

RISK REGISTER

PUSTAKA NEGERI SARAWAK

COMMUNITY EMPOWERMENT SECTOR - KUCHING, SIBU & MIRI

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	Execution of program	Inability to organise planned community engagement activities	a. Lack of manpower b. Adhoc program c. Time consuming for preparing proposal and budget approval due to procurement committee schedule d. Rescheduling/ delay of planned program e. Collaborator withdrawal f. Venue unavailability g. External factors - weather, natural disaster, public safety concerns h. Budget constrain i. Staff burnout	a. Community Engagement Program Guidelines & Program Checklist b. Calendar of Activities c. Committee Meeting & Planning d. Management Meeting & Approval	2 (Unlikely)	2 (Minor)	4 (LOW)	Implement mitigation measures through clear coordination with collaborators, shared resource management, and flexible planning to address ad hoc issues and ensure smooth operations.	Head of Community Engagement Services Division	Ongoing
Information/ Record	Collection of activity statistics report	Inaccurate program statistics	a. Human and manual data entry errors b. Non-standardised data collection and unclear definitions c. Late or incomplete data reporting d. System or technical issues, including duplicate records	Online and Physical Feedback Form	2 (Unlikely)	2 (Minor)	4 (LOW)	Develop a systematic digital reporting and monitoring system with standardized data collection, multi-level validation, automated reminders, and regular data review processes to improve accuracy and timely reporting.	Head of Community Engagement Services Division	Ongoing
Information/ Record	Evaluation of program quality	Difficulty in capturing meaningful outcomes (quality) beyond attendance numbers (quantity)	a. Lack of outcome measurement framework b. Over-focus on attendance figures as KPI c. Limited qualitative evaluation tools	Online and Physical Feedback Form	2 (Unlikely)	2 (Minor)	4 (LOW)	Develop a comprehensive outcome measurement system that captures meaningful data and feedback to support informed decision-making and continuous improvement.	Head of Community Engagement Services Division	Ongoing
Operational	Measurement of Community Participation	Low Community Participation	a. Programs not aligned with community needs or interests b. Ineffective promotion and outreach c. Inconvenient timing or location of programs d. Accessibility barriers (transport, digital access, language, physical access) e. Lack of awareness about CESD program	a. Multi-channel promotion b. More popular partnership collaboration	2 (Unlikely)	2 (Minor)	4 (LOW)	Increase community participation through effective promotion, community collaboration, accessible programmes, suitable incentives, and planning based on community needs.	Head of Community Engagement Services Division	Ongoing