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KANDUNGAN / CONTENTS

Accountability in Library Management : Issues and Strategies for the 21st Century	1
Laporan Persidangan <i>Conference Reports</i>	15
Ulasan Buku <i>Book Reviews</i>	22
Kertas Kerja Persidangan <i>Conference Papers</i>	24
Berita Ringkas <i>News in Brief</i>	75
Hal Ehwal Staf <i>Staff Matters</i>	76



KNOWLEDGE PRODUCTION, RESOURCE ACCUMULATION, MAINTENANCE AND ACCESS: A SOUTHEAST ASIAN EXPERIENCE

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Abstract

The general argument advanced since the advent of ICT globally is that it has made knowledge more accessible to a wider public in super quick time. While this is true, it is also a fact that the way knowledge is organized is still very much in the mould of nation-states because it is produced and reproduced as well as consumed in the said mould. This essay discusses how, despite the presence of ICT, this still happens in the context of Southeast Asian studies, which is essentially a form of knowledge in itself. The challenges and contradictions this process has produced is discussed and analyzed with examples from a Malaysian experience.

Abstrak

Sejak Teknologi Maklumat dan Komunikasi atau ICT diperkenalkan secara global, akses terhadap ilmu pengetahuan telah berlaku dengan pantas kepada audien yang lebih luas. Biarpun ini benar, fakta juga membuktikan bahawa produksi dan reproduksi serta konsumsi ilmu pengetahuan masih berlaku dalam acuan negara-bangsa. Esei ini membincangkan bagaimana Kajian Asia Tenggara, sebagai satu bentuk ilmu pengetahuan, masih dikongkong oleh ruang negara-bangsa dalam rantau berkenaan. Cabaran dan kontradiksi yang timbul dalam proses ini akan dibincangkan berdasarkan pengalaman Malaysia.

Introduction

This essay is advancing an argument that although ICT has made knowledge in general more accessible to a wider audience in larger volume and quicker than ever before, ironically, its production, especially, in the field of social sciences and humanities, is increasingly trapped in its 'dividedness' because it is organized usually within the 'nation-state' thus giving rise to what could be called 'methodological nationalism', in which universal social issues are studied and elaborated in the micro-context of a nation-state, not as universal social issues unimpeded by the physical and ideational boundaries of historically and artificially constructed nation-states.

We wish to present the case of 'Southeast Asian Studies', as a form of knowledge, and examine briefly how it has been produced and reproduced, methodologically, as well as consumed in contemporary globalized context, hoping to capture some of the contradictions and challenges that it has to cope with and overcome, especially, in the context of ICT-based technologies of globalization. It has implications, too, in the area of resource accumulation and maintenance, especially, in the organizational sphere, and a Malaysian experience shall be presented to provide a brief empirical elaboration.

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Analyzing Southeast Asia as a Form of Knowledge

Society is both real and imagined. It is real through face-to-face contact and imagined when the idea of its existence is mediated through mediums such as printed materials and electronic images, and, in particular, ICT. Therefore, the term society refers simultaneously to a micro unit that we can observe and to a macro one that we can only partially engaged with. We therefore have observable 'societies' within a macro imagined 'society'. Southeast Asia, like other regions in the world, has both (Reid 1993, Tarling 1992). However it is the way that both of these components have been weaved into an enduring complex whole, which seemed to have made Southeast Asia and Southeast Asians thrive and survive even under adverse conditions, such as the recent financial-economic crisis, that has become the source of endless intellectual attraction and academic inquiry to both scholars and others, hence the birth, growth and flourishing of Southeast Asian studies (Evers 1980, SSRC 1999).

Thus Southeast Asian studies, dominated by humanities and the social sciences, have been about the study of the 'society' and 'societies' in the region, in their various dimensions, in the past and at present. The complex plurality of these 'society' and 'societies', or societal forms, that do indeed co-exist, endure and enjoy some functional stability, have made it imperative for researchers to apply an equally diverse set of approaches, some discipline-based (anthropology, sociology, geography, history, political science, etc.) and others thematically-oriented (development studies, gender studies, cultural studies, etc.) in studying Southeast Asian society. In some cases, it even involve disciplines from the natural and applied sciences (Wallace 1869).

