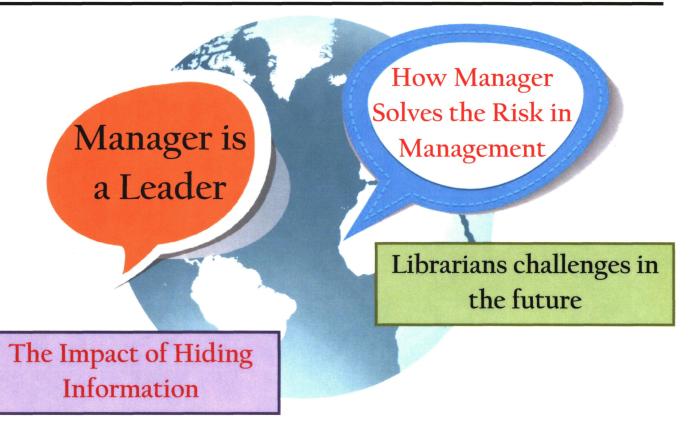


FIM

# COMMUNICATION

THE NEW INFORMATION MANAGER

Vol. 1, No. 4, 2014





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Assalamualaikum w.b.t dan Salam Sejahtera...

Syukur ke hadrat ilahi kerana dengan limpah kurnia serta berkat rahmatnya dapat kami menyiapkan tugasan ini dengan jayanya dan dalam jangka waktu yang ditetapkan. Saya Siti Khadijah bt Mazlan selaku Ketua Editor FIM Communication mewakili kod kursus IM244 (Bachelor of Science Library & Information Management) mengucapkan ribuan terima kasih yang tidak terhingga kepada pensyarah kami Encik Azmi bin Ab Rahman diatas tunjuk ajar dan bimbingan yang diberikan kepada kami dari mula tugasan ini dijalankan sehinggalah ianya dapat diselesaikan dengan jayanya.

Tidak lupa juga kepada semua editor dan pereka bentuk kulit & grafik FIM Communication serta wartawan yang bekerjasama dan bergading bahu untuk menyiapkan tugasan yang diberikan. Satu kenyataan yang jelas terpapar adalah semangat kerjasama dan komitmen kami yang dipertontonkan bagi menghasilkan majalah FIM Communication pada kali ini.

Objektif karya ini di kumpul dan di bukukan adalah bertujuan memberi pendekatan mengenai jurusan "Fakulti Pengurusan Maklumat" kepada para pembaca. Malahan dengan penghasilan buku ini, ia juga dapat membantu dan memudahkan para pembaca mengetahui dengan lebih mendalam tentang maklumat yang diperlukan. Sedikit sebanyak ia memberikan impak yang positif kepada para pelajar di uitm Puncak Perdana.

Akhirul kalam, saya mengharapkan kursus Pengurusan Maklumat di Puncak Perdana ini berkembang dengan jayanya tanpa sebarang rintangan di masa akan datang. Jutaan terima kasih sekali lagi kepada semua ahli FIM Communication yang terlibat secara langsung atau tidak langsung semasa proses penerbitan ini dijalankan. Izinkan saya mengakhiri dengan serangkap pantun

"Meniti senja biasan mentari, merkah setitis menjelang kabut,

Bacalah baca setiap hari, Tak akan habis ilmu dituntut"

"TRANSFORMASI PENJANA REVOLUSI"

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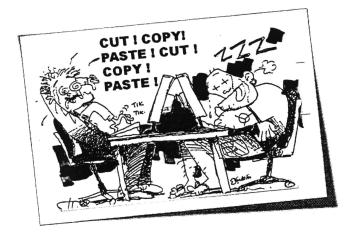
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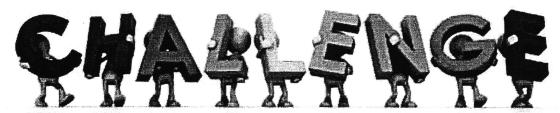
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# MANAGER AS LEADER: ROLE OF A MANAGER AND THEIR RESPONSIBILITIES

By: Nurul Farhani Binti Zainuddin and Siti Norumiah Binti Yaakob

What is the job as a manager? What do they do? What is their role in the workplace? What is their responsibility? The terms manager is always often known by the society, but however does anybody really knew that the role in the agencies or company is? So, now we would like to explain what the role of a manager is. Basically, the role of the manager is the one hat is known to be as the head of a department or functional are within their organization. They will be given a specific job or responsibility depending on the needs of their organization. The role of information mangers is basically regulates the flow of the information received. Whether the information comes in the form of electronic or manually the information manager is the one responsible in managing the information. For the organization to ensure that all of their jobs and tasks to be done or submitted I on time, the information that they should get in order to

complete it must be transmitted to the people who need it. This is when the job of the information manager needs to full fill its critical roles. The roles of the information manager are that they must be able to work in efficient, fast and accurate. They must be able to distribute the information to the people in the organization that while a he same time must be able to munitain the security of the i formation and also be able to create a structure that is flexible enough to allow for the organization's expansion contraction. When the position as the information manager is being put on someone, the person must be able to know that there will be a huge responsibility awaits them. In any other words, they must be able to prepare accepting any tasks that will be given to them. This is because information manager is the one that closely working with all departments in the organization and must spend a few times in analysing the



organization's needs and they need to do historical practices before coming out with any changes. But be prepared sometimes not all projects will come out with a good results, sometimes they need to face a few failure too. So, as results if the project is a failure, the information manager will be responsible on it. Therefore, one needs to be mentally prepared with all the blaming that they will get. The information manager should not have any resentment of being the manager or agreeing to this position but they should be able to take any blame and take responsibility to it.

Therefore, from the explanation given that there are no such things as an easy job. There are no difference between the information manager with the other positions of managers existed. Once a person being given the position as the manager, they must be able to know that in the management of the organization. They are the ones responsible in making sure that the tasks being given by the higher authority and can be done on time. They are also must make sure there will be no huge problems happening in the early, during and at the end of submission date of the tasks or assignment or project given to them to finish them. The people must not speak easily on the positions as the manager because without the manager the organization would be a disaster because there is nobody can manage in making sure the job to complete on time and no one can distribute the information needed to be given on time. Not everyone in the organization can do a multitasking job, only the managers can do multitasking job

and each of the job given can be complete by the time given.

As a leader, manager must know how to control the organization. Foremost, the managers are responsible for budget control. A budget depicts how much an organization expects to spend and earn over a time period. Amounts are categorized according to the type of business activity or account, such as telephone costs or sales of catalogues. There is three type of budgeting that the mangers need to organize which is top down budgeting where the mangers need to prepare the budget and set it to the subordinates. Next is bottom up budgeting where the name add up from the lower layers and are adapted and coordinated

THE CHALLENGE OF
LEADERSHIP IS TO BE
STRONG, BUT NOT RUDE; BE
KIND, BUT NOT WEAK; BE
BOLD, BUT NOT BULLY; BE
THOUGHTFUL, BUT NOT
LAZY; BE HUMBLE, BUT NOT
TIMID; BE PROUD, BUT NOT
ARROGANT; HAVE HUMOUR,
BUT WITHOUT FOLLY.

