



An Evaluation of the Role and Effectiveness of the Information Resource Centre (PSM) at INTURA During the Covid-19 Pandemic

^{1,*} Nurul Fatihah Othman & ²Nor Azlina Ab Ghani

¹Faculty of Computer and Mathematical Sciences, Universiti Teknologi MARA,
40450 Shah Alam, Selangor, Malaysia

²National Institute of Public Administration (INTAN) Northern Regional Campus
(INTURA), Jalan Kuala Ketil, Taman Songket, 08000, Sungai Petani, Kedah, Malaysia

^{*1}2019720367@tudent.uitm.edu.my

*Corresponding author

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ABSTRACT

This technical report details an analytical study conducted at the Information Resource Centre, known as Pusat Sumber Maklumat (PSM), at the National Institute of Public Administration (INTAN) Northern Regional Campus (INTURA). The study aims to evaluate the role and effectiveness of PSM during the Covid-19 pandemic, particularly during the Movement Control Order (MCO) when physical operations were restricted. An online quantitative survey using Google Forms was distributed to INTURA staff across various departments to gather feedback on their preferences, awareness of standard operating procedures (SOP), and recommendations for future library activities. The collected data was transferred to Microsoft Excel and analyzed using frequency counts visualized through bar graphs. The analysis revealed that the majority of staff utilize PSM for reading newspapers and relaxing, while social media platforms like Facebook INTURA proved highly effective in disseminating SOP information, reaching 71.4% of respondents. Furthermore, 77.1% of the staff preferred "Bicara Buku Secara Atas Talian" (Online Book Talks) as an alternative reading program during the pandemic. The findings demonstrate that PSM remains relevant as a center of knowledge and highlights the importance of data storytelling in driving better management decisions.

Keywords: Covid-19 pandemic, Data collection, Information Resource Centre, INTURA, Online survey.

INTRODUCTION

The National Institute of Public Administration (INTAN) is a Malaysian government agency established in 1959 to train civil servants in management and administration. To accommodate increasing training demands, the Northern Regional Campus (INTURA) began operations in Sungai Petani, Kedah, in 1983. Following its slogan, "Driving Transformation Through Learning," INTURA provides human capital development for the public service through various training fields.

The Information Resource Centre, or Pusat Sumber Maklumat (PSM), is a core facility at INTURA, operating primarily as a library, a staff relaxation area, and a handler for INTURA's social media platforms, including Facebook, Instagram, and blogs. PSM also collaborates closely with the ICT department to facilitate online events. However, the global outbreak of the Covid-19 virus and the subsequent implementation of the Movement Control Order (MCO) heavily impacted PSM's traditional operations, forcing it to halt physical services.

This unprecedented situation triggered concerns regarding the effectiveness of PSM during the MCO. To address this, a research study was conducted to analyze staff preferences and determine the most effective ways for PSM to function throughout the pandemic. The feedback obtained is crucial for improving PSM's operational strategies, promoting e-book systems, and maintaining its relevance among INTURA staff.

THE PROPOSED METHOD

Research Proposal Preparation

The first phase of the assignment involved drafting a comprehensive research proposal to evaluate the role of PSM during the Covid-19 pandemic. The proposal highlighted the need to investigate staff engagement with the library, identify the strengths and weaknesses of current services, and propose improvements such as an e-book system and online reading campaigns. This step was essential to provide a clear roadmap and secure management approval for the subsequent data collection phase.

Data Collection and Analytical Approach

To execute the study, an online questionnaire was developed using Google Forms and distributed to INTURA staff, encompassing both those working in the office and those working from home. The data collection period occurred from 29th June 2021 to 5th July 2021. The survey instrument was divided into demographic questions and specific inquiries regarding the staffs' awareness of PSM's digital content and their preferences for future library activities. Upon completion, the raw data from Google Forms was transferred into Microsoft Excel, where it was tabulated and analyzed using frequency counts, which were then visualized using bar graphs and histograms.

EVALUATION AND RESULTS

Demographics of Respondents

The survey successfully captured responses across varying service grades within INTURA, ranging from Implementer groups (Grade 11 to 40) to Top Management (Grade 54 and above) (See Table 1).

