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HIGHLIGHTS

OSH in Malaysian SMEs: From Invaluable Past Experiences for Future Improvement

Are Leadership Programmes Indispensable?

Useful Tips on Managerial Skills

Bina Jenama Diri – Personal Branding

Fixed vs. Growth Mindset

Impact on the Economy due to Covid-19 and Post MCO Reset



Special Article :

Ir Zailee Bin Dollah

Director General,
Department of Safety and Health (DOSH)



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HAPPENINGS

2020 has been a really rough year for us at Humanology. With the government announcement of MCO, RMCO, FMCO and EMCO, our industry has been hit hard, and we are unable to conduct face to face training programs which are our forte. Nonetheless, we have moved our training to virtual via remote online learning through HRDCORP initiatives.

Throughout the year, we have achieved several accolades. We are currently in collaboration with the DRB-Hicom University of Automotive Malaysia for all our certified programs. Also, we are the authorised training centre for Vidtoon. In terms of some of the government collaboration, we are currently the strategic partners for Standards Malaysia and the Department of Occupational Safety and Health for the Centre of Excellence.

Moving towards 2021, we have established our own Learning Management System (LMS), which would host all our e-learning programs. We have also developed our own eTTT, which is geared towards assisting participants in adopting virtual learning. Throughout the year, we have conducted numerous remote online learning training programs for various clients. You may view them at our gallery. Currently, we are also authorised to run the OSH Coordinator via online. So, if you would like a safer and better working environment for your colleagues, contact us.

With this edition, we hope everyone stay safe and stay healthy. Let's fight this pandemic together.



WELCOME

Ir Hj Omar Mat Piah
as our Strategic Advisor

OSH in Malaysian SMEs: From Invaluable Past Experiences for Future Improvement

Ir Zailee Bin Dollah

Director General, Department of Safety and Health (DOSH)

Introduction

The focus and direction of the Occupational Safety and Health (OSH) change with the business environment. As the Deputy Director-General of the Department of Occupational Safety and Health (DOSH), Ir Zailee Bin Dollah shared his experience on the development of OSH in Malaysia. Ir. Zailee started to work in DOSH since 1986. Nowadays, OSH standard in Malaysia has been substantially upgraded though there are still rooms for further improvement. There have been so many years of experience in DOSH with many significant achievements in the past. The implementation of sustainable OSH is essential because of its contribution to the sustainable economy of Malaysia. The golden experiences and thoughts shared by Ir Zailee in this article will give a new impetus to prospecting the full implementation and continual improvement of OSH standards in Malaysia.



OSH Situation in Malaysia

Until today, although the regulation of OSH in Malaysia was established since 1970, the accidents at the workplace are still prevalent. The rate of accidents in every 1,000 workers ranges from 2.81 – 2.71, between 2015- 2019. The manufacturing sector shows the highest rate of accidents at 4.62/1000 workers in 2018, while the construction sector recorded the highest fatality rate of 13.44 /100 K workers in 2018. Until today

physical injuries and even hazards of the workers in the manufacturing sector in Malaysia could be attributable to the unsafe operation during the manufacturing processes. For example, losing fingers during machinery handling at the workplace is still happening due to unguarded machinery. Therefore, an effective OSH management system for the manufacturing sector is highly recommended.

There are many workplaces in this industry that have not yet fully implemented the OSH management system. There has been no significant change in the implementation of OSH culture in the management of the industry even after three generations of management. The safety issues encountered by these factories remain as if it is new in operating a factory. The poor culture of OSH remains the same because of the least priority given to the OSH standard in their industries. One of the factors to overcome the problem may be strict enforcement by DOSH.

DOSH Initiatives

Currently, DOSH is enforcing three main acts, namely Factory and Machinery Act 1967, the Occupational Safety and Health 1994, and Petroleum Safety Measure Act 1984. Under the Factory and Machinery Act 1967, DOSH must conduct regular factory and machinery inspections every 15 months. During the inspection of DOSH, among other long-term issues are noise exposure to the workers and unsafe handling of machinery. Noise exposure has raised workers’ health concerns. This has caused significant diseases such as hearing problems among the workers. Moreover, there are some workplaces in which noise monitoring has not been conducted in their workplaces. Therefore, noise risk assessment in the workplace needs to be conducted from time to time.

Based on the Factories and Machinery Act 1967, all factories are required to be registered with DOSH. Factories that have not been registered with DOSH are beyond the radar or the knowledge of DOSH. Even though DOSH has done a lot of initiatives to help the industries when the industries are not under the radar of DOSH, the industries would not enjoy the initiatives by DOSH that would benefit them, such as training, workshops, seminars, and the latest updates from DOSH.

The enforcement by DOSH is essential to ensure OSH compliance between the workers and employers. Enforcement activities that were carried out by DOSH include Approval and Authorisation, Registration,

Certification, Inspection, and Investigation.

Small and medium enterprises (SMEs) play a vital role in the Malaysian economic scene and are considered the backbone of industrial development in the country. SMEs represented 98.5% of all business establishments in the country and accounted for 66.2% of total employment in 2018. Generally, OSH is often not well managed by SMEs, resulting in workers at greater risk of workplace accidents and work-related illnesses. Organisations usually prefer to invest in business operations than OSH, which is not seen as beneficial to the business.



According to SME OSH Master Plan 2009, there are four compliance support or initiative programmes. The first initiative is the Door to Door Programme. This programme is designed for the DOSH officers (from DOSH state offices) to approach the selected individual SME directly. Overall, this programme aims to provide guidance to establish proper OSH policy and to enable continuous improvement of OSH in the SME. Furthermore, this is to ensure compliant support are provided to the SME. Under this programme, a group of DOSH officers will visit the SME workplace to improve their OSH standard. When the SMEs

participate in the programme, DOSH will guide the industries on the compliance from the low compliance until the successful implementation of OSH. DOSH is very compassionate to help the SMEs who care about the safety of the employers

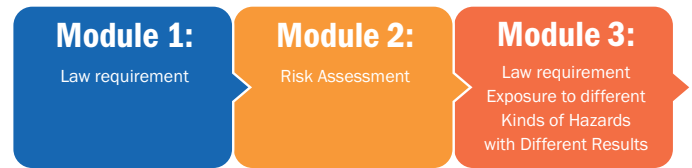
Pre-audit inspection will be carried out before the Door to Door Programme, to get the baseline information on OSH standard of the SME. During this process, checklists are provided by DOSH for the SME to conduct the pre-audit and guide the SMEs in the risk assessment and selection of risk control measures in the workplaces.

During the pre-audit visit, the DOSH officer will brief the factory owners about the safety policy of OSH. The objective is to get the support and cooperation from the SMEs. Besides, the OSH briefing is essential for both the management and the staffs in preventing any potential hazards that will lead to the accident in the workplace.

However, to get full involvement from the industries is a big challenge since industrial cooperation with the DOSH enforcers is somewhat difficult. Frequent visits by the authority to these factories will make the workplace owners feel uncomfortable especially when they need to spend time out of production hours to entertain the authority.

To overcome this issue, DOSH proposes the appointment of a person-in-charge of OSH to be assigned by the management of the factory from the supervisory level of the factory who needs to attend the OSH training sessions by DOSH. This will complement the busy schedule of the SME industries.

To effectively manage the number of SMEs involvement in the programme, DOSH organises a workshop by gathering all the persons-in-charge of OSH of all SME factories. The workshop will be held a few times to complete three-module programme designed for the OSH in SMEs. It will be organised regularly once every 2 to 3 months. The objective of the programme is to train qualified, educated, capable and virtuous workforce and personnel



During the workshop, the participants need to present and share what they have learnt in the programme. The participants are required to share what they have learnt from the workshop to their co-workers at their own organisation. Ultimately, they need to practise and implement what they have learnt after completion of the workshop. DOSH will revisit their workplace to assist the participants in the implementation of OSH.