JIM ROHN

as they proceed up the pecking order and the terminal case of budget control that the mangers need to control is zero based budgeting where managers need to spring up each new budget by justifying the projected allocated against its contribution to the department or organizational goals. Subsequently all, this type of budget control can help the organization's finance overall spending always keep on track.

is to evaluate performance by collecting information and examining outcomes. In most cases, competency with a computer spread sheet program is all a manager's needs. It is because managers look at marketing ratios which to measure profitability, activity, and market shares, as well as sales quotas, which measure progress toward sales goals and assist with inventory controls.

Next, managers are responsible in marketing control which help monitor toward goals for client satisfaction with products and services, costs, and deliverance. There are steps that mangers need to do to

GREAT LEADERS START
OFF AS GREAT FOLLOWERS

make the marketing success. Foremost, the manager need to execute a market research where is the manager gathers the information to evaluate client needs. Besides that, on-going market research reflects how good an organization is meeting customers' expectations, helps anticipate customer demands and helps identify competitors.

Next step is test marketing. Test marketing is small scale product marketing to assess customer acceptance. Using studies and focus groups, test marketing goes beyond identifying general requirements and looks at what actually influences buying decisions. The last is test marketing which

The last is, as managers, they must know how to handle human resource control. Human resource controls help managers determine the quality of newly hired personnel, as well as monitor current employees' developments and daily

operations. On a everyday basis, managers can run a long way in helping to control workers' behaviours in organizations. They can help direct workers' performances toward goals by making certain that the ends are clearly set and read. Managers can also institute policies and processes to help guide workers' actions. Eventually, they can see past experiences when developing future strategies, objectives, policies, and processes. Common control types include performance appraisals, disciplinary programs, notices, and grooming and development appraisals. Because the tone of a firm's personnel, to a big degree,

determines the firm's overall effectiveness, mastering this area is really important.

Establishing authority in the work is the first affair that any decent manager should do. Federal agency and responsibility go hand in hand so if you are fully responsible for the daily running of a business then you should likewise hold broad authority. But his, nevertheless, is not always the case.

Managers lead by prescription. This implies that they are given the responsibility to handle a business using prescribed methods. The prescribed methods at the disposal of the managers are essentially disciplinary ones. Various procedures exist with the exclusive purpose of changing the behaviour of individuals inside an endeavour and if an individual consistently refuses to change his or her behaviour when taken by a company representative, then this person will be demanded to exit the job. Although the company will then stop to take in any prescribed authority over the soul, the soul will cease to have any say over what goes on in the society and will also miss the monthly compensation package they receive for their time spent there.

Besides that, non-prescribed leadership lacks the prescriptive standards that companies have. An analysis of leadership would prove that one of the key ingredients leaders have in building authority is social pressure. For non-prescribed leadership to work, all members of the group have to have full faith in the decision making power of the

leader. If a member of the group disagrees with a decision a leader has drawn and makes a public objection he or she is fundamentally challenging the leaders of the group.

It is then given to the remaining members of the group to enforce the leader's wishes or to block the member who lodged the protest. If they choose to plunk for the member who lodged the protest then the leaders will have shifted and the new leader will then bear the self-assurance. If they don't back the member who caused the protest then the member will be impelled to remove the protest or leave the group.

In all forms of leadership, building authority is only really possible if the threat of expulsion from a group is real. In this regards leadership has the advantage which is the social pressures brought to bear are oftentimes swift and critical.

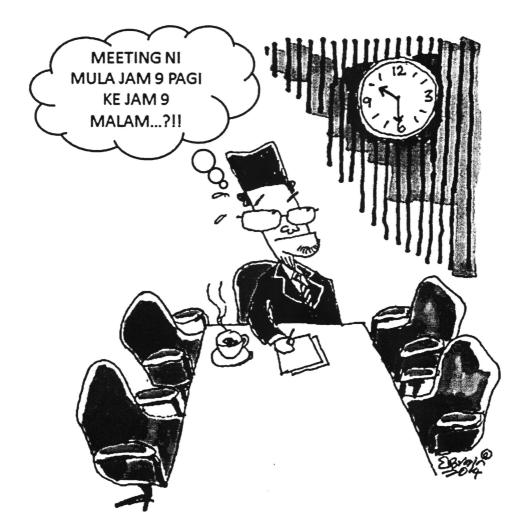
As a conclusion, a great manager always has great skill in leadership. This is because they can build relationships, and understand their role in the company strategy. Besides that, brilliant managers know how to distinguish management from leadership. This course will enable the managers to confidently lead their team by understanding each situation, its context, and the people involved.



Before you are a leader, success is all about growing yourself.

When you become a leader, success is all about growing others.

Jack Welch





#### Interview session with Mr. Adam Abdul Rahim

#### **Assistant Manager Head of Engineering Department**

Pecca Leather Sdn.Bhd.





Reported By: Nurul Farhani Binti Zainuddin

Q1: What is your position in this company and how long have you've been working in here?

**A:** I am the assistant manager head of engineering department and I have been working here for almost 2 and a half years now.

#### Q2: Mr.Adam can you explain briefly about yourself?

A: Sure! I graduated from UiTM Shah Alam in Bachelor of Mechanical Engineering (Hons) (Manufacturing) in 2012. I can speak about four languages that is of course Malay, English, Japanese and Mandarin. I went to the Indkom Engineering Sdn.Bhd. for my practical training. Then, later I started my first job in this company, that is Pecca Leather Sdn. Bhd. . At first I worked as the staff in this company then later, early this year I've been promoted as the Assistant Manager in the Head of Engineering Department.

Q3: Well thank you for the briefly explanation on your background. Now i would like to ask do you know what is information management is all about?

A: Based on my understanding, information management is a process which gaining managing all the importance information for the company to ensure that it can be used to complete a task and those job will be managed by a person in making sure that the information would not leaked to the outsider easily.

Q3: -Thank you for the explanation Mr.Adam. Can we ask is there any position in this company that responsible in managing information?

A: Well supposedly each department should have a person responsible in managing the information but as for now the manager of each departments, like the one in my department, Mr. David Lim, Manager Head of Engineering Departments with the help of me as the assistant manager is the one responsible in managing and making sure that the tasks that's been given will finish on time. However, there are no specific position like information manager in this company.

Q4: Thank you for the explanation Mr.Adam. Can you Explain a bit about this company background?

