RISK REGISTER
PUSTAKA NEGERI SARAWAK

CORPORATE MANAGEMENT SECTOR: CORPORATE COMMUNICATION

RISK CATEGORY	1. RISK IDENTIFICATION			2. RISK ANALYSIS AND EVALUATION				3. RISK CONTROL		STATUS
	Activity/ Process	Risk/ Opportunity	Cause	Current Risk Control	Likelihood	Impact	Level	Recommended Action/ Additional Control	Person In Charge (Risk Owner)	
Operational	Communications	Reputational risk due to inaccurate or delayed information release	Weak verification process,	Draft reviews, emails to management to seek approval before release	2 (Unlikely)	5 (Severe)	**10 (MEDIUM)**	Establish clear messaging framework, approval matrix, and assign key spokespersons, maintain an updated press kit and key messages	HOD, Corporate Communication (Dayangku Hadzimah Awangku Ahmad)	Ongoing
Operational	Promotion & Media	Ineffective promotion of library services and activities	Inadequate targeting, limited media reach	Multiple platforms used	3 (Possible)	3 (Moderate)	**9 (MEDIUM)**	Media analytics and campaign review	PR Officer	Ongoing
Operational	Publications	Errors in official publications (annual reports, newsletters, etc.)	Tight timelines, manual editing	Proofreading process	2 (Unlikely)	4 (Major)	**8 (MEDIUM)**	Use AI, Introduce version control, fact-check checklist,technical approval	PR Officer	Ongoing
Operational	Public Relations	Negative media coverage or misinterpretation of events	Lack of media coordination	Centralized spoke person (only CEO,DCEOs or designated PR Officers in Kuching, Sibu, and Miri are authorized to issue offical statements	2 (Unlikely)	5 (Severe)	**10 (MEDIUM)**	All media enquires goes to one channel, information is prepared, only authorized spoke's person and PR monitors news	PR Officer	Ongoing
Operational	Customer Feedback	Delayed or ineffective response to customer complaints	Manual tracking, workload	Feedback channels, CCRF, QP-CC-03	3 (Possible)	4 (Major)	**12 (MEDIUM)**	Implement digital feedback tracking system	PR Officer	Ongoing
Operational	Official Visits	Poor coordination of official visits	No clear guidelines for managing official visits, late or incomplete information from visitors, last-minute programme/ itinerary changes, overlapping events or scheduling, unavailability of key officers during visits	SOP for visits, appointment of officer in charge of visits, basic visit programme (agenda), communication via email/ Whatsapp/ CACTUS prior to visits, use the visitor official request/ letters/ emails	2 (Unlikely)	4 (Major)	**8 (MEDIUM)**	Develop visit coordination SOP/ checklist, confirm itinerary and guest details early, conduct pre-visit or rehearsal for major visits, improve coordination between units/ divisions, prepare contigency plans for last minute changes	PR Officer	Ongoing
Operational	Staff Assembly	Low attendance or engagement in monthly staff assembly	Assembly time clashes with work shedules or service counters, short or late notice of assembly, other meetings or duties at the same time, duty roster not adjusted for attendance, lack of monitoring or enforcement of attendance	Announcement via emails, attendance taken, Record and Monitor attendance	2 (Unlikely)	3 (Moderate)	**6 (MEDIUM)**	Give early notice and reminders, Make attendance clearly compulsory (unless on leave/on duty), adjust duty roster to allow attendance	PR Officer/ HRD	Ongoing

RISK REGISTER
PUSTAKA NEGERI SARAWAK

CORPORATE MANAGEMENT SECTOR: CORPORATE COMMUNICATION

RISK CATEGORY	1. RISK IDENTIFICATION			2. RISK ANALYSIS AND EVALUATION				3. RISK CONTROL		STATUS
	Activity/ Process	Risk/ Opportunity	Cause	Current Risk Control	Likelihood	Impact	Level	Recommended Action/ Additional Control	Person In Charge (Risk Owner)	
Operational	Registry	Loss or misrouting of official correspondence	Manual handling, human error	CACTUS	2 (Unlikely)	5 (Severe)	**10 (MEDIUM)**	Digitise correspondence tracking (CACTUS)	Registry Officer	Ongoing (Completed)
Operational	Registry	Delay in distribution of incoming/outgoing correspondence	Staff shortage, unclear prioritisation	Decentralize registry operation (distribute the task through online with other Registry Officer in campuses)	3 (Possible)	3 (Moderate)	**9 (MEDIUM)**	Provide backup staff to avoid dependency on one person, prioritise urgent correspondence (mark"Urgent")	Registry Officer	Completed
Operational	ISO / QMS	Failure to effectively implement and maintain Quality Management System (QMS)	Staff lack awareness or understanding of QMS requirement, inadequate training on ISO/ QMS procedures, weak monitoring of implementation by process owners, documents not updated after process changes	ISO procedures, Internal Audit, management review meetings, assigned QMS representative	2 (Unlikely)	5 (Severe)	**10 (MEDIUM)**	Assign dedicated QMS, focal person; refresher training and awareness, update documents and procedure regularly, clearly defines roles and responsibilites for QMS	HOD, Corporate Communication (Dayangku Hadzimah Awangku Ahmad)	Completed
Operational	Innovation Secretariat	Ineffective coordination of I-Steering Committee activities	Limited staff capacity, overlapping responsibilities	Minutes of meeting	3 (Possible)	4 (Major)	**12 (MEDIUM)**	Appointment of person in charge in every campuses	Quality Secretariat (Anita Haji Hamdan)	Completed
Operational	Innovation Programmes	Low staff participation in ICC, Innovation and Integrity Day and Quality initiative	Activities perceived as extra workload, commitments and time constrains, no attractive incentives or recognition, few innovation and quality projects implemented	Reporting in I-Steering Meeting, Board Meeting, Management Meeting, training conducted for selected staff, awareness programmes and circulars	3 (Possible)	3 (Moderate)	**9 (MEDIUM)**	Strengthen leadership support and example from top management, provide incentives, recognition and awards, management to give sufficient time allocation in work plans	Quality Secretariat (Anita Haji Hamdan)	Ongoing
Operational	Innovation Audit/ Awards	Failure to meet criteria for quality or innovation award	Late preparation and last-minute submission, weak documentation and evidence to support submissions,	i-Steering/ Innovation commitee established, Past participation in previous quality/ innovation competition, experience/ reports	3 (Possible)	4 (Major)	**12 (MEDIUM)**	Develop awards readiness checklist (self-assessment audit), plan early with a timeline (not last-minute), strengthen documentation and evidence collection from day 1	Quality Secretariat (Anita Haji Hamdan)	Ongoing