This programme is still being implemented by the SMEs but in a different approach. Currently, the role of person-in-charge has been replaced by the OSH coordinator. The OSH coordinator is trained with the proper competencies, skills, knowledge, and attitude. All the previous activities, including pre-audit at the workplace, are still applicable in this new approach, and all procedures remain. OSH coordinator will conduct the pre-audit by using the audit checklist available online.

The second initiative is the SMEs Fast-Track Registration. This initiative will help new and existing unregistered workplaces. It is the duty of workplace owners to register with DOSH. The objective of this programme is to ensure such workplaces undergo regular inspections by DOSH. This is important to ensure the compliance of OSH by the workplace owners so that the workers will be safeguarded. Through this, DOSH enforcement officer will visit the unregistered SMEs to offer assistance. This includes guiding them to fill in the registration form JKJ 105 (workplace registration form) that is hand-delivered to them. The courtesy to hand-deliver the form is one of the steps of compassion to help the industry to comply with the regulation. After filling in the form, the industry needs to submit the form back to DOSH. Unfortunately, this requires follow-ups to get the form submitted.

DOSH is committed to helping the industry improve their OSH compliance. For instance, to facilitate the

workplace registration process, a simple machinery layout sketch is also acceptable, especially for small scale factories. Through the initiative, these factories are within the care of DOSH. Furthermore, all relevant information on OSH, such as workshops and seminars on OSH, can be received by these factories.

This initiative is for DOSH to create awareness on OSH through the establishment of networking with the industrial respective industry associations and NGOs.

DOSH is committed to helping the industry. For instance, to facilitate the registration process, a simple machinery layout sketch is also acceptable, especially for small scale factories. With the initiative, these factories are within the care of DOSH. Later, all relevant information on OSH, such as workshops and seminars on OSH, can be received by these factories.

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DOSH will brief the committee members and the president of the industrial association on the programme objective, the outline and the method to conduct of the programme. The association later will do the follow up for implementation of the programme. An excellent example of this programme was carried out by an association of Kawasan Perindustrian Industri Wawasan, Batu Pahat Johore.

The fourth initiative is SME Mobile Promotional Services, which is equipped with mobile facilities. Under



this programme, the DOSH officers plan to provide OSH services to a group of SMEs. These SMEs can be in one specific site or one particular cluster of industry. In general, the services include promotional activities (such as the distribution of posters, pamphlets, exhibition etc.), technical support, chemical monitoring, advisory on OSH legal requirement and compliance, and medical screening. For example, DOSH Van Cat will be parked near the industrial area with its booth open to receive complaints and to deal with any OSH issues faced by many SME industries. However, the programme needs to be maintained and upgraded from time to time.

Recognition of OSH Coordinator

Once the OSHA 1994 new amendment has been gazetted in the future, those workplaces having more than 5 employees who do not require employing a safety and health officer, the employer must appoint/employ an OSH coordinator. The duty of the OSH coordinator is to assist the employer to enhance OSH standard in the workplace. Therefore, the employer should recognise and give full support to the OSH coordinator in implementing the OSH management. With the support of top management, the OSH culture can be cultivated in the workplace and could be leveraged on the higher OSHA compliance level liability to the employer.

Since the introduction of OSH coordination in 2017, the requirement to appoint/ employ an OSH coordinator currently is not a legal requirement and on voluntary basis. The issue of misconception happened when the employer usually put the full OSH responsibility on the OSH coordinator. However, their duty is just to assist the OSH activities of the workplace. Thus, the employer should have the right perception to recognise the role of OSH coordinator.

Workplace inspection and self-assessment conducted by OSH coordinator have potential to improve the OSH standard and reduce accidents in the workplace. This is because the OSH coordinator work for the owner by assisting the employers in conducting workplace inspection and self-assessment to reduce the rate of accidents and finally improve the productivity of the industry.

Behavioural Based Safety

Behavioural Based Safety (BBS) is a process and approach to improve safety and health performance at the workplace through observation and feedback to the human (employer/employee) to change their behaviour. This BBS should focus on all the industries, particularly among oil and gas, petrochemical or even construction industries that face a lot of human-related issues.

The culture of BBS among many of the employers and employees is still new to them because people are still ignorant and do not understand the concept of BBS. The BBS should be treated as a culture in the workplace environment for both employers and employees, which involves a lot of commitments. Since this behavioural safety approach is where supervisors observed workers' behaviour and provide their feedback for corrective enforcement, the development would be based on observations and feedback that focus on the workers' behaviour. BBS is a cultural approach based on the concept of management and workers' partnership. However, the preliminary BBS approach should be initiated in every industry to gain positive feedback and respect from the industries since they are the ones who implement it for their workers.

Future Challenges

While promoting and enforcing OSH, DOSH encountered several challenges. When an accident happened in the workplace, the public will challenge DOSH on what has been done and why the accident happened. Strangely, the public was never concerned about the owner who created or involved with the accident. In such cases, the misleading public will not foresee the real culprit who created or caused the accident to happen. The employers or owners of the accidents should come forward and take the due diligence on such accident and carry out their internal investigation. This should be followed by finding out the root cause and rectification/improvement, in response to the accidents at the workplace. The feedback from the owners of the accident is vital so that the public knows the real culprit who is responsible for the accident. This initiative is to ease the public anxiety of the accident. Consequently, DOSH will not always become the scapegoat.



It has become the responsibility of the respective duty holder. With full commitment, the duty can be managed properly. Commonly, the problem occurs in the SME industries in which DOSH can assist them. Nowadays, with new and various hazards in the workplace more challenges arise. Thus, require DOSH enforcement officers to update their knowledge on these kinds of hazards in the workplace.

So far as DOSH is concerned, SMEs still need support and assistance from the government. DOSH will continually conduct programmes that benefit the SMEs. This includes strategic planning specifically for SMEs in the national OSH Master Plan.

Future challenges include the emergence of new hazards in the workplaces, new technology and high demand from the industries. DOSH must go in line with industrial development and demands. Besides, embarking Industry 4.0, such as cyber-physicals, internet of things, smart factory etc., where the implementation of OSH in the industries are getting more challenging in the future, in which DOSH is now venturing into.

The commitment and involvement from the NGOs and industrial associations are essential in improving OSH in the country. Some NGOs are very active and supportive of DOSH activities. It is believed that this is very effective because the industry knows what they need to do and so DOSH will support them. Commitment is undoubtedly an element that will show accountability for what is happening. In the future, strengthening and enhancing the commitment and involvement from the NGOs and industry associations are also a never-ending endeavour.

Future expectation, sharing is the best practice among the industries, with all the innovative ideas. The industry themselves should lead the OSH activities within their workplace because they know their problems well within their industries, with their own idea. At the same time, these new ideas will share through NGOs and industrial associations

Conclusion

There are many future challenges to be faced and encountered. The invaluable past experiences from DOSH can provide the necessary foundation to this end. Even though there are obvious changes in OSH culture among the industries, the OSH in Malaysia still require continual improvement. The commitment from the top management of the industries/owners needs to be enhanced in ensuring, improving, and maintaining the OSH standard in their workplaces.

Indeed, various programmes and efforts need to be

carried out and conducted to improve all aspects of OSH. Future and constant improvements must be embarked in every aspect of OSH management. The root causes of all accidents should be studied thoroughly to prevent the re-occurrence of the accidents from recurrences.

With commitment from the industry, exposure, and knowledge of OSH is essential to foresee the importance of OSH. The industrial owner must be accountable and willing to respond to the communities for what happened. Competency in the legal and technical aspects are the key to improvement of OSH in Malaysia.

Information on OSH management needs to be practised while the communication between employers and workers is essential for the BBS approach. Effective communication will encourage the reporting on unsafe conditions and unsafe acts. Commitment and involvement from NGOs and industrial associations will improve OSH standard in Malaysia.



Our Certified Programs are now in collaboration with DRB-Hicom University of Automotive Malaysia



Are Leadership Programmes Indispensable?