A: Of course! This company was known to be a Malaysian reputable company that specialized in manufacturing of leather for automotive interior. In a simple word we created leather seats for automobiles. The company was founded and later been manage by the team of leather goods manufacturers with over 25 years of experience in leather craftsmanship. We had received lots of awards for our excellences in providing high quality and innovative design for the automotive interior. The clientele for our company would be Perodua, Proton, Mitsubishi, Nissan, Ford and Hyundai. We are known to be the OEM supplier for well-known car manufactures and we are currently exporting our leather seat covers and products to USA, Europe, Japan, Middle-East, Australia and other SE Asian countries. By the way, the word "Pecca" is an Italian language that means



"imperfect". This is because we want to show our passion to take something which is imperfect and craft it into a perfect work of art.

Q5: Mr. Adam, Do you think that managing the information using technologies is better?

A: regarding to this matter, I think that technologies really help is easing the works of managing, keeping and searching for the information needed by the company. But of course it somehow has it disadvantages when using it like virus and etc. But that is when the job of manager with the IT staff need to be able to come out with solutions to this problems to prevent from getting a much bigger problem.

Q6: Do the you know what is the job of an information manager exactly is all about?

**A:** yes I know about this position. This is due to I'm studying in UiTM and there is a course that involves with the study of information management and later will lead to this position as the information manager.

Q7: What is your understanding on information management and information manager exactly?

A: In my career that I'm in right now I have been exposed in a seminar that has been done by the company. What I know about information management is on how you manage your information well without getting too much of information that can cause it to be overloading. So, the information managers is the one responsible in doing the tasks given in managing the information.



Q8: Do you think is there any difference in managing the information during the era 80's, 90's, and now?

A: Well, actually I am not very sure whether there would be any difference each era but maybe there would be a slightly difference on technologies because technologies keep changing each time, so the way we manage the information maybe changes according to the new technologies existence.

#### Q9: Do you think the job as a manager is important? Why?

A: Absolutely! I think that it is important because without the manager, no work can be done on time. This is due to manager is the one responsible in providing information to the higher departments on the progression of the works and at the same time making sure that the worker in charge can finish the tasks on time.

# Q10: Do you think that our country should really implemented on the importance of a good information?

A: Yes! This is because without good information the works or tasks that need to be done might be in disaster if the information that they get does not have the real information to complete the task given. So, our country should implement the importance of good knowledge to the society.

#### Q11: Do you think that knowledge and information are two different things?

A: No. I don't think so. Because to me, knowledge is more on everything that you learn. Like from your experience end etc. Whereas, information is something that includes in knowledge, like knowledge of information which means that information is more related to facts. But some would say that information and knowledge is the same thing but this is just my opinion though.

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Q12: Do your company have any sources of information that can be trusted?

A: of course! We only collect and keep information from a trusted sources only. However

as for the R&D group must be able to get all good information for their studies and

research.

Q13: What does the R&D team do for the company?

A: R&D is known as research and development. Therefore, the R&D team is in charge of

creating a new technologies for creation of the leather, find out other alternative of leather

usage, create a new design for the automotive interior and etc.

Q14: Lastly, do you think that the importance of a good information management

and also the position of information manager will be known widely in the future?

A: Well surely it can! If the people will always been reminded on how serious it is for

good information, surely sooner or later they will realized and applied using good

information in their works and also life. I also think that the position will be well known

if the society is being exposed frequently on the disadvantage when working as

information manager.

Reporter: Well thank you for your time Mr.Adam! Thank you again for such a

brilliant answers that you had provided for the interview today. I really appreciate

it!

Mr.Adam: Surely! Your welcome!

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#### Interview session with Pn. Marpuaton binti Sastero

#### SMK Dato' Harun Tanjung Karang.



Reported By: Nurul Farhani Binti Zainuddin

Q1: What is your position in this school and how long have you've been working in here?

A:Well actually I am the principle of SMK Dato' Harun and I've been holding this position for about 2 years now.

Q2: Okay Madam! Have you've been a principle in any other school before?

**A:** Well yes! I've been a principle in SMK Sg.Burung Tanjung Karang for about 5 years then later in 2012 I've been transferred to SMK Dato' Harun which is this school.



Q3: Well thank you for the briefly explanation on your background. Now i would like to ask do you know what is information management is all about?

A: Based on my understanding, information management is a process which gaining all the importance information for our school or any other agencies and managed by a person in making sure that the information would not leaked to the outsider easily.

Q3: which means you would like to say that in your school is there somebody in charge in collecting and keeping all the important information to your school? Is there any specific job title to the person who handle this position?

A: Well there in this school there is one person from the office staff is in charge of knowing the latest information and news from the school, PPD and also the Ministry of Education. But, actually in schools everyone is in charge keeping record and also collect information for me to ensure that I and also all the higher position management of school, staff, teachers and also everyone involve. But basically its me as the principle and also all of my assistants from the management department must make sure that the information must be kept safely from the outsiders. Because anything that happens in school must be kept in school and nobody can easily get to access with the school without my permission even the teachers cannot easily do anything if they did not informed it to me. If any leakage of information from the school is known by others without my permission, that person will be in a serious trouble and actions will be taken. So, for an easier understanding the person who manage and kept all the important or any information regarding to the school is actually me, the principle themselves. Because any information regarding the school, I'm the one in charge in knowing about it and where is the information being kept.



Q4: Wow, that is such a good explanation! Next question, is there any differences of the roles or ways in managing the information during the era 80's, 90,s and millennium? Could you explain on this matter?

A: Of course! Each era's have differences roles or ways in managing the information. Because I have experience being a teacher for a very long time so, each era's that u gave me have differences. Firstly, in the 80's the school manage information by keeping record in books, placed all importance and private information in one place but of course they are lack in few things as for example lost of information, misplaced of document and etc. Therefore, in the 90's schools gets better in managing and storing all the records and information but they still lacking in such ways. So, in the millennium, managing records has start to get better the schools have making sure there's each person in charge of collecting information for the school and also as a reference to the principle. Nowadays, things are getting much better any information regarding the school must be kept both manually and also electronically. Which means to say that nowadays all the principles must have smart phone so that any info. Regarding the school and also any matters pertaining to it must be checked through online and all data and records also must be kept online to make it easier to be checked by the Ministry of Education. So that they will know weather the principle do their job providing the info. To them or not. So, to said that the principle must be vel-vest in IT and if not they will be at disadvantage. That is why to be in the Academic fields nowadays the person must be good in technologies and they must know what is the latest technologies that existed here.