The greatest challenge in Southeast Asian studies, and to its experts, has been to keep pace with the major changes that have affected the 'society' and/or 'societies' and then narrate, explain and analyze these changes and present the analysis in a way that is accessible to everyone within and outside the region. The technique of presenting and accessing this knowledge is equally critical, which, by implication, involves the accumulation and

maintenance process of the various research resources. Undoubtedly, framing the analysis is very important, too, in understanding as to how Southeast Asian studies constitute and reproduce itself through the study of 'society' and 'societies' within Southeast Asia. The 'knowledge baseline' approach is useful in making sense of the said framing process.

The 'Knowledge Baseline' in Southeast Asian studies

Social scientific knowledge -- humanities included -- on Southeast Asia has a clear knowledge baseline, meaning a continuous and inter-related intellectual-cum-conceptual basis, which emerged from its own history and has, in turn, inspired the construction, organization and consumption process of this knowledge. The two popular concepts that have been used frequently to characterize Southeast Asia are 'plurality' and 'plural society', both of which are social scientific constructs that emerged from empirical studies conducted within Southeast Asia by scholars from outside the region.

In historical terms, or during the 'proto-globalisation' era, 'plurality' characterizes Southeast Asia before the Europeans came and who, subsequently, divided the region into a community of 'plural societies'. Plurality here signifies a free-flowing, natural process not only articulated through the process of migration but also through cultural borrowings and adaptations (Bellwood 1985, Collins 1994). Politically speaking, polity was the society's political order of the day, a flexible non-bureaucratic style of management focusing on management and ceremony by a demonstrative ruler. States, governments and nation-states, which constitute an elaborate system of bureaucratic institutions, did not really exist until Europeans came and dismantled the traditional polities of Southeast Asia and subsequently installed their systems of governance, using 'colonial knowledge', which gave rise to the plural society complex (Tarling 1992).

Historically, therefore, plural society signifies both 'coercion' and 'difference'. It also signifies the introduction of knowledge, social constructs, vocabulary, idioms and institutions hitherto unknown to the

indigenous population (such as maps, census, museums and ethnic categories), the introduction of market-oriented economy and systematized hegemonic politics as well new techniques of presentation (read print capitalism). Modern nation-states, or state-nations, in Southeast Asia have emerged from this plural society context (Brown 1994).

It is not difficult to show that the production of social scientific knowledge on Southeast Asia has moved along this plurality-plural society continuum (Evers 1980). When scholars conduct research and write on pre-European Southeast Asia, they are compelled to respond to the reality of 'proto-globalization' Southeast Asian plurality during that period; a period which saw the region as the meeting place of world civilizations and cultures, where different winds and currents converged bringing together people from all over the world who were interested in 'God, gold and glory', and where indigenous groups moved in various circuits within the region to seek their fortunes. As a result, we have had, in Java, a Hindu king with an Arabic name entertaining European traders. In Champa, we had a Malay raja ruling a predominantly Buddhist populace trading with India, China and the Malay archipelago. Whether we employ the orientalist approach or not, we cannot avoid writing about that period but within a plurality framework, thus emphasizing the region's rich diversity and colourful traditions (Reid, 1988, 1993). In other words, the social reality of the region to a large extent dictates our analytical framework.

However, once colonial rule was established and the plural society was installed in the region, followed later by the formation of nation-states, the analytical frame, also changed. Not only did analysts have to address the reality of the plural society but also the subsequent developments generated by the existence of a community of plural societies in the region. The analytical frame was narrowed to nation-state, ethnic group, inter-nation-state relations, intra-nation-state problems, nationalism and so on. This gave rise to what could be called 'methodological nationalism,' a way of constructing and using knowledge based mainly on the 'territoriality' of the nation-state and not on the notion that social life is a universal and

borderless phenomenon, hence the creation of 'Indonesian studies,' 'Vietnam Studies,' 'Malaysian Studies,' 'Thai Studies' and