Dr. Dayana N. H. Chaskar

Leadership psychology suggests that leaders are born with specific skills rather than developing them. Some recent theories propose that possessing certain traits may help make people nature leaders, but that experience and situational variables also play a critical role. There are many theories about leadership. There is a historic school that looks at leadership in terms of traits/character of great individuals and therefore good leadership has to do with giving all the opportunities to these great people.

Humans to some extent are born with the capacity of leading and managing, but Learning & Development programme goals are to assist people wake up the 'leader' within. It is an existential condition for an organisation to thrive and in particularly in difficult the world context that we know today which is to be sustainable. Thus leadership development interventions can really accelerate change in a massive way and very often allow for things that one might not have dreamt of at the start of an engagement.

Leadership development programmes usually address the precise mind-set and behaviour level change, relevant to the individual's job so the impact is personally felt, helps them perform better at work and intensifies the organisation at a higher level. This can be seen via this illustration. Visual a football team with great players but they can easily be defeated if they do not work as a great team, fail to build on individual's strengths and help each other address their weaknesses. This is the basis of leadership development – taking great teams and making them even magnificent.

Leadership Theories

The Great Man theory	<ul style="list-style-type: none"> Leaders are born, not made Great leaders will emerge when there is a great need Limitation: If not naturally born with charisma, can't be a leader
Trait Theory	<ul style="list-style-type: none"> Combo of genetics + socialization for leadership Good leaders have the right and sufficient combo of traits Limitation: Good generalist with a mix of functional skills that corresponds to the needs of the organisation
Behavioural Theory	<ul style="list-style-type: none"> Leaders can be made, rather than are born Successful leadership is based on definable, learnable behaviour Limitation: Produces a list of perfect behaviour but irrelevant to concrete business situations
Situational Theory	<ul style="list-style-type: none"> Particular template of leadership necessary at a particular organisation Leaders always link leadership to respective situation by assessing certain variables Limitation: Tough to change according to situations
Contingency Theory	<ul style="list-style-type: none"> Effective leadership comprises of: traits, behaviour and situation A leader's behaviour varies as per the situation Limitation: Difficult to measure, interventions require some psychological experience

Leadership development programmes vitally need the following aspects to be significant:

- Contextual – Focus of leadership is to get people to act in a particular way
- Relevant - For adults to change their behaviour, it has to very substantial to their job scope
- Embedded – The programmes need to be inserted into the day-to-day work requirements
- Measurable – Statistics to validate programme significance - Pre Post Test, 360° Assessment
- Exploring Mindsets – If unsuccessful to get desired behaviour change, character building is vital

Character building is conceivable via shifting mindsets and answering the Why leaders need to behave in a certain manner. As an analogy, acupuncture needles if plunged into the right nerve, actually help people develop their mindsets quicker. The first is the ability for leaders to align their professional with their personal

purpose. The greater this is aligned, the higher the energy and determination is acquired. Next is reframing reality. Energy comes from recognizing strengths that can be amplified to seize opportunities and essentially leadership programmes help to reframe concrete situations. The third acupuncture needle is the ability to connect with mentors. As a fact, many leaders these days do not have mentors – as a role model and beacon of guidance. The fourth is assisting leaders find the existing sources of energy in their teams. And the last is having the courage to stand for a cause as having bravery overcomes their fear. Therefore, the basic journey in becoming a leader requires:



Customised leadership programmes are meant to provide the set of tools and approaches that an organization requires. Behind the scenes are a very rigorous process which starts with a detailed diagnostic to understand the current context of where the participants are and what they lack. Next the programme is designed all around the current versus the future state, the set of interventions delivered in the 3rd phase is based on the upfront diagnostic: a balanced set of forums, fieldwork and feedback. Lastly is to determine and sustain which happens throughout the programmes.

Leadership development is probably a higher return of investment than the usual organisation’s venture. However, organisations which invest in leadership development is part of any performance transformation are merely 2.5 times more likely to succeed (How to Beat the Transformation Odds, A survey conducted by McKinsey & Company in 2015). The results will be represented by the organisation’s business impact, higher revenues, lower cost, more innovation plus simultaneously with sturdier leadership.



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2021 to 2022

MUSTAPHA AJERMOU
VIDTOON™ CEO

Useful Tips on Managerial Skills

Muhd Saiful Basyah Bin A Rahim

Managerial Skills are without doubt an important skill set that every manager or leader must have in any types of organization. It is indeed a very challenging task to become good managers, but, with experience and learning, it can be achieved throughout times. This is just the beginning, but it is a good start. You will definitely want to start with these skills and attributes when you decide to achieve management success.

There are Five management skills that you can learn and practice that will make you become a successful Manager. A successful Manager, who wants to be followed by others and lead by example, does the following very effectively: Successful Managers will build effective and responsive interpersonal relationships with their staffs. They will show respect, ability to show care, willing to collaborate, respect and pay attention to their well-being. These managers will treat their staffs and colleague with dignity and respect, establish integrity, and to display credibility and character under the most challenging events and challenges.

A successful Manager will communicate effectively with his or her staffs. There is always two-way listening and feedback interactions with others. Managers are also open to receiving feedback from colleagues and reporting staff. He avoids defensive responses and is willing to change his behaviour when feedback is on target. But, for the most part, he understands and acts on the power of interaction. During any meeting or discussion, the Manager will always listen to any ideas or opinion from each of the team members and usually decision is made by majority votes.

Good Manager will always build his team and enable and motivate other staffs to work more effectively with each other. People will feel that they have become more effective, more creative, more productive and this will make the team stronger and they can work in harmony without any conflicts. The Manager in this type of category is willing to sit down and will try to solve any problems arises in the team in order to work more efficiently. When the team is not on target and can't work effectively, he is able to let employees know directly and clearly the issues and he can overcome the interrupters that hinder his team progress.

Successful Manager will learn how to create an environment where people experience positive spirit and recognition and employees are motivated to work hard for business success. He clearly understands that he is the most important factor in whether employees are happy at work or not. His interactions with employees set the positive tone for the workplace on a daily basis. This type of Manager will lead by example and set the pace through his expectations and behaviour. He walked his talk and by doing this the employee knows that he is the real deal because he says and does the same thing.

Most importantly, good Managers will help and support their people in developing their skills and abilities in the workplace. He will bring the career paths to employees so that they can continue to grow and thrive. Making employee careers and personal development a priority in the workplace is one of his agenda. Employees will feel their managers are really care about their careers and progress and this will make them motivated and willing to give extra miles to any work or task given to them. This is indeed one of the most important factors that employees need from their work.

It is hope that with the above skills and attributes, one can learn, practice and become successful Managers in their organization.

The background of the slide features a dark, textured surface. In the upper portion, there is a clipboard with a white sheet of paper containing a grid. A black pen lies diagonally across the left side of the clipboard. To the right of the clipboard, a pair of yellow safety glasses is visible. At the top of the image, there is a yellow and black diagonal hazard stripe border. The main title is written in large, bold, orange letters.

Occupational Safety and Health Coordinator (OSH-C)

Program Objectives

This training program aims to

- Explain the purpose, objectives and importance of OSH Coordinator in the organization
- Perform duties as OSH Coalition in Irrigation
- Understand the requirements of the Occupational Safety and Health Act 1994 and the Machinery Machinery Act 1967
- Promote a safe work culture in the workplace
- Take reasonable action in relation to OSH compliance
- Manage and maintain the OSH documents

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*in collaboration with DRB-Hicom University of Automotive Malaysia

Bina Jenama Diri – Personal Branding

Dr. Dayana N. H. Chaskar

Perkataan personal branding kini menjadi satu gabungan kata yang sangat terkenal dan kerap digunakan oleh usahawan kita. Ini terutamanya berlaku di kalangan mereka yang menjalankan aktiviti perniagaan yang hampir serupa, tidak kisah samaada bisnes secara online mahupun offline. Branding satu ketika dahulu adalah melalui syarikat/perniagaan. Contohnya lambang M dalam warna merah kuning akan diketahui ramai sebagai restoren McDonalds. Namun, tidak ramai pula yang mengetahui pemilik sebenar/asal usul McDonalds. Contoh kedua apabila teringat ayam goreng, hampir semua akan terbayang ataupun terngiang-ngiang restoren Kentucky Fried Chicken (KFC) dalam pemikiran. Mungkin hanya segelintir yang ketahui asal usul KFC dari Colonel Sanders.