# Q5: Do you think that managing the information using technologies is better than manually managing it?

A: Well to me nothing is perfect in this world even the best technology in the world must be lacking in something. Even we created another good technology it still lacking in many ways this is because the technology itself is being build by human and it cannot build by itself of course it has few problems. Even though, with technologies jobs has become much easier but when it comes in managing the info. Sometimes the problems



occurred in the are regarding virus, hacker, plagiarism, leakage of information, and much more. To me both ways of managing has its pros and cons.

#### Q6: Do the you know what is the job of an information manager exactly is all about?

A: Actually I have heard about this job, the information manager is the one that manages the information for the company but frankly speaking in Malaysia, this job is not widely known by all the people in this country. We are not being exposed to this kind of job since we were kids our parents only told us to be a doctor, engineer or lawyer. Even if its possible, the parents do not want us to have a job rather than those three jobs that I have stated just now.

# Q7: As for you, would you like it if one of your kids become an information manager or anything that related to it someday?

A: I wouldn't mind at all. If it their dream on being an information manager just carry on with it! I don't like to force them to be someone that they do not want to be because for sure they would be so stressful and if anything happened, they'll blame me later. So, I let them choose what do they want to be as long as their job and also source of income can be trusted its okay. I'll always be praying for their success.

# Q8: Wow, your very supportive! Can you differentiate the job as a teacher and also an information manager?

A: Well, to tell you the truth I don't think that a teacher and also information manager has any differences, both jobs also provide and manage information for their user is just that as a teacher, they had a specific types of user that they need to provide their information that is known as their students. Whereas, the information manager's user is much more variety rather than the teacher. Plus, their scope of information that they provide is slightly different.



## Q9: As a principle do you checked the information that the teachers provide or teach to your students?

A: Absolutely! That is why each teacher has their own record book so that they could record everything that they had thought their students each day and by the end of the week, they need to submit it to the principle. Then, from there I can see what does the teacher thought and also weather the students being thought according to the syllabus or not.

## Q10: If the teacher teaches something that is not in the syllabus of the subject would they be in trouble?

A: No. Actually it won't be any harm if they teach the students something that is not in the syllabus, for example like, giving advice or tips on how to have a better future and etc. As long as, the thing that they thought does not involve anything regarding to violence, criminal or anything that regarding to the negative topic it would be fine.

#### Q11: Do you think that knowledge and information are two different things?

A: knowledge based on my understanding it is not limited. Every new thing that we learned or saw or touch can become knowledge to us. Even once, when a kid touch something hot they will not touch it again because they will know that hot things could hurt them. So, that also considered knowledge. Whereas, information is more on things that involves facts. That is why to get a good information we must know where does the sources came from and can it be trusted or not. So, knowledge and information are a two different things.

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Q12: As for the school what source of information that can be trusted?

A: For the school basically the source that can be trusted one of it is the Ministry of

Education and all sources that pertaining to it. Any sources that has doubt trusting it will

never be used by the school.

Q13: Can you tell us how the government help the students in getting the right

information?

A: Nowadays, technologies is very important in learning, that is why the government has

provided free internet access for the students and also teachers. But due to lots of

entrusted websites and malicious applications, the government had set up a limit of

searching for the students. Any searching of websites involve bad words or has negative

effects to the students, they won't allow the students to access it. Students can only use

the internet facilities to search information regarding on academic fields.

Q14: Lastly, do you think that the importance of a good information management

and also the position of information manager will be known widely in the future?

A: Well of course! Anything is possible if the people who's responsible in reminding

others on the importance of a good information surely it will be well known by

everybody and the position of information manager will get its name in the society in the

future.

Reporter: Well thank you for your time Pn. Marpuaton! Thank you again for such a

brilliant answers that you had provided for the interview today. I really appreciate

it!

Pn.Marpuaton:: Yes! Your most welcome!



#### Interview with Pn. Nurul Nadiah bt Muhamad Arif

(Government servant)



Reported by: Muhamad Faiz bin Muhamad Arif

#### Q: Can you share with us about a little bit about yourself?

My name is Nurul Nadiah Bt Muhamad Arif. I am working as an Assistant District Officer at Land and District Office in Gombak. In my department, I have one boss and fifth teen subordinates to be managed. I have background studies in psychology from International Islamic University Malaysia. Although I did not work in line with my studies background, but I'm be able to apply all the theory in psychology in managing people and it helps me a lot dealing with my subordinates.

#### Q: How long have you been working as a manager?

I have been working as a manager since July 2013 up till now.

#### Q: How would you describe your management style?

I choose to adapt my management techniques based on the present situation, as work environments are constantly dynamic and often need to be handled in unique ways. I will

combine several management techniques to ensure all staff members have big and positive impact in their performance. Firstly is affiliative style which I'm creating harmony among employees and avoid conflicts so that it will develop good personal relationship. When people is happy it will motivates people to perform well in their works. Second technique is participative. I love to acquire input from all employees before any decision being made so that every single person has their opportunity to contribute ideas. Finally is pacesetting style. I will perform any task personally and expects the employees to follow what has been done by me. I considered this style as psychological way to motivate people by setting standards and expect self-direction from employee.

#### Q: What are the obstacles that you have faced being a manager?

Being a manager, I have identified some of obstacles in managing my subordinate in the organization. Firstly, bringing out the best in employee. All employees have good days and bad days. Some of the causes are out of my control. But I will try to make as many days as possible "good days" such as treat every employee with respect, help employee align their personal goals with their work goal and provide a comfortable work environment so that my employees more productive. Second obstacle is dealing with underperforming employees. Not all employees will do their best. Some will have personal issues that interfere with their work. Technically it's not my problem, but in reality any issue that contributes to an underperforming employee is a manager problem. I will help employees cope with personal issues, provide motivation and counsel to ensure they perform well in the organization without being affect by those entire personal problems. For me, managing people is complicated. It requires skill and motivation. But most of all it requires commitment. With all those elements, I managed to overcome all the obstacles being a manager.



#### Q: How do you measure your success as a manager?

Building healthy culture, promoting innovation and bringing people together are key indicators of a successful manager. A part of that, success manager also is being able to blend into the background, changing small things here and there to great effect. For me, the ultimate key factor of being a success manager is achieving the organization goals and objectives.

#### Q: What is your definition of failure?

In my point of view, failure is when a team (including boss, manager and staff members) is not performing a good job by meaning do not meet company goals and do not be able to accomplish task by given period.

#### Q: How would you do if you had a subordinate doing their job inefficiently?

I consider anyone who works with me to be an extension of my effectiveness as manager. I will discuss any problems with the employee individually and honestly, but if their work affects the bottom line of the company, their shortcomings are also my responsibility.

#### Q: How do you keep staff members motivated?

I do my best to show recognition and acknowledgement to all employees that meet goals, which keeps morale high and employees on task. Also, when applicable, I keep tasks interdependent within the team, so that staff members require and encourage fellow staff members to complete their work.



