

Master List/Matrix/Table

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

Process	Internal	External
Management of Community Engagement Programs	Negative 1. Inability to execute scheduled programs in time. 2. Frequent directive to organize ad hoc programs. 3. Lack of expertise in handling the Makers equipment. 4. No proper training in handling the Makers equipment. 5. Breakdown of Makers equipment. 6. Improper maintenance of Makers equipment. 7. Lack of fund to run both planned and unplanned ad hoc programs.	Negative 1. Difficult to determine the actual response from the participants. Hence, inaccuracy in the feedback. 2. Sometimes, facilities and environment are not conducive to conduct the program off-site. Hence, reduce the positive impact of the program. 3. Poor internet connection during the program conducted in rural areas. 4. Participants are not interested and are forced to attend the program. 5. Some of the participants had difficulty in understanding the language used as they are not fluent in Bahasa especially senior citizens from rural area. They preferred the delivery of the program using their language.

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MT-CES-MR-04 Community Engagement Services Division - Matrix of Internal and External Issues

	Positive 1. Good teamwork among the working committees to achieve targets and goals. 2. Some of the programs are the brand of Pustaka Negeri Sarawak i.e: 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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