

Master List/Matrix/Table

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2nd March 2022

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4th March 2022

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Division : Community Engagement Services Division, Pustaka Negeri Sarawak, Sibul

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. Frequent directive to organize ad hoc programs. 4. Lack of expertise in handling the Makers equipment. 5. No proper training in handling the Makers equipment. 6. Breakdown of Makers equipment. 7. Improper maintenance of Makers equipment. 8. Lack of fund to run both planned and unplanned ad hoc programs.	Negative 1. Difficulty in getting back all feedback forms from participants after the program ends which affected the statistics in evaluating the effectiveness of the programs. 2. Difficult to determine the actual response from the participants. Hence, inaccuracy in the feedback. 3. Sometimes, facilities and environment are not conducive to conduct the program off-site. Hence, reduce the positive impact of the program. 4. Participants have no internet connection or poor internet connection for programs that require internet

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		access. 5. Participants are not interested and are forced to attend the program. 6. Some of the participants had difficulty in understanding the language used as they are not fluent in Bahasa especially Chinese and senior citizens from rural area. They preferred the delivery of the program using their language. 7. Some places did not accept outsiders to conduct a program in their place due to Covid-19 circumstances.
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	Positive 1. Good teamwork among the working committees. 2. Some of the programs are the brand of Pustaka Negeri Sarawak i.e: Born to Read, Sarawak Children Festival, Reading Seeds, PANDei, 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, NGOs, federal and international collaborators.
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