



UNIVERSITI
TEKNOLOGI
MARA



info kampus

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Isu 56

15hb Mei 2007



Tahniah! kepada En Abdul Jalil Lob atas perlantikan beliau sebagai Timb Pengarah HEP dan ribuan terima kasih kepada Prof Madya Dr Haji Abang Ahmad Ridzuan Abang Awit atas segala sumbangan beliau.



KPIs Workshop

Baljinder Singh

Unit Kualiti of UiTM Sarawak recently organized a two-day 'Key Performance Indicators (KPIs)' workshop held from the 6th to 7th March 2007 with the aim of providing a base from which the various Heads of Departments and Units could develop KPIs reflective of the their department's role in the attainment of the overall quality objectives of the university. A total of 68 participants attended this workshop which was officiated by Prof. Madya Dr. Hj. Fatimah Bujang.

This workshop was an eye opener for most of the participants who were not very familiar with the abbreviation 'KPI'. There were lots of speculations as to what KPI stands for, with some thinking it refers to Key Personnel Intervention. Therefore the workshop was timely and as quipped by one of the participants, "it's a revelation". Thanks to the team of knowledgeable facilitators comprising Prof. Madya Dr. Hj. Fatimah Bujang, P.M. Iris Syawe Seh Ling and Dr. Kuldeep Singh, who covered the following topics: Introduction to KPI, Developing KPI and Implementation of KPI, the participants came to know that Key Performance Indicators, also known as KPIs, are to help an organization define and measure progress toward its goals.

Participants were also taken through some hands-on experiences in coming up with KPIs for their respective departments/units which were later presented and given constructive feedback by the team of facilitators. The participants were made to realize the importance of wording the KPIs appropriately as well as to providing a clear definition.

Based on the course satisfaction survey, this workshop was indeed a "revelation". The objectives of the workshop which were: (a) understanding the concept of key performance indicators (KPIs), (b) developing KPI for each department/unit and (c) implementing measurement system based on KPI were obviously achieved.

Commercial Break.....

Friendly Bacteria

In a healthy gastrointestinal tract (GI tract), there are billions of beneficial or "friendly" bacteria. In order to enjoy vibrant, good health; it is believed that the friendly bacteria must outnumber the bad ones. The function of friendly bacteria is to disintegrate and digest food for absorption. In the process, natural antibiotics are excreted enhancing our immunity to various diseases. Friendly bacteria also disintegrate toxic materials to be excreted from our body. They also keep harmful bacteria at bay, reducing its colonisation and even destroy them. If we have more harmful bacteria than good ones putrefaction takes place resulting in toxins being produced. This can cause our immune system to be weakened and we fall prey to many diseases.

In a body, when friendly bacteria outnumber the bad bacteria, life goes on healthily. But there are certain situations, where friendly bacteria is threatened; resulting in the growing number of pathogenic (bad) bacteria :

- " Poor, unhealthy eating habits
- " Stress, mental as well as environmental pollutants
- " Eat only one-type of food
- " Use of antibiotics.

In our quest for good health, we often turn to vitamins and other food supplements without giving a thought to our friendly bacteria. As friendly bacteria is constantly excreted due to bowel movement, we will need to constantly replenish them. There are many ways of introducing friendly bacteria into our GI tract. The easiest and best way is by consuming real 'live' yogurt.

Real 'Live' Yoghurt is cow's milk fermented by true yoghurt cultures (*Lactobacillus Bulgaricus* and *Streptococcus Thermophilus*) and that these cultures (friendly bacteria) are alive and active at the time of consumption.

(<http://www.elteen.com>)).





Memetik dari Amanat Tahun Baru 2007: *Kemampuan Kepimpinan Strategik dalam Memperkasakan Kecemerlangan Akademik* (Ibrahim Abu Shah, 2007: 1-2), kita boleh mengetahui bahawa amanat Naib Canselor kita, Yang Bahagia Dato' Seri Dr. Ibrahim Abu Shah ini telah "... disampaikan dalam konteks imbasan pencapaian tahun lepas, cabaran semasa, dan fokus tahun baru." menerusi "... tema-tema terpilih". Tema Amanat pada kali

ini, *Kemampuan Kepimpinan Strategik dalam Memperkasakan Kecemerlangan Akademik* adalah bersesuaian dengan keperluan dan kehendak dalam kampus kita di Samarahan ini. Beliau juga ada menyebut bahawa satu faktor yang penting ialah kekuatan

Amanat Naib Canselor

minda kepimpinan sama ada di universiti mahupun negara. Tambah beliau lagi, untuk memastikan kecemerlangan universiti ini diperkasakan, "...kepimpinan peringkat dalaman tanpa mengira aras perlu bersifat strategik bukan sahaja dari aspek pemikirannya malah juga dari aspek amalan dan tingkahlakunya. Selain itu, beliau turut menegaskan bahawa keperluan untuk "...peka dengan keadaan persekitaran, cabaran dan peluang yang wujud".