#### Q: What information do you need before making a decision?

Before making any decision, I need to know all staff members concerns regarding the issue. In this situation, my participative style of management technique will take place which allows all staff member to contribute their ideas and options. After gathering all those information, then I will analyze and listing pro and cons from the option given before the best decision can be made.

#### Q: Do you consider yourself a risk taker or do you like to play it safe?

I can consider myself as a risk taker and also play safe type of people. Everything depends on the present situation. At one time, I might risks everything in the hope of achievement or accept greater potential for loss in decisions and tolerate uncertainty. On the other hand, I might be risk averse in which I choose options that have fewer risks and prefer familiarity and certainty.



#### Interview with Pn. Nurul Izzah bt Muhamad Arif



Reported by: Muhamad Faiz bin Muhamad Arif

#### Q: Can you share with us about a little bit about yourself?

My name is Nurul Izzah Muhamad Arif. I am 32 years old. I am married with two kids. Currently, I am working with the government of Malaysia as Diplomatic and Administrative Officer. I have served the government for about 5 years. Before that, I worked in the private sector for 3 years. To be specific, I was with Proton Holdings Berhad in Human Resource Department. As a total, I have 8 years of working experiences.

In 5 years time working with the government of Malaysia, I have been placed in two different ministries. The first posting was at the Selangor State Secretary's office as Assistant Secretary and currently at Ministry Of Health as Senior Assistant Director. It is a must for an officer to be transferred due to their career enhancement and job rotation.

#### Q: How long have you been working as a manager?

I have been working as a manager for about 5 years. I have 32 subordinates and once handled more than 100 subordinates for certain project.



#### Q: How would you describe your management style?

I would describe my management style as Democratic Style. I usually allow my subordinates to take part in decision making, therefore everything is agreed upon by the majority. I also would use an extensive communication in both directions (from bottom to top and vice-versa). I strongly agreed that every people deserve to do what they love and what they want to do. It can motivate them to work harder and happier. I trust my people on this. So far, they are happy with their job description because they have the choice to make. If they encounter problems or any obstacles in work, they are free to discuss with me. In managing people, tolerance is very important. I always tolerate with all the staffs, and usually I received good or even better quality of work from them as a return. But as a manager I also have limits in tolerating with subordinates so that no one would take advantages.

#### Q: What are the obstacles that you have faced being a manager?

In my point of view, I would define obstacle as challenge. It will keep you positive and motivated. There are few challenge that I have to face being manager such as having lack of source in order to achieve certain goal in short of time, dealing with underperforming employees and having unstructured orders.

For having lack of source in order to achieve certain goal in short of time, I usually use persuasive skill. Persuade and try to tolerate with all levels and explain to them the importance to achieve the goal. In dealing with underperforming employees, I usually work with counseling department and give chances to them to correct and improve themselves. Sometimes it works, but sometimes it doesn't. In this case, I would give my final advice to them and the top management will make further decision. In having instructed orders, I usually try to sort it out among all levels and with the top management. It may take some time but at the end the goal is a must to be achieved.



#### Q: How do you measure your success as a manager?

Success has different type of definition for certain people. Other people might see it as a small achievement but to us it is the biggest success that we have ever achieved. In my career, I would say they are few successes that make my day. But the true success to me is to achieve goals that have been identified by the organization using the entire source that u have.

#### Q: What is your definition of failure?

Failure too has a different type of definition for certain people. As for me failure is a stepping stone for you to learn more and improve yourself. It is not a fatal. It is the effort to stand up that count.

#### Q: What would you do if you had a subordinate doing their job inefficiently?

First of all, sort out what is the root course that courses the inefficiency. It might be because of they have lack of training, less knowledge or maybe no effort to learn more. As a manager, I usually ask why this inefficiency happens rather than condemning them. This will help you to solve the problem.

#### Q: How do you keep staff members motivated?

There are few ways to keep my staff motivated. I always tolerate, say *thank you* and *please*. I do give complement to my staff. And plus some sort of reward and recognition to boost up their motivation level. Another tip that always worked for me is to know your staff's ability and interest. Get to know their family too. Birthday wishes will always make them smile too and therefore you will have better quality of work as a return.



#### Q: What information do you need before making a decision?

Before making any decision I usually need to know the consequences of it and also to whom it may reflect. Always have a complete data and information. Avoid being bias. I love to make decision that gives you a win-win situation. This will help us to be a better leader.

#### Q: Do you consider yourself a risk taker or do you like to play it safe?

I do consider myself as both, a risk taker and sometimes need to play safe. These always depends on what situation that you a facing up. But at the end of the day, the objective and goals are to be achieved.

## **CREATIVE**



## KISAH "AKU"

TANGGA 27 MAC 1993

LAHIRNYA SEORANG INSAN

DATANG DENGAN TANGISAN

DISAMBUT DENGAN KEGEMBIRAAN

HADIR KE DUNIA

TANPA SEURAT BENANG

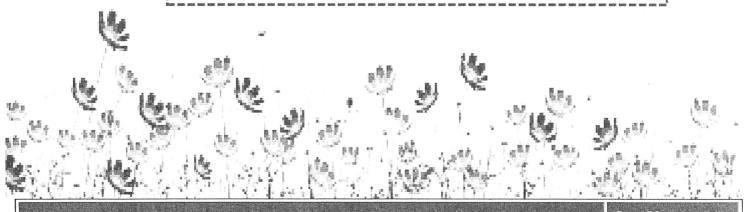
DARI ALAM RAHIM

BERTUKAR KE ALAM DUNIA

UNTUK MENGENAL ISI ALAM







### **CAHAYA MALAM**

CAHAYA MALAM MENGHIASI SEGENAP ALAM

MEMBERI SETITIK IMPIAN KEPADA PENCINTA ALAM

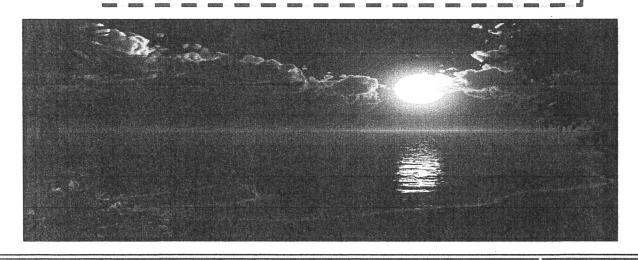
SEGENGAM SEMANGAT TERUS DIGENGAM

DEMI MENCAPAI MISI YANG DIPENDAM

CAHAYA MALAM MEMBERI IMPIAN YANG BESAR
IMPIAN YANG BAKAL MERUBAH PERJALANAN CERITA
KEPINGAN MEMORI AKAN MEMBAKAR
DAN MELENYAPKAN SEGALA DERITA