Bagaimana pula dengan Mark Zuckerberg, iaitu pencipta Facebook dan Steve Jobs pula pengasas produk Apple? Manakala Barack Obama merupakan Presiden kulit hitam Pertama Amerika Syarikat dan mantan Perdana Menteri kita, Tun Dr. Mahathir Mohammad merupakan Perdana Menteri yang tertua di dunia. Golongan ini dikenali ramai sama ada hasil dari mengasaskan sesuatu produk, jenama atau nama untuk diri mereka. Ini dinamakan sebagai Personal Branding – Jenama Diri!

Personal branding ini sebenarnya penting untuk semua orang. Bukannya khas terpakai untuk usahawan ataupun golongan berbisnes sahaja. Personal branding boleh diibaratkan sebagai secret sauce untuk seseorang stand out di antara yang lain kerana dapat melambangkan personal value seseorang individu itu. Pembangunan/pewujudan personal branding sendiri adalah cara proaktif untuk career development dan juga dapat membantu melihat dan menganalisa pasaran semasa. Jatidiri peribadi yang kukuh akan dapat memberi kesan terhadap keupayaan seseorang individu untuk mendapatkan pekerjaan yang sesuai, melonjakkan namanya dari usahawan lain, untuk kenaikan pangkat, meningkatkan kebolehan diri dan sebagainya.



Cara bagaimana seseorang membuat/mewujudkan personal brand

1. Mulakan dengan fikiran serta tanam azam dalam hati bahawa diri kita merupakan satu jenama tersendiri! Apakah sifat pembawaan kita akan dilabel sebagai jenama diri seseorang. Contohnya apabila seseorang itu sentiasa berbuat baik, jarang bersangka buruk, elakkan diri dari mengumpat dan selalu tolong orang; dia akan dikenali dan diingati sebagai seorang yang baik budi pekertinya dan boleh dipercayai.
2. Cari dalam diri apa yang menyebabkan kita ini unik serta kenalpasti kekuatan dan kelemahan yang ada. Setiap individu pasti mempunyai keunikan berbeza kerana tiada dua manusia serupa waima kembar siam. Tonjolkan keunikan kita kepada persekitaran. Fikirkan keunikan dan kekuatan diri serta cuba kita tingkatkan lagi ciri-ciri ini sepanjang kerjaya. Kemungkinan besar kita masih ada satu kekuatan dalaman yang belum dikenalpasti dan digilap potensinya. Kelemahan pula perlu dikenalpasti untuk kita perbaiki diri dan atasi ciri negatif tersebut.
3. Cipta ruang (personal space and growth) sendiri. Selepas mengenal pasti keunikan dan kekuatan masing-masing, sekarang merupakan masa untuk

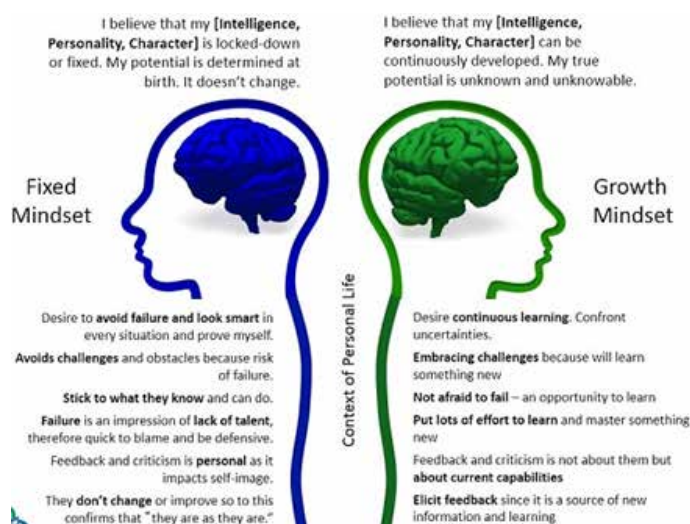
kita gilap bakat/kekuatan tersebut. Ini boleh didapati dari pembelajaran kelas mahupun mengasahkan kemahiran sedia ada untuk menajamkan bakat sehingga kita menjadi seorang pakar dengan bakat tersebut. Bila ilmu di dada penuh, berkongsilah dengan yang lain. Banyak cara perkongsian wujud sekarang iaitu melalui video Youtube, Tik Tok ataupun FaceBook, mewujudkan blog, ataupun menghasilkan buku

4. Jadi diri sendiri dan tidak perlu untuk mengikut style mahupun ciri orang lain terutamanya celebrity. Penting untuk kita mempunyai role model. Model teladan adalah orang yang tingkah laku, contoh, atau kejayaannya dapat kita contohi. Gunakan keunikan yang sedia ada dalam diri untuk menarik minat orang terhadap diri kita yang kelak boleh digunakan sebagai followers

5. Cari dan kenalpasti nilai (value) yang ada dalam diri dan selepas itu setkan prioriti (keutamaan) serta jangka masa untuk kecapai visi tersebut. Penting untuk seseorang sedia maklum personal goal sama ada untuk jangka masa pendek dan panjang. Ini kerana personal goals akan membuatkan kita stay on track dan tidak lari mengecapi impian mendapatkan personal branding yang unik

6. Mula bina platform untuk memperkenalkan diri. Pada zaman IT ini banyak platform media sosial yang boleh digunakan seperti Facebook, Tik Tok, Instagram, YouTube, Twitter, Tumblr, Google+, Blogger, Wordpress dan lain-lain lagi. Namun apabila kita ingin memperkenalkan diri melalui platform online; pilihan baik perlu dilakukan untuk kita pameran secara online. Ini kerana kesemuanya akan menjadi personal branding kelak

Pembinaan dan pewujudan personal branding seseorang individu memang memerlukan masa dan usaha untuk kita betul-betul kenal pasti dengan keunikan diri. Jadikan personal branding sebagai permulaan untuk melonjakkan diri kita untuk terus berjaya sama ada dalam perniagaan mahupun kerjaya.



Fixed vs. Growth Mindset

Dr. Dayana N. H. Chaskar

Do you have a Fixed or Growth Mindset? From cognitive mindset research, there are 2 ways to look at talent or ability. Intelligence is something very basic that cannot be much altered, either a person is born with it or not. In reality, humans are able to learn new things and one's intelligence can be enhanced and improved over time. In organisations, staffs with ability and talent are often sought after, believing in that fixed mindset. Alternatively to better understand intelligence is that a person is indeed born with a set of characteristics and abilities which can be improved overtime. This is what an Agile mindset is: the belief in growth and in learning. Humans tend to lean to either the fixed or Agile mindset during decision making. The basic mindset research was conducted by Carol Dweck from Stanford University (Mindset: The New Psychology of Success, 2006) who discovered the 2 mindsets: Agile and fixed categorising them on several elements:

- Determines goals
- Reactions to failures
- Belief about actions and strategies
- Attitude towards others' success

However, negative life experiences can alter the way a human thinks, when they are faced with cognitive dissonance and this automatically alters their mindsets. An Agile mindset faces challenges with a positive outlook, works hard and pick strategies while a Fixed mindset see

challenges are bumps and this influences their decision making process which is inclined to being indolent as they believe intelligence is born with, not from determination. The mind is almost like a muscle for those with an Agile mindset, the harder the effort given, the results become enhanced. But those with a fixed mindset see the mind as a determined element like height, either one is born with it or not. Unfortunately, people with a fixed mindset are quick to judge and categorise people basing on little information while the Agile mindset tend to be less negative or positive in their choices. A fixed mindset has the tendency to reflect one's own abilities/talents and are hardwired to stereotype others as well. Agile mindset people tend to stereotype too, but they hold their judgements and willing to learn more. When this is applied in organisations, subconsciously stereotyping staffs can be detrimental as this contributes to their under performance, demotivation and destructive behaviour. Labelling people is prophetic as this changes human behaviours. "Our behaviour has an effect on other's behaviour and without anyone understanding any of it, you have a self-fulfilling prophecy" (Pygmalion in Management by J. Sterling Livingston, Sept/Oct 1988 Harvard Business Review). Thus at work, managers/bosses streotyping employees and determining their performance grounding on hunches are to be avoided.