Untuk tahun 2007 ini, beliau juga mengatakan bahawa "...kecemerlangan akan mengambilkira aspek kualiti hasil, baik graduat, penyelidikan, inovasi mahupun penerbitan, perundingan ataupun hasil aktiviti pelajar untuk penyediaan ke arah aspek penarafan dalam tempoh terdekat" (Ibrahim Abu Shah, 2007:2). Antara perkara-perkara utama yang menjadi intipati dalam Amanat Naib Canselor ialah:

1. Lima Puluh Tahun Pertama UiTM dan Pencapaiannya
2. Definisi Kepimpinan Strategik dan Kecemerlangan Akademik
3. Manifestasi Pencapaian UiTM dalam Tahun 2006

4. Pembangunan Program
5. Program yang mendapat Pengiktirafan Profesional (sehingga 2006)
6. Penyelidikan / Inovasi dan Penerbitan
7. Pemantapan Kualiti Pengurusan Universiti
8. Lulusan Mengikut Peringkat (2006)
9. Keboleherjaan Graduat
10. Kepuasan Hati Graduat terhadap Sistem UiTM Keseluruhan
11. Sasaran Enrolmen 200, 000 dan Pengambilan Pelajar Baru (2006)
12. Perhubungan Industri / Antarabangsa
13. Pencapaian Aktiviti Pelajar
14. Modal Insan Universiti
15. Governans Universiti
16. Saiz fizikal dan Enrolmen
17. Cabaran-Cabaran yang perlu ditangani:

Isu-isu Tertangguh yang perlu diselesaikan segera;

- i. Penterjemahan Shared Vision yang menyeluruh
- ii. Semakan Kurikulum
- iii. Pelaksanaan Konsep Gugusan
- iv. Pelaksanaan Program Double Major, Major Minor
- v. Pelaksanaan Bahasa Inggeris
- vi. Pelaksanaan Program Keusahawanan (Entrepreneurship)
- vii. Pelaksanaan Polisi Universiti seperti Polisi Akademik, ATA dan Dasar Pengurusan
- viii. Penyelidikan & Inovasi
- ix. Dasar penubuhan Pusat Kecemerlangan
- x. Profesor Kontrak
- xi. Pemantapan Sistem Pengurusan
- xii. Jaminan Kualiti Akademik menerusi MQF
- xiii. Pelaksanaan Latihan Praktik
- xiv. Pelaksanaan E-Learning
- xv. Pelaksanaan Latihan Kepimpinan
- xvi. Perolehan dan Penggunaan Kemudahan ICT
- xvii. Penyampaian Perkhidmatan
- xviii. Sumber Manusia
- xix. Penghayatan dan Pelaksanaan Dasar Q-Q 5E dan Hadhari Scorecard

Isu-isu yang berpotensi menjadi halangan;

- i. Penarafan dalam Konteks Kedudukan Global
- ii. Pembangunan Bidang
- iii. Mengenalpasti konflik antara isu sebagai asas inovasi kepimpinan untuk kecemerlangan
- iv. Mekanisme Penyelesaian

Dalam amanat tersebut, Yang Bahagia Dato' Seri Dr Ibrahim Abu Shah juga berpesan kepada "...semua lapisan warga UiTM sama ada staf akademik dari professor hingga kepada pensyarah muda, staf pentadbiran dari golongan pengurusan/professional hingga kepada pembantu am serta tukang dan pelajar dari sarjana PhD hingga diploma haruslah menanam dalam diri kita semangat jati diri untuk terus membawa UiTM ke tahap yang lebih tinggi dengan kerjasama padu" (2007:39). Beliau juga turut menasihatkan kita agar lebih mengutamakan "...kesejahteraan dan kesederhanaan bersama dengan meninggalkan amalan-amalan buruk kepimpinan seperti merancang untuk gagal, menabur fitnah untuk kepentingan sendiri, mengenyepikan yang hak, dan mengaburi pihak yang lebih atas dengan maklumat-maklumat palsu" (2007: 39).