CAHAYA MALAM MEMBERI SETITIK INSPIRASI
UNTUK MENGATUR SEMULA LANGKAH DAN MISI
KEJAYAAN BUKAN SEKADAR DALAM MIMPI
BAHKAN DALAM HIDUP YANG NYATA BUKAN FANTASI

-ASIAH-



## **INSAN BERNAMA LELAKI**

KAU LELAKI

AKU PEREMPUAN

WAJAH KAU SUCI GILA

MACAM SEORANG USTAZ DI TV

MATA MULA LIAR MEMANDANG ATAS DAN BAWAH

WAH COMEL ADA JANGGUT SEJEMPUT DIDAGU

INGIN KU BERTANYA

WAH MALU PULA RASANYA

OTAK MULA BERINTERAKSI DENGAN MATA

MATA MULA BERSINAR

KONONNYA SINAR BARU

YANG BAKAL MENGASYIKKAN

AHH MALU

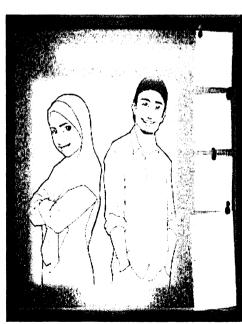
UNDUR SELANGKAH

PUSING MUKA

WA CABUT DULU

TAK TAHAN MENATAP MATANYA

-ASIAH-





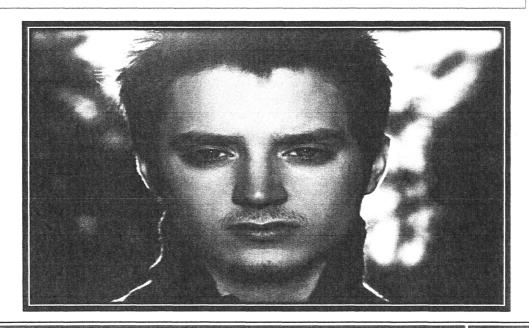


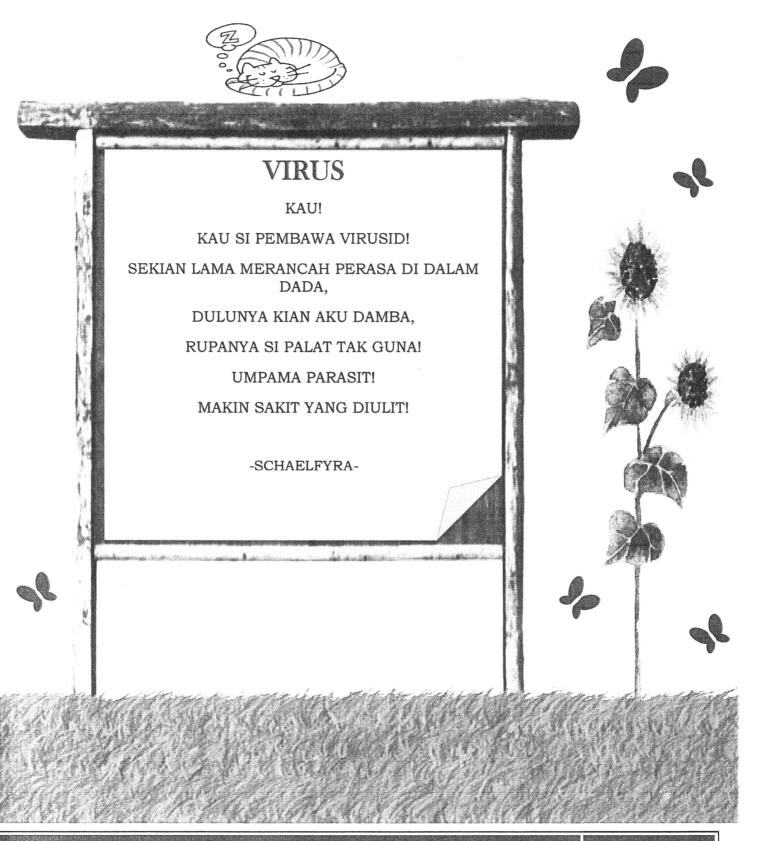


## IRIS

DARI GERAK GERI
'BEBOLA HITAM' PEKAT,
TERGAMBAR RASA SAYAT
YANG TERSIAT-SIAT.
MESKI TAK KAU KHABAR,
LIHAT SAJA AKU SEDAR.

-SCHAELFYRA









MONOLOG AKU SUDAH PUNYA DIKSI TERSUSUN.

LALU KULIMPAH DAKWAT DICORONG PENA.

MEMBENTUK KATA-KATA.

TIDAK SEMEN, MEMENUHI RUANG POLOS KERTAS.

-SCHAELFYRA-

#### LOVE...ONCE IT COME TO YOU...

Cinta merupakan satu anugerah Tuhan yang sangat indah buat seluruh manusiawi. Ia seringkali hadir dengan sendiri. Tanpa diduga kau telah terjatuh cinta. Terjatuh sehingga tiada langsung daya yang mampu membangkitkan kau pergi jauh dari terminal hatinya. Kau relakan saja terkurung di kamar sukmanya hingga menjadi sebati di dalam atmanya.

Cinta membuat kau senyum. Senyum yang terukir itu penuh dengan kebahagiaan. Segala ehwal kendiri menjadi lancar tak

tersekatkan. Hingga kau awan. Terapung apungan ciptaan.

Cinta tidak putih tidak semestinya

terasa bagai di atas bersama imaginasi

mengenal rupa. Yang cantik. Yang hitam tidak

semestinya jelik. Yang mengatakan sebegitu sememangnya tidak cerdik. Bukankah sudah diberita; setiap ciptaan Allah itu ada keistimewaannya. Baik dari luaran mahupun dalaman, setiap inci ciptaan kejadian yang terbentukkan, semuanya punya hak untuk dikasih, untuk disayang,untuk dicinta.



# SAJAK UNTUK PEJUANG DI PUNDANA

Di sini

manusia menguruskan diri sendiri mencari bekal masing-masing dari daerah kelahiran dan dengan langkah berani mengharung lautan gelombang di sini yang sesekali ganas namun tidak kejam

Hidup di sini memang payah
terpaksa menempuh duri susah
melawan rasa kantuk
berlarian antara dewan kuliah
dan khutub khanah
sesekali langkah rasa ingin berhenti
namun mutiara masih belum lagi erat tergenggam di jari
selagi itu, roh dan semangat perlu terus diisi

kadangkala, sulit sebenarnya
melawan rasa rindu
menentang rasa sendu
bila sesekali
desa kelahiran memanggil-manggil
untuk pulang
atau suara emak lembut gemersik
menyata rindu yang berputik

Aduhai para pejuang
langkah kita masih panjang
kutiplah semangat di sepanjang titian
agar nanti mutiara bercahaya memancarkan seri
bayaran untuk susah dan duri
sepanjang di sini.

