty of Business and Management in 2012. So, we heard rumors at that time we were a faculty. Positively, this is history. So 2010, there were rumors about the merging of faculties. We knew that, but now it's happening. Prof. Mariani is the PMC for Kolej Pengkomputeran Matematik and Media. Under that, ada beberapa faculties but this one, it's not, whatever college. We were not happy about it. Kenapa? Because for the senior management of UiTM in the future and those who will become senior managers of UiTM. When there is an order, the first thing you have to take care of is your people. You see something? People are willing and able. Willing but not able. Able but not willing. Not able and unwilling. So we want people to be willing and able



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Transkrip:

- 1:14:04 : Okay, we will not be winded down. Then 2011, 2012, our father, Professor Sahabur, Professor Sahabur suruh Kahwin! Suka tak suka, kena kahwin. Tak nak kahwin. Okay kahwin juga. Okay This is where great leadership took place. The leadership that sums it all is this thing. This is the person, Prof Faridah Hassan. She single-handedly came to the faculty alone. And she came alone. This is a good leadership, and still, we are not happy.
- 1:15:22 : One day I text her and said "Saya nak jumpa you. I am not happy cuz we were supposed to marry you." She replied, "Okay, when do you want to see me? Anytime. Can you see me tonight?" Okay Boleh boleh boleh boleh. Okay, so "where would you like to see me?" At that time, I can, I could walk lah. I could walk, I could jump, I could run.
- 1:16:10 : So, Prof Faridah, I sat with her from 9 p.m. At A&W PJ. Until 3 a.m. In the morning. During the month of Ramadhan. What are the prospects for my new lecturers? What are they going to do? Are they going to get Scholarship like me? I was at that time already PM lah Dr lah. Are you going to give them the same treatment with with your staff.
- 1:18:11 : She's a great, a super boss. What she did was...kan senior, lama kat sini eh. Saya dengan Yati 5 tahun dah ni. Muda lagi eh. If you can work, if you can perform. Come and join my management team. And let's take the faculty to greater heights. I'm going to put this faculty on the map one of the best faculty in UiTM. That's what she did. You want to clap for her?
- 1:19:00 : Prof Firdaus punya kerja lagi mudah lah. Prof Firdaus datang, ganti prof Hayati. Dia tak buat apa-apa, dia ambil apa? Apa yang sedia ada ya. Saya datang dari Singapore, saya ambil apa yang ada. Saya tak ada jawatan apa-apa pun. Kalau bukan kerja-kerja dia orang ni semua, mana boss atas kenal. So if you can do the job, you can come and join me. So that's what she did. She assimilated people in this faculty and we actually transform ourself from mediocre to somewhere, from point A to point B to be better. That's what she did. You understand right?



Program

Professorial Lecture UiTM

DK500, UiTM Puncak Alam

30 April 2024 (Selasa), Jam 10.30 pagi

Nama	Professor Dr. Narehan Hassan
Tajuk	Office Redefined: Navigating the Evolution and Transformation of Office Management
Jangka masa	: 1 jam 42 minit

Transkrip:

- 1:20:11 : Okay, now last slide, the challenging of the future. Understanding different learning style. When you go and teach, as long as you can satisfy 60% of your student, It's okay. Kalau dapat lebih, okay lah. Students come in with different learning style. There are four learning styles. There are visual learners. Lagi apa? Auditory learners, they listen better. Lagi apa? Read. Alright, the other one. So, it's about. Bila you mengajar, you tak boleh cakap macam orang gila kat depan tu. No, we have to use a variety of teaching methodologies.
- 1:21:03 : And secondly is that lacking effective communication as a result of PKP. You must always engage with your students' classrooms. This is my last slide, ya. The latest challenge for you is the Artificial Intelligence. Remember this, ya. This Artificial Intelligence is good. Bagus tau AI ni. But good now, AI ni. Kenapa? Telefon, Siri. Siri, call my sister and my brother. Dia kata, apa? Call my, brother. Okay, saya drive. I have an X70. Saya punya kereta Proton X70. Okay. Now, this thing comes with AI.
- 1:22:29 : But what the maker has described or prescribed for. It supposedly ni. Turn on the AC, dia faham the word AC. So, AC is turn on. Is there anything else I can do for you? Takde, bye. Takde tak faham, bye dia faham. So, if you're Indian, I don't mean to be condescending. Saya pun half Indian kan. so, if you're Indian, cakap "Hello Proton, Ac on!" Dia dengar AC, dia on AC. Tak kisah bahasa apa pun, dia faham the word AC as air conditioner.
- 1:25:18 : ChatGPT is good for you. Young researchers. For you to rephrase and start with your research. But do not ask ChatGPT check. So, when you do your research, you can use ChatGPT. Tapi bila you pergi interview untuk kenaikan pangkat, you need to face the problem in front of you. You cannot use, like my Chinese girl. She wants to be a resident. When Dr. Ain, Dr. Sabrina and Dr. Sri became examiners, orang tanya soalan... Dia dengar, dia pergi ChatGPT. Dia tak jawab soalan orang tu. ChatGPT doesn't understand that.



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- 1:26:22 : You will have to, so that you can do that. So, you can do the job. Okay, saya dah habis sebab Aminah suruh berhenti tadi. Saya nak ucapkan terima kasih kepada semua yang hadir terutamanya kepada bos saya Prof. Firdaus yang bagi saya peluang. Timbalan-timbalan dekan saya. My beloved faculty. My family members. To all of you, thank you for coming. Yang saya boleh share dengan you all. These are my American friends. Who were teaching together with me. My office colleagues over there. When I did my PhD in the States. I did all my degree in the States lah. Sebab PhD di sana, saya mengajar di sana.
- 1:27:41 : So, thank you all my friends, colleagues, committee members and every one of you who was involved in this thing directly or indirectly. Thank you from the bottom of my heart.