

Master List/Matrix/Table

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Division : Community Engagement Services Division

Process	Internal	External
Management of Community Engagement Programs	Negative 1. Inability to execute scheduled programs in time. 2. Lack of staff and time to handle the schedule programs 3. Lack of expertise in handling certain programs 4. Community engagement program is not executed effectively and systematically 5. Directive from top management to organize program not included in the	Negative 1. Participants are forced to attend the program. 2. Lack of participation in the Community Engagement Program.

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	Strategic Plan. 6. Some facilities and environment are in remote area of Sarawak not conducive to conduct the program off-site. Hence, reduce the positive impact of the program. 7. Difficulty in getting back all feedback forms from participants after the program ends. 8. Difficult to determine the actual response from the participants. Hence, inaccuracy in the feedback. 9. Participants are not interested in the program 10. Planned program is not adequately promoted to the target groups	
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	11. No proper training in handling specific Community Engagement Program	
	Positive 1. Experienced staff in handling community engagement programs. 2. Some of the program are the brand of Pustaka Negeri Sarawak e.g. Sarawak Children's Festival, Makersmeet, Juh Nambah Ilmu, Movie Under the Star, Knowledge Camp, etc. 3. Pustaka's request for representative from agencies to attend the program.	Positive 1. Good support and cooperation from the local community, government agencies, federal and international collaborators.

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