-A.M.A.R-



# Love and Fear

One night the owl ask,

To the high moon,

Bright as glass,

Oh, why don't you last?

For you to know, dear

Love is not about mere fear,

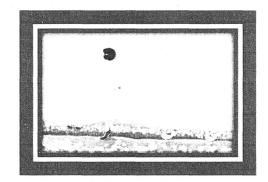
And make us suffer.

Love for you to care,

Day and night you will be there,

To love all your heart fair.

-Nur Anis Syuhada-









# REPORT OF ACTIVITY

# PROGRAM KESUKARELAWAN GEN-LIS DAN RECMA 2014

#### 1.0. PENDAHULUAN

Persatuan Gen-LIS telah mengadakan Program Kesukarelawan Gen-LIS dan ReCMA 2014 yang melibatkan pelajar IM224/244 dan juga pelajar IM227/247. Program ini diadakan pada 22 Oktober 2014 bertempat di Zoo Negara, Ampang, Selangor.

Program Kesukarelawan Gen-LIS dan ReCMA 2014 ini diadakan untuk memberi peluang kepada mahasiswa untuk merasai pengalaman baru dan memupuk semangat sayangkan haiwan melalui program kesukarelawan ini. Program ini juga bertujuan untuk menjalin ukhwah, hubungan, dan memupuk semangat kerjasama antara persatuan Gen-LIS dan persatuan ReCMA dalam membentuk komuniti yang kuat dalam Fakulti Pengurusan Maklumat.



#### 2.0. OBJEKTIF

- Mempromosikan Fakulti Pengurusan Maklumat di kalangan masyarakat.
- Menjalin ukhwah, hubungan, dan memupuk semangat kerjasama antara persatuan Gen-LIS dan persatuan ReCMA dalam membentuk komuniti yang kuat dalam Fakulti Pengurusan Maklumat.
- Memupuk sifat kesukarelawan dalam kalangan mahasiswa yang berdaya saing di peringkat antarabangsa.
- Memberi peluang kepada mahasiswa untuk merasai pengalaman baru dan memupuk semangat sayangkan haiwan melalui program kesukarelawan ini.

#### 3.0. MATLAMAT

- Untuk memupuk semangat kerjasama secara berpasukan antara para pelajar dalam mengendalikan tugasan yang diberikan.
- Dapat memupuk sifat kerjasama antara para pelajar yang berlainan kos dan dapat mengenali antara satu sama lain.
- Mewujudkan pengalaman baru kepada para pelajar dalam aktiviti sukarelawan yang dijalankan.



#### 4.0. PELAKSANAAN PROGRAM

Program Kesukarelawan Gen-LIS dan ReCMA 2014 ini bermula pada pukul 8.30 pagi setibanya kami tiba di Zoo Negara. Pihak Zoo Negara memberi sedikit taklimat berkaitan dengan program yang dijalankan ini. Kemudian, kami dipecahkan kepada beberapa kumpulan yang setiap kumpulan mempunyai 10 orang ahli.

Kami kemudian dibawa ke beberapa lokasi mengikut kumpulan yang telah diberikan. Seterusnya, kami diarahkan untuk membuat aktiviti sukarelawan seperti membersihkan tempat tinggal haiwan tersebut. Tidak ketinggalan juga, kami diberi peluang dan merasai pengalaman untuk memberi makan kepada haiwan tersebut.

Pada pukul 10.00 pagi, Program Kesukarelawan ini berehat untuk makan pagi. Kemudian, program ini diteruskan semula pada pukul 10.30 pagi. Untuk sesi seterusnya ini, kami menyambung semula untuk mengemas kandang haiwan tersebut. Aktiviti ini berakhir pada pukul 12.30 tengah hari.

#### 5.0. LAPORAN BIRO

#### 5.1. Biro Program

Laporan ini disediakan oleh:

- Ali Imran Bin Zakaraia
- Nur Syazwani Bt Bakar
- Nurul Hafizah Bt Jumat
- Siti Azwani Bt Nayan

Jenis perancangan awal aktiviti yang disediakan ialah:

- Mengenal pasti jumlah sukarelawan yang terlibat untuk dibahagikan kepada kumpulan dalam menjayakan program sukarelawan.
- Berhubung dengan pihak Zoo Negara mengenai program yang akan dijalankan oleh pihak Gen-LIS.

Laporan perancangan aktiviti:

- Sebelum program
  - -Membahagikan tugas dan kumpulan untuk melakukan aktiviti kesukarelawan di Zoo Negara.
- Semasa program
- Menjalankan tugas sebagai sukarelawan mengikut yang diarahkan oleh penjaga zoo tersebut.
- Selepas program
- Program berakhir dengan jayanya dan semua sukarelawan membawa balik barang-barang yang dibawa dan kemudian membuat sesi penambahbaikan bagi memperbetulkan apa yang kurang dari setiap sudut.



#### Refleksi

- Semua sukarelawan menjalankan kerja dan amanah dengan jayanya mengikut kumpulan yang telah ditetapkan.
- Program yang disediakan diisi dengan sebaiknya oleh sukarelawan.
- Seramai 38 orang sukarelawan berjaya dengan program yang disediakan dan mendapat reaksi positif dari pihak penjaga zoo.

#### 5.2. Biro Pengangkutan

Laporan ini disediakan oleh:

- Mardiah Binti Musa
- Nazhif Attirmidzi Bin Othman

Jenis perancangan awal aktiviti yang disediakan:

- Menempah bas di pejabat PNC.
- Menyenaraikan pelajar yang terlibat dalam aktiviti.

Laporan perancangan aktiviti:

- Sebelum program
- Perbincangan semasa mesyuarat rasmi Gen-Lis mengenai berapa ramai pelajar yang terlibat.
- Mengisi boring untuk menempah bas UiTM di Pejabat PNC.
  - Semasa program
- Mengenal pasti pelajar yang terlibat.

- Selepas program
- Memastikan semua pelajar yang terlibat berada di dalam bas.

#### Refleksi

• Kami selaku biro pengangkutan amat bersyukur dan berterima kasih kepada semua yang terlibat yang berjaya memberi kerjasama sepenuhnya di dalam program ini. Kami juga ingin mengucapkan tahniah kerana program "Sukarelawan Gen-Lis danReCMA di Zoo Negara" dapat dijalankan dengan jayanya. Akhir sekali, terima kasih dan segala pujian kepada Tuhan kerana menjayakan program ini tanpa sebarang masalah.