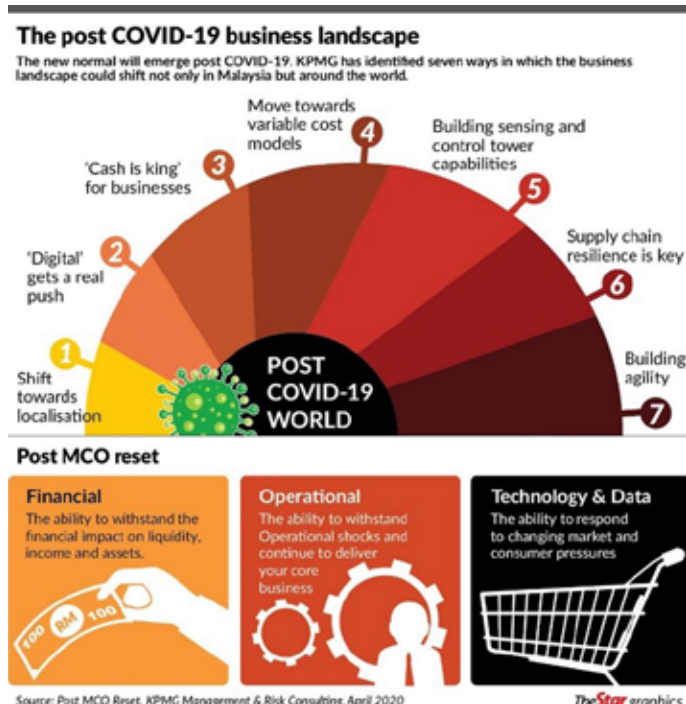
Impact on the Economy due to Covid-19 and Post MCO Reset

Dr. Dayana N. H. Chaskar

The Covid-19 era will be go down in history as a new game changer. Globally it has affected all the continents and disrupted millions of lives. Malaysia too has not been spared. Here, we are now undergoing the Recovery Movement Control Order (RMCO) which will end on the last day of this year, December 31st, 2020.

The Post MCO period now has affected communities as it eradicated social engagement and togetherness. The social upheaval that the COVID-19 pandemic leaves in its wake will last well beyond its health-related problems. Unemployment will rise as the prime factor that hinders rebuilding, leading to poverty and social unrest. A bottom-up approach that trains youth from communities in creativity, technology, problem-solving, and entrepreneurship creates local innovation and entrepreneurship ecosystems that can be built and sustained with meagre investment. Such ecosystems have shown a broad impact on individuals and the community and they should be considered in the post-Covid rebuilding plans. Both the bottom-up and top-down initiatives are essential. While one builds entrepreneurs, the other helps build ventures.

Large and small corporations struggle or fail due to a lack of customer consumption, leaving behind areas that once had high commerce and a thriving job market into clusters of job-deserts. Businesses could take months to years to recover from losses, deepening the cycle of unemployment, poverty, and breakdown of social structure. In this time of critical need for creating jobs, innovation-driven and self-independent entrepreneurs are the catalysts we should seek to create. This breed of entrepreneurs is usually multi-disciplined and analytical critical-thinkers who look for opportunities that could be scaled to reach customers far and wide. They work in close teams that are diverse in skills and culture. They are self-learners who are not afraid to learn from failures



and build their confidence to face future unknown challenges.

The pandemic has revealed that the world's economic and social infrastructure is not prepared to contend with the unprecedented crisis or looming recession. In the United States, the Small Business Administration expects half of the 30 million small businesses to close and lose 47 million jobs due to the pandemic, leaving 32% unemployment this year. The US is not alone; every other country is bracing for a similar challenge. During the COVID-19 crisis, governments around the world have taken action to support local ecosystems. The UK government launched a £1.25 billion rescue package to help start-ups, emphasizing support for “firms driving innovation”, “the unicorns of tomorrow” and “the technology success stories of the future”. Per Okun's law, for every 1% rise in the unemployment rate, the GDP, the revenue created by a nation, could drop by 2%. The expected rising unemployment would have a devastating effect on any state. This affects government spending, corporate profits, personal incomes, and the quality of life of the citizens. Every nation will be navigating these uncharted waters, facing severe crises, which some economists predict will last much longer than that of 2008

This is now affecting every one of us, no matter where we live or what we do. Not only will families and individuals suffer from the inability to support themselves through basic needs, but it also affects businesses.

Globally, more than 70% of start-ups have had to terminate full-time employee contracts since the start of the COVID-19 pandemic. Many entrepreneurial businesses have pivoted to meet new needs for goods or services borne out of the crisis. The way entrepreneurial business models and approaches are affected by the pandemic will have an impact on how entrepreneurship is perceived as a job choice in the future

The need for more independent self-sustainable professional entrepreneurs with a good networking system with SMEs and MNCs globally are now more needed than ever. Some new-born entrepreneurs and start-ups have been more opportunistic during the

pandemic, pivoting their businesses through some kind of “repurposing” and redirecting existing knowledge, skills, people and networks to new needs that have emerged. From start-ups and individuals producing and selling face masks and shields to their local communities to local taxi start-ups turning into grocery delivery companies, the nature of innovation is often incremental but, at the same time, essential for survival and adapting to our “new normal”.



Stay tune with us as we are going to set up Centre of Excellence (Quality and Productivity) with Standards Malaysia



Stay tune with us as we are going to set up Centre of Excellence (Occupational Safety and Health) with DOSH



Application of Behaviorual Insights in Occupational Safety and Health

Ir Zailee Bin Dollah

JABATAN KESELAMATAN DAN KESIHATAN PEKERJAAN LAPORAN PENYIASATAN KEMALANGAN

KES 1 : Kemalangan Maut dalam Ruang Terkurung (Confined Space)
Tarikh Kemalangan : 25/12/2020 jam 2.40 petang

1.0 Perihal Kemalangan

Pada 25/12/2020 lebih kurang jam 2.40 petang telah berlaku kemalangan maut di Loji Rawatan Kumbahan, Jalan Pantai Dalam. Pada hari tersebut berlaku kerja pembersihan sludge holding tank dijalankan oleh kontraktor yang dilantik pemilik Loji Rawatan Kumbahan. Kali terakhir kerja pembersihan sludge holding tank dijalankan adalah pada tahun 2008. Oleh yang demikian kerja pembersihan ini dikategorikan sebagai kerja bukan rutin.

Semasa kejadian, seramai 6 orang pekerja kontraktor sedang melakukan kerja sump cleaning. Tiba-tiba mereka mengalami masalah pernafasan dipercayai terhidu gas dari loji kumbahan. Semasa kerja menyelamat di lakukan 4 pekerja berada di dalam tangki, manakala 2 pekerja berjaya menyelamatkan diri. Daripada 4 pekerja yang berada di dalam tangki, 3 pekerja telah meninggal dunia manakala seorang selamat dan dihantar ke hospital.

2.0 Kronologi Kejadian pada 25/12/2020

09.00 pagi : Pekerja tiba di kawasan kerja dan mula menyediakan peralatan kerja termasuk memasang kelengkapan seperti 3 unit blower fan (2 jenis udara masuk dan 1 udara keluar).

