

Master List/Matrix/Table

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Processes	Internal Issues	External Issues
Transfer and Receive of Department/Agency Records and Archives.	Negative 1. The processes of transfer of department/agency records and archives are not done systematically. 2. Late issuance of notification email to department/agencies after checking the transfer list inside the <i>Laporan Penilaian Rekod</i>. 3. Unavailability of participant to attend physical or online training. 4. Transfer of files not done by focal person. 5. Checking files cannot be done by department representative and Archives Management Division officer. 6. <i>Borang Pemisahan Rekod</i> not able to be verified within 14 working days. 7. Report cannot be produce within 30 working days. 8. Inability to conduct online training as schedule. 9. Multitasking of work at the same time. 10. Commitment of the urgency to complete the main task at their own department/agencies. 11. Lack of manpower dedicated to transfer the files from department/agencies to State Records Repository. 12. Files are not being transferred by appointed focal person. 13. Unavailability of officer in charge. 14. Multitasking of work. 15. Internet connection instability. 16. Receiving other adhoc task. 17. Clash of other task at the office. 18. Hardware failure.	Negative 1. Workload for the Pegawai Rekod Jabatan/Pegawai Seranta Jabatan of the Sarawak State Government department/agencies who must do the processing work (cleaning) for the transfer files. 2. Mishandling of records by department/agencies (e.g.: records been kept in the storage room instead of Record Room). Therefore, the records that should have been transferred to State Records Repository are lost or missing pages.

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	Positive 1. Ordinance (Sarawak State Library Ordinance, 1999, Section 14 and 15) in getting the public records and archives through enforcement, campaign, and training activities. 2. Availability of space for storage of records and archives at State Records Repository. 3. Support program by Pustaka for promoting the significant of transferring their records and archives such as Kempen 1 Fail 1 Minggu and Rescue Government Records and Archives Program (REGRAP).	Positive 1. Participation of Sarawak State Government department/agencies staff in all initiatives program conducted by Archives Management Division. 2. Awareness of the importance of practicing systematic records and archive management in Sarawak State Government departments/agencies increased because of awareness programs organized by Sarawak State Library such as the 1 File 1 Week Campaign. 3. Vital records of Sarawak State Government departments/agencies are kept securely for permanent preservation at the State Records Repository.
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Processes	Internal Issues	External Issues
Reference of Department/ Agency Records and Archives at State Records Repository	Negative 1. The processes of retrieving and returning of public records from repository room at State Records Repository (SRR) are not rendered effectively and efficiently. 2. The processes of handling the reference enquiries are not done systematically. 3. The designated officer cannot retrieve the public records from repository within 1 (one) working days. 4. Designated officer is not collecting the returned files from the reference counter on the same day. 5. Replacement and Accompanying slip are not attached to the box and file. 6. Reference tools are not provided.	Negative 1. Restricted access to <i>Dewan Bandaraya Kuching Utara (DBKU)</i> and Land and Survey Department Sarawak records because the access to these collections require permission from the creating department in view of the records is related to land and border issues. 2. Mishandling of records by department/agencies (e.g.: records been kept in the storage room instead of Record Room.). Therefore, the physical condition of the record is fragile and unsuitable for physical reference. 3. Risk of records lost, missing pages, torn etc during the transfer of records by department/agencies to State Records Repository, therefore the records is not in the complete form and does not contain complete information for reference purposes. 4. The Covid-19 Pandemic situation caused the maintenance of the scanner machine to be disrupted because the technician was from West Malaysia. Therefore, the machine was not able to function in good condition and affected the scanning process. 5. User's unstable internet connection makes it difficult for them to use an online reference service.

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	Positive 1. Librarian and Library Assistant at the Reference Counter State Records Repository are capable to assist user by providing similar information to the user if the requested items are not available.	Positive 1. User able to request for digital view of archives records (25 years old of records) via Archival Records Management System (ARMS) without physical visit to State Records Repository.
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