#### 5.3. Biro Makanan

Laporan ini disediakan oleh:

- Mohamad Syahrul Najmi Bin Ismail
- Fatin Syakirah Binti Azemi
- Fazlina Binti Muhamad Salihan
- Nurul Atiqah Binti Zu

Jenis Makanan	Unit	Harga/Per Unit	Jumlah
Air Mineral	2 Kotak	RM 6.50x2	RM 13.00
Roti	45 Bungkus	-	RM 36.00
Nasi Kukus	42 Bungkus	RM 5.00x2	RM 210.00
		Jumlah	RM 259.00

Tarikh/Masa	Aktiviti	Perjalanan	Ulasan
		Program	
	Sarapan pagi untuk	Selepas sesi	Semua peserta mendapat
	peserta.	pendaftaran peserta	makanan sewaktu dalam
22 Oktober 2014	Menu:	menikmati sarapan	perjalanan.
(7.00-7.30 pagi)	- Air kotak*	pagi dalam bas	*air kotak mendapat
	- Roti	sewaktu perjalanan.	tajaan*
	Peserta mendapat	Selepas selesai	Semua peserta mendapat
22 Oktober 2014	jamuan makan tengah	aktiviti sukarelawan,	makanan sebelum aktiviti
(12.15-12.30	hari.	peserta mendapat	bersurai.
tengah hari)	Menu:	jamuan makan	
	- Air mineral	tengah hari.	
	- Nasi kukus		

#### 5.4. Biro Publisiti

Laporan ini telah disediakan oleh:

- Noor Amalie Fatihah binti Mohd Yusri
- Muhamad Izuan bin Azizan
- Poster telah dinaikkan di Fakulti Pengurusan Maklumat untuk makluman pelajar lain.
- Ahli jemputan iaitu ReCMA telah mendapat flyer satu seorang untuk mengetahui tentang tentatif program ini.



#### 5.5. Biro Kebajikan & Keselamatan

Laporan ini telah disediakan oleh:

- Nur Amalina Syazwani binti Satmi
- Nurhidayah binti Shuhaimi

Laporan perancangan aktiviti:

#### Sebelum program

- Kami telah diberikan tugas sebagai biro kebajikan dan keselamatan semasa pengagihan biro dalam program ini. Kami telah memohon peralatan kecemasan iaitu First Aid, di Unit Kesihatan Kolej Puncak Perdana. Kami telah mendapat kelulusan oleh Unit Kesihatan dan telah dibekalkan peralatan kecemasan sebanyak 2 beg dan diambil pada 20/10/2014.

#### Semasa program

- Peralatan kecemasan dibahagikan kepada setiap seorang. Program ini sangat mementingkan aspek keselamatan kerana melibatkan aktiviti bergerak .Hal ini kerana kami sebagai volunteer perlu memberi khidmat dengan membersihkan kawasan kandang dan sangkar haiwan di Zoo Negara. Oleh itu, program dijalankan mengikut arahan pihak zoo tersebut. Kami diarahkan untuk berbaris mengikut kumpulan. Kami juga telah memperkenalkan biro keselamatan kepada setiap peserta.

#### Selepas program

- Selesai sahaja program, kami berkumpul untuk mengira ahli peserta selepas program berjalan. Untuk makluman, tiada sebarang permasalahan berlaku berkaitan kesihatan mahupun kecederaan peserta. Program berjalan lancer seperti yang



diharapkan. Seterusnya, semua peserta bergerak pulang ke UiTM.

### 5.6. Biro Tugas-Tugas Khas

Laporan ini telah disediakan oleh:

- Norhidayah Bt Abd Aziz
- Halimatun Saidiah Bt Mohamad

Sebelum program	Semasa program	Selepas program
Membeli barang-	Membantu mana-mana biro	Membantu
barang (peralatan	yang memerlukan pertolongan.	mengangkat
keperluan).	Mengagihkan dan memastikan	barang.
Menyediakan	peserta mendapat makanan dan	Mengemas barang
makanan dan	minuman.	yang telah
minuman.		digunakan.
Membantu mana-		
mana biro yang		
memerlukan		
pertolongan.		



## 5.7. Biro Kewangan (Bendahari)

Laporan ini telah disediakan oleh:

• Nur Dzaty Ilyani Bt Mohd Alias

### A. Pendapatan

Bil.	Pendapatan yang diterima	Jumlah (RM)
1	Yuran	400
2	Makanan	320
3	Publisiti	20
	JumlahPendapatan	740



# B. Pebelanjaan

Bil.	Perkara	No. Lampiran	Jumlah (RM)
1	Yuran	Lampiran 1	390
2	Makanan	Lampiran 2 & 3	259
3	Publisiti	Lampiran 4	20
JumlahPerbelanjaan (RM)		669	
LebihPendapatan (RM)		71	
KurangPendapatan (RM)			-



#### 6.0. PENUTUP

Secara keseluruhannya, Program Kesukarelawan Gen-LIS dan ReCMA 2014 yang diadakan di Zoo Negara berjalan dengan lancar. Segala program yang dirancang dapat dijalankan dan tiada masalah yang besar timbul semasa pelaksanaan program ini. Selain itu, objektif dan matlamat program ini telah tercapai. Di samping itu, program ini juga telah dapat menjalinkan dan merapatkan silaturrahim antara pelajar IM 224/244 dan juga pelajar IM 227/247.

Para pelajar juga mendapat mengetahui dan merasai pengalaman baru dalam menjalakan aktiviti sukarelawan seperti ini. Semua pelajar amat berpuas hati dengan adanya program ini.

## 7.0. LAMPIRAN

### Taklimat daripada pihak Zoo Negara





## Pelajar dibahagikan kepada beberapa kumpulan









# Suasana sepanjang aktiviti sukarelawan dijalankan.

























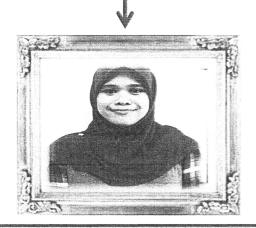
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**AZMI BIN AB RAHMAN** 



**CHIEF EDITOR** 

SITI KHADIJAH BT MAZLAN



VICE DEPUTY CHIEF EDITOR

MUHAMMAD HISYAM BIN MOHAMMED NOOR

# **DESIGNERS**



SITI NORUMIAH BT YAAKOB

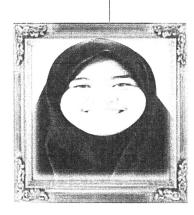


SITI ROKAYAH BT YAAKOB

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**NURUL FARHANI BT ZAINUDDIN** 

## **EDITORS**



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NURUL BASYIRA BT BASRI



SITI NUR ATIKAH BT ISMAIL



NORMURNIZA BT MD.SALLEH



SITI AMINAH BT ZULKIFLI

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