10.45 pagi : PTW (Permit To Work) berkenaan bekerja di ruang terkurung (Confined Space) telah ditandatangani bagi membenarkan kerja diruang

terkurung dimulakan. Entry Supervisor (ES) memberikan taklimat keselamatan kepada semua pekerja dan Authorized Gas Tester (AGT) telah mengambil bacaan gas dalam tangki dan bacaan menunjukkan tangki selamat untuk dimasuki. ES dan AGT meninggalkan kawasan kerja setelah selesai tugas mereka.

10.53 pagi : 3 orang pekerja (P1, P2 dan P3) mula masuk ke dalam tangki untuk memulakan kerja pembersihan. P4 bertindak sebagai standby person (SP) berada di bahagian atas bersama-sama dengan P5 yang diarahkan untuk memastikan pergerakan kren semasa kerja dijalankan. Manakala P6 bertindak sebagai Penyelia.

Kerja pembersihan dalam tangki dijalankan dengan pekerja menyodok sludge menggunakan penyodok dan dimasukkan ke dalam bucket kren. Apabila bucket telah penuh, bucket tersebut akan dibawa keluar menggunakan kren dan dipindahkan masuk ke dalam rolor bin.

Setelah beberapa kali cara sama digunapakai sludge didalam tangki telah mula bercampur dengan air menyebabkan penggunaan bucket tidak lagi praktikal. Pekerja telah diarahkan naik ke atas oleh P6.

12.30 tengah hari : P6, P2 dan P3 telah turun semula ke dalam tangki dengan membawa turun bersama 1 unit pam air besar bagi mengepam air keluar dari tangki dan water jet digunakan bagi menembak sludge keras yang berada di bahagian dinding tangki.

01.00 tengah hari : Kesemua blower fan telah berhenti operasi secara tiba-tiba. P5 telah pergi ke calorifier house untuk memeriksa sumber bekalan elektrik bagi blower tersebut dan didapati terdapat masalah pada bekalan elektrik dan akan dibaiki oleh chagement setelah habis waktu rehat.

01.30 tengah hari : Kerja di dalam tangki masih diteruskan walaupun blower tidak berfungsi. Apabila 3 pekerja dalam tangki telah pengsan, P4 yang bertindak sebagai standby person telah turun untuk cuba menyelamatkan mereka. Apabila turun P4 juga telah pengsan. P1 dan P5 cuba untuk turun tetapi berpatah balik memandangkan mereka berasa pening kepala.

03.15 petang : Operasi menyelamat dimulakan dan kesemua mangsa selesai dikeluarkan pada jam 5.00 prtang.

3.0 Analisis Kemalangan

Dalam kes ini terdapat beberapa keadaan dan tindakan yang menyumbang kepada kemalangan berlaku. Pengukuran berkala kandungan gas dalam tangki tidak dilakukan menyebabkan keadaan dalam tangki tidak selamat. 3 unit blower fan (2 blower untuk udara masuk dan 1 blower untuk menarik udara keluar) yang berperanan memastikan kitaran pengudaraan dalam tangki tidak berfungsi disebabkan bekalan elektrik terputus telah memburukkan lagi keadaan. Penukaran kaedah membawa keluar sludge tanpa membuat penilaian risiko terlebih dahulu juga menyumbang kepada tindakan pengawalan terhadap risiko lain yang mungkin wujud tidak dilakukan.

Kerja masih juga diteruskan, walaupun blower tidak berfungsi menyebabkan pekerja dalam tangki berdepan dengan risiko kesukaran untuk bernafas kerana kekurangan oksigen dan kehadiran gas berbahaya dari sludge kumbahan. Pelan tindakan kecemasan juga gagal dilaksanakan menyebabkan cubaan menyelamat dilakukan tanpa tatacara yang betul oleh rakan sekerja, yang akhirnya mengundang padah.

Berdasarkan penyiasatan yang dilakukan punca utama kejadian boleh dikaitkan dengan isu ketidakcukupan prosedur dan pematuhan kepada prosedur/standard bekerja diruang terkurung yang telah ditetapkan iaitu:

- i. Gagal memastikan personal penting seperti ES dan AGT sentiasa berada di kawasan kerja sepanjang kerja pembersihan diruang terkurung dilakukan bagi membuat pemantauan tentang sebarang kemasukan pekerja dan keadaan kandungan gas dalam ruang terkurung.
- ii. Pelan tindakan kecemasan tidak disediakan menyebabkan tindakan dan keputusan yang salah dilakukan semasa berdepan dengan keadaan kecemasan.
- iii. Penilaian risiko semula tidak dilakukan apabila berlaku perubahan kepada kaedah kerja pembersihan.
- iv. Personal penting yang mempunyai peranan utama dalam kerja-kerja di ruang terkurung tidak dipastikan mempunyai kompetensi yang sepatutnya iaitu telah hadir dan lulus peperiksaan yang ditetapkan.

4.0 Tindakan Penyiasatan

Kes di siasat di bawah di bawah Seksyen 15(1) dan Seksyen 24(1) Akta keselamatan Dan Kesihatan Pekerjaan 1994.

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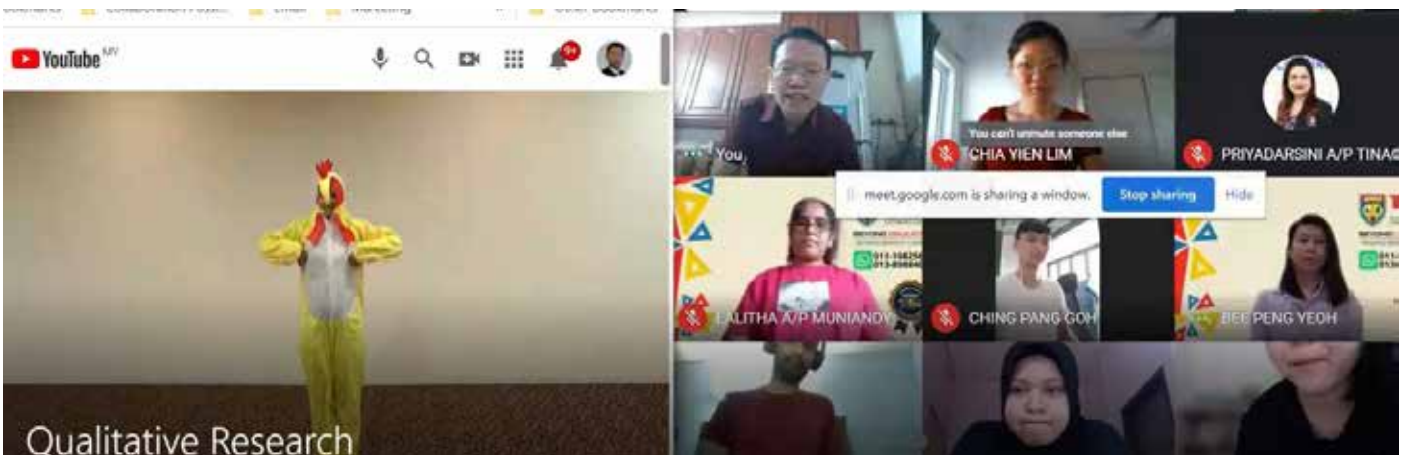
Centre of Excellence
(Community Safety and Health) 6 May 21



