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# 13<sup>TH</sup> INDES 2024

ENVIRONMENTAL • SOCIAL • GOVERNANCE

THE 13<sup>TH</sup> INTERNATIONAL INNOVATION, INVENTION & DESIGN COMPETITION 2024

**EXTENDED ABSTRACTS**

**e-BOOK**

# EXTENDED ABSTRACTS e-BOOK

THE 13th INTERNATIONAL  
INNOVATION, INVENTION &  
DESIGN COMPETITION 2024



**Organized by:**  
Office Of Research, Industry,  
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UiTM Perak Branch

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### ABSTRACT.

The process of appointing Academic Administrators is critical to the effective management and operation of academic institutions. Timely and accurate issuance of appointment letters ensures that administrative positions are filled without delays, which is essential for maintaining the continuity and quality of academic services. The RemindMe project addresses the issue of delays in issuing appointment letters for Academic Administrators. The project aims to enhance the efficiency and timeliness of processing these letters by introducing an early warning system for administrative assistants. The objectives include implementing an innovative work culture within the Academic Affairs Division, providing a systematic reminder process, and reducing delays in issuing appointment letters. The research method involves a quantitative approach, with the development and implementation of the RemindMe system, data collection through distribution of questionnaires towards the effectiveness of the system. The data was analysed quantitatively using descriptive statistics involving frequency distribution and percentage and presented in the form of a table. The effectiveness of the system was assessed through feedback and performance metrics before and after implementation. Findings indicate that the RemindMe system significantly reduced delays and was well-received by administrative staff, who reported improved efficiency and reduced stress. The project demonstrates the positive impact of leveraging technology to streamline administrative processes within academic institutions, supporting the smooth operation of academic administration and setting a precedent for future innovations in administrative efficiency.

**Keyword:** Academic Administration, RemindME, system

### 1. INTRODUCTION

Effective management of academic appointments is crucial for maintaining the smooth operation and governance of academic institutions. The appointment of an Academic Administrator involves the payment of an allowance and a reduction in lecture duties. Appointing individuals to the Industry Practitioner Track and the Research Track also include a reduction in lecture responsibilities. The office that manages the process of appointing an Academic Administrator requires collaboration across several departments, including the Administration Office, Academic Affairs Office, Research Office, Industry, Community and Alumni Network, and the Treasurer's Office. Any delay in the appointment process can significantly impact university governance, such as affecting the confirmation of chairs or members for important meetings, resulting in meeting outcomes without a valid appointment letter, delaying the allowance payment process, and pending planning for lecture distribution within the department. Delays can also affect the application for the allocation of Full-Time Lecturers (PTFT), and the location of the Academic Administrator appointment document may be problematic since the process involves

coordination with another department. Therefore, the RemindMe innovation aids in quickly locating evidence by having local copies of documents in a central drive (one-stop centre).

## 2. METHODOLOGY

To address delays in the appointment process of Academic Administrators, the RemindMe project employed a quantitative approach using questionnaires. A structured questionnaire was designed to gather data on the frequency and causes of delays, specific stages where delays occur, and overall satisfaction with the current process among administrative staff involved in the appointment process across relevant departments. Collected responses were analyzed using descriptive statistics to quantify the extent and causes of delays and identify patterns related to timing and impact. Subsequently, the RemindMe system was implemented based on insights from the questionnaire, followed by continuous monitoring and feedback to assess its effectiveness in improving efficiency and timeliness.

To address delays in the appointment process of Academic Administrators, the RemindMe project employed a quantitative approach using questionnaires:

### 1. Questionnaire Design:

Developed a structured questionnaire targeting administrative staff involved in the appointment process. Included questions on the frequency and duration of delays, specific stages where delays occur, and overall satisfaction with the current process.

### 2. Data Collection

Distributed the questionnaire to administrative staff across relevant departments (Administration Office, Academic Affairs Office, Research Office, Industry, Community and Alumni Network, and Treasurer's Office). Collected responses over a defined period to ensure comprehensive data coverage.

### 3. Data Analysis

Used descriptive statistics to analyse the responses, quantifying the extent and causes of delays.  
-identified patterns and correlations related to the timing and impact of delays.

### 4. Implementation and Evaluation

Implemented the RemindMe system across all departments based on insights from the questionnaire. Conducting follow-up surveys to gather feedback on the system's usability and effectiveness. Using continuous feedback to make necessary adjustments and improvements.

## 3. FINDINGS

**Table 1** Results from the questionnaire

	1 Strongly Disagree	2	3	4	5 Strongly Agree
<b>Effectiveness</b>					
1. The RemindMe reduces the delays in issuing appointment letters for Academic Administrators.	0	0	0	0	6 (100%)
2. The RemindMe enhances the efficiency in searching the appointment letters for Academic Administrators.	0	0	0	0	6 (100%)

3. The RemindMe improves the process of managing the lecturer's responsibilities and effectiveness in payment of an allowance	0	0	0	1 (16.66%)	5 (83.34%)
4. The RemindMe implements lean management.	0	0	0	0	6 (100%)
5. Introduce the system to other departments that involves appointment process.	0	0	0	0	6 (100%)

#### 4. CONCLUSION

The development of the RemindMe Project represents an administrative transformation aimed at making the community more efficient and innovative. It aligns with UiTM Perak's KPI to enhance an innovative working culture among campus members. Support, assistance, and cooperation from various parties are highly anticipated to facilitate a more sustainable university administration process.

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Prof. Madya Dr. Nur Hisham Ibrahim  
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Sekian, terima kasih.

“BERKHIDMAT UNTUK NEGARA”

Saya yang menjalankan amanah,

**SITI BASRIYAH SHAIK BAHARUDIN**  
Timbalan Ketua Pustakawan

*nar*

*Setuju.*

*27.1.2023*

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