Table 1

Respondents from the departments in INTURA

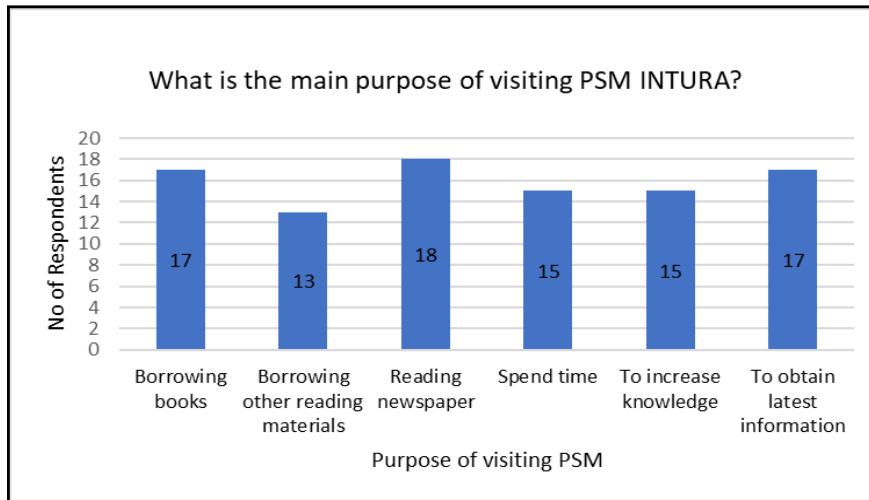
Jabatan	Kumpulan Perkhidmatan
Pusat Sumber Maklumat	Pelaksana (Gred 11 hingga 40)
Pusat Sumber Maklumat	Pengurusan dan Profesional (Gred 41 hingga 53)
Unit Pembangunan Holistik	Pengurusan dan Profesional (Gred 41 hingga 53)
Latihan	Pelaksana (Gred 11 hingga 40)
Pejabat Pengarah	Pengurusan Tertinggi (Gred 54 hingga ke atas)
Unit Teknologi Maklumat & Komunikasi	Pelaksana (Gred 11 hingga 40)
Unit Teknologi Maklumat & Komunikasi	Pengurusan dan Profesional (Gred 41 hingga 53)
Pejabat Pengarah	Pelaksana (Gred 11 hingga 40)
Unit Pentadbiran	Pelaksana (Gred 11 hingga 40)
Unit Pentadbiran	Pelaksana (Gred 11 hingga 40)
Unit Domestik	Pelaksana (Gred 11 hingga 40)
Pejabat Pengarah	Pengurusan Tertinggi (Gred 54 hingga ke atas)
Unit Pembangunan Holistik	Pelaksana (Gred 11 hingga 40)
Unit Penyampaian Perkhidmatan	Pengurusan dan Profesional (Gred 41 hingga 53)
Pegawai Tadbir Latihan	Pengurusan dan Profesional (Gred 41 hingga 53)
Unit Pengukuhan Pasukan	Pengurusan dan Profesional (Gred 41 hingga 53)
Unit Pentadbiran	Pelaksana (Gred 11 hingga 40)
Unit Penyampaian Perkhidmatan	Pelaksana (Gred 11 hingga 40)
Unit Teknologi Maklumat & Komunikasi	Pelaksana (Gred 11 hingga 40)
Unit Pembangunan Holistik	Pengurusan dan Profesional (Gred 41 hingga 53)
Unit Pengukuhan Pasukan	Pelaksana (Gred 11 hingga 40)
Unit Pembangunan Holistik	Pelaksana (Gred 11 hingga 40)

Main Purpose of Visiting PSM

The data storytelling approach provided clear visual insights into staff behavior (See Figure 1). *(Please insert Figure 6 here to show the bar graph for the main purpose of visiting the PSM).* The analysis indicated that the primary reason staff physically visit the library is to read newspapers and spend their break time, rather than strictly for work-related purposes. This establishes that PSM serves effectively as a relaxation hub, reinforcing its continued relevance to employee well-being during stressful periods.

Figure 1

Bar graph for the main purpose of visiting the PSM

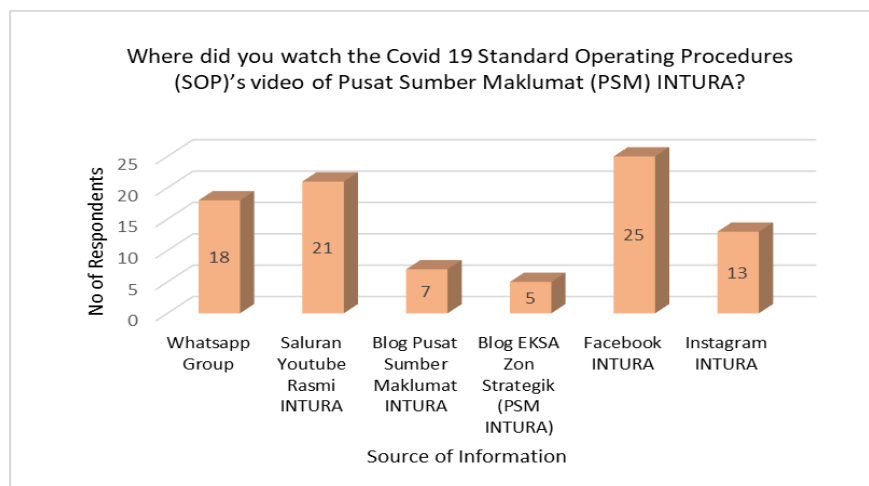


Covid-19 Awareness and Social Media Reach

The study evaluated the effectiveness of PSM's media platforms in disseminating a Covid-19 Standard Operating Procedures (SOP) video (See Figure 2). The results concluded that a significant majority, comprising 71.4% of respondents, watched the video via the Facebook INTURA page. This proves that the social media accounts handled by PSM staff are highly noticeable and accessible to the INTURA workforce.

Figure 2

Bar graph regarding staff awareness of the Covid-19 video by PSM

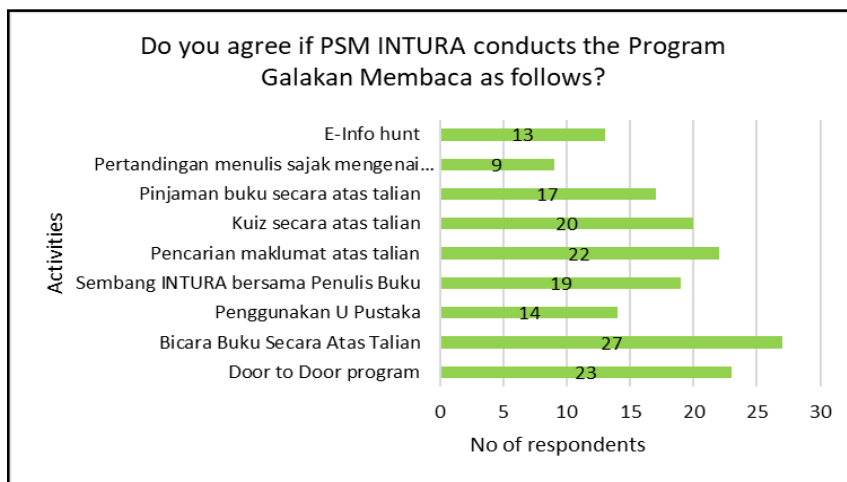


Recommendations for Future Activities

To adapt to the MCO, staff were asked to vote on potential online reading encouragement programs (See Figure 3). *(Please insert Figure 8 here to show the horizontal bar graph for the recommendations for PSM's activities)*. A substantial majority (77.1%) of the staff showed strong interest in "Bicara Buku Secara Atas Talian" (Online Book Talks). This indicates that INTURA staff remain enthusiastic about gaining knowledge and participating in library activities as long as they are facilitated through safe, digital mediums.

Figure 3

Horizontal bar graph for the recommendations for PSM's activities



CONCLUSION

The analytical research conducted for Pusat Sumber Maklumat (PSM) yielded vital feedback to improve library services during the Covid-19 pandemic. By designing a targeted proposal and utilizing Google Forms paired with Microsoft Excel, the raw data was successfully transformed into actionable insights via visual data storytelling. The findings confirm that PSM fulfills a dual role as both an information hub and a recreational space for employees. By recognizing the high engagement rate on Facebook and the strong preference for Online Book Talks, PSM management can make better, data-driven decisions to adjust their operations. Ultimately, integrating mathematical data collection techniques allowed the department to adapt its services effectively, ensuring PSM remains a relevant center of knowledge during unprecedented times.

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Conflict of Interest

The authors have no conflicts of interest to declare.

Non-funded

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