Certified Performance Conversation
Professional Week 3 - 8 May 21



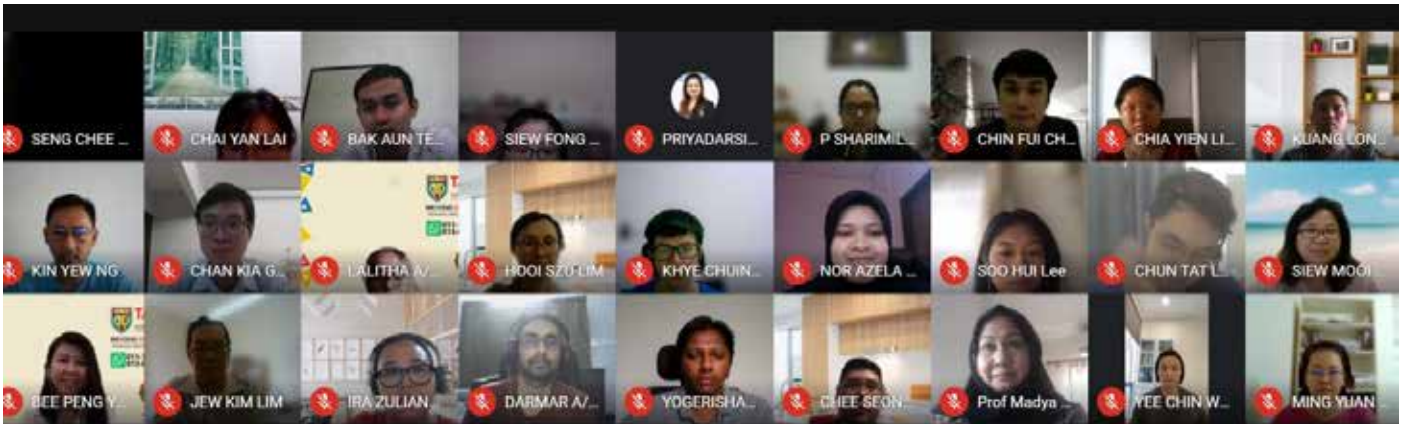
Certified Performance Conversation Professional Week 3 - 8 May 21



Qualitative Research

Qualitative Research Method 4-5 and 11-12 May 21

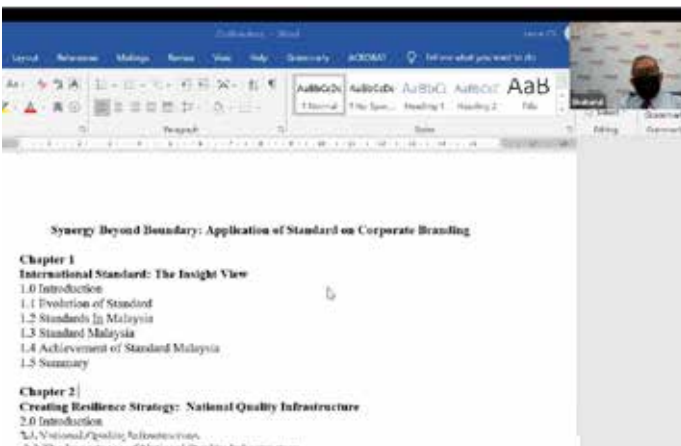
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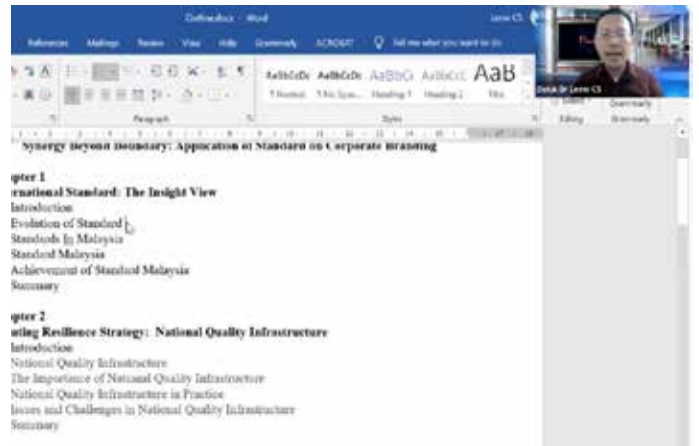
Certified Performance Conversation Professional Week 3 - 8 May 21



Qualitative Research Method 4-5 and 11-12 May 21



Strategic Partnership Project with Standard Malaysia 7 May 2021



Strategic Partnership Project with Standard Malaysia 7 May 2021

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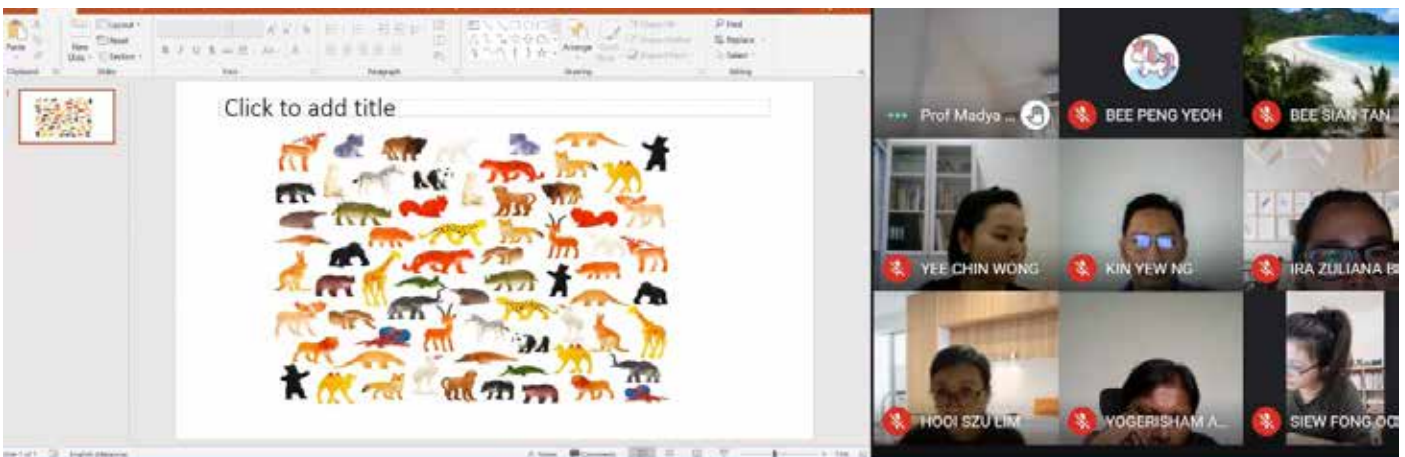
Dubai Expo 2023 Strategik Meeting with CASA, 10 May 2021



Dubai Expo 2023 Strategik Meeting with CASA, 10 May 2021

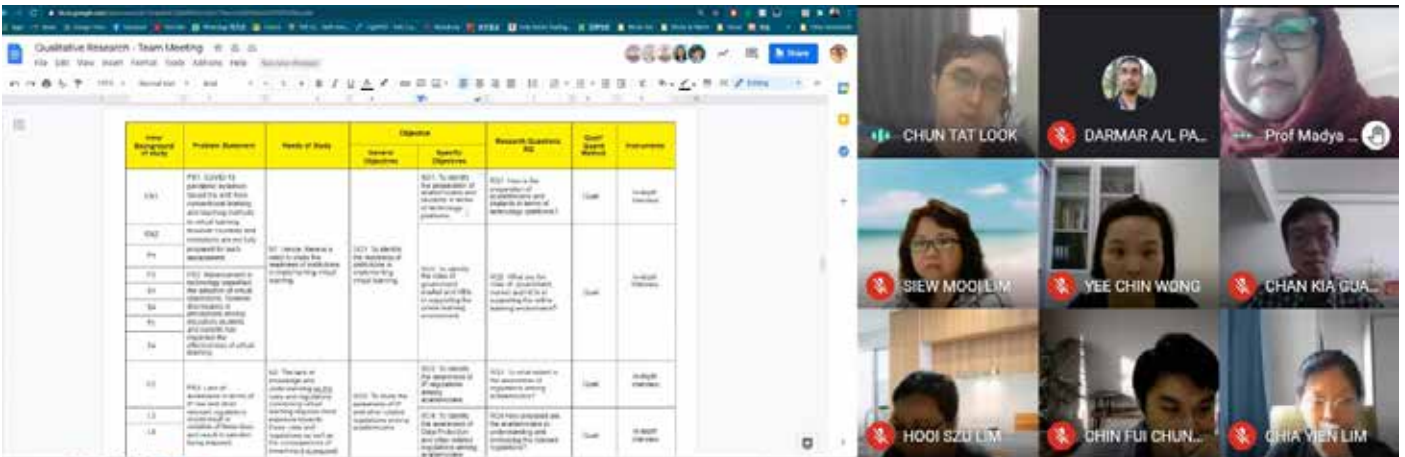


11-12 May Qualitative Research



Strategic Meeting on Dubai Expo, With The Environment and Water Ministry 19 May 2021

