

pustaka negeri sarawak I read. Innovate. excel

Master List/ Matrix/ Table

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Processes	Internal Issues	External Issues
Records Management Awareness Training Programmes	Negative 1) Non-achievement of Records Management Awareness Training Programme. 2) Unavailability of officers to request and/ or conduct training programme. 3) The timing of the training sessions might have clashed with critical work responsibilities. 4) The officer is not aware of the request to conduct training programme. 5) Late notification to the officers concern on the request from other department/ agency. 6) Unable to conduct the records management training programme according to schedule. 7) Change of time or schedule for training programme. 8) Schedule and planning for training programmes are not synchronized with other activities. 9) Clash with other programmes.	Negative 1) Most of the time dealing with non-designated officer in-charge of records and file management in departments. 2) The timing of the training sessions might have clashed with officer
	Positive 1) Dedicated and experienced officer to give training to departments. 2) Training programme are well planned for the whole year.	Positive 1) Departments accept training outcomes as guidelines for their practices and improvements. 2) Continuous communication and response from department after training programme. 3) Positive respond from top management of the departments.
Appraisal of public records	Negative 1) Time consuming on the completion of application for appraisal from departments. 2) Health risk during appraisal of records. 3) Take time to complete the reports.	Negative 1) A high volume of applications was received from departments/ agencies. 2) Frequent changes of person in-charge due to rotation, transfer etc. 3) Unsuitable environment and place to conduct appraisal of records. 4) Condition of files are not satisfactory.
	Positive 1) Two officers to check each file to ensure transparency and accountability.	Positive 1) Nil.

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