MAY



Strategic Meeting on Dubai Expo, With The Environment and Water Ministry 19 May 2021



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Sesi Perbincangan Pelaksanaan Kursus Essentials of Self-Leadership

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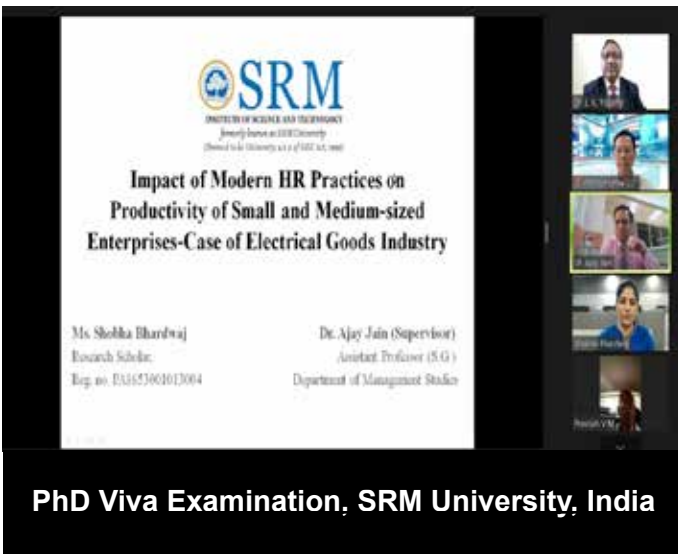


CPCP (12/6/2021)

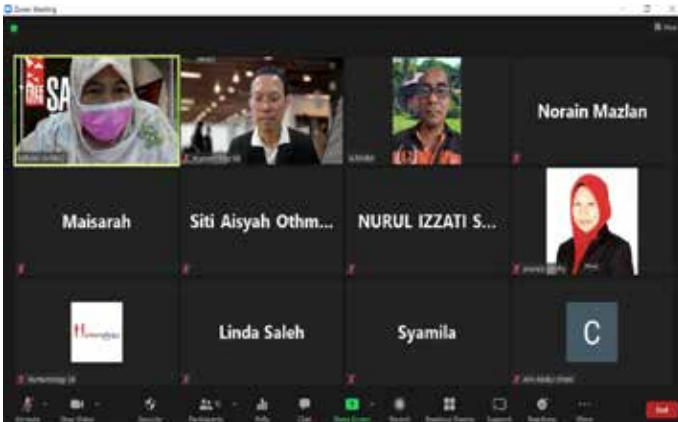


Kraftangan Malaysia 15 June 2021

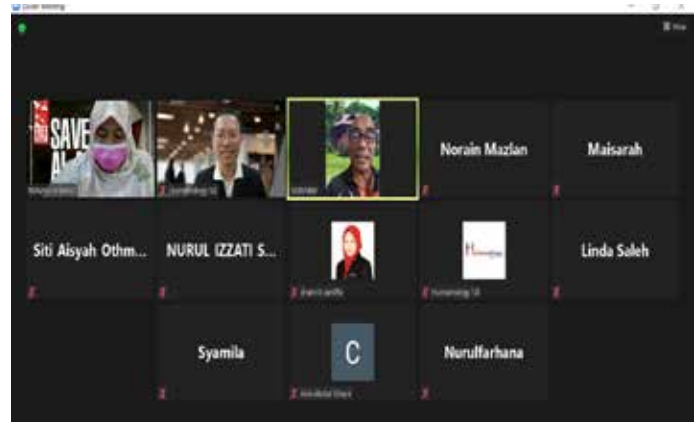
JUNE



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Projek Penulisan Buku bersama Kolej Vokasional Dato Lela Maharaja



Projek Penulisan Buku bersama Kolej Vokasional Dato Lela Maharaja



Ketegasan Didahulukan, Kesopanan Diutamakan 22-23 June 2021



Ketegasan Didahulukan, Kesopanan Diutamakan 22-23 June 2021



Ketegasan Didahulukan, Kesopanan Diutamakan 22-23 June 2021



Ketegasan Didahulukan, Kesopanan Diutamakan 22-23 June 2021

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Ketegasan Didahulukan, Kesopanan Diutamakan 22-23 June 2021



Ketegasan Didahulukan, Kesopanan Diutamakan 22-23 June 2021



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Ketegasan Didahulukan, Kesopanan Diutamakan 22-23 June 2021

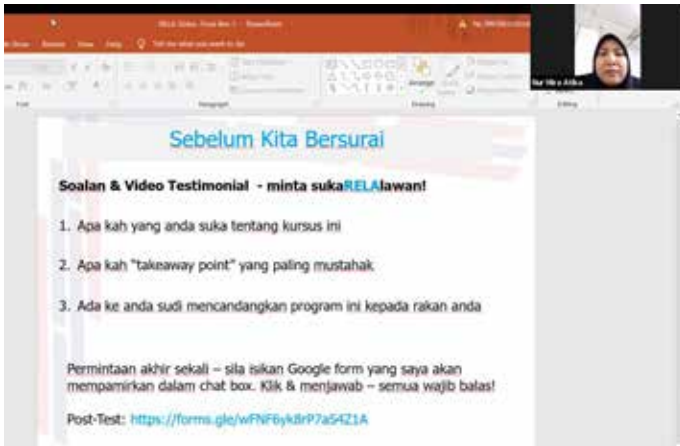


Kursus Komunikasi Yang Berkesan pada 23 Jun 2021

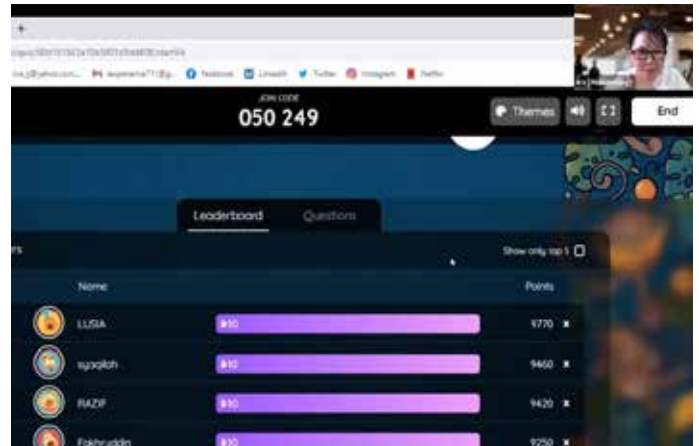


Kursus Komunikasi Yang Berkesan pada 23 Jun 2021

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Kursus Komunikasi Yang Berkesan pada 23 Jun 2021



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Kursus Komunikasi Yang Berkesan pada 23 Jun 2021



Kursus Komunikasi Yang Berkesan pada 23 Jun 2021




Kursus Komunikasi Yang Berkesan pada 23 Jun 2021

JUNE

Peringatan - Strategy

- Senyum selalu!
- Gunakan suara yang "appealing" - lembut
- Pakai banyak "please, minta, sila, boleh ke?"



Kursus Komunikasi Yang Berkesan pada 23 Jun 2021

Road Rage



Kursus Komunikasi Yang Berkesan pada 23 Jun 2021



Kursus Komunikasi Yang Berkesan pada 23 Jun 2021



Sharing on eLearning Resource Preparation 26 June 2021



Sharing on eLearning Resource Preparation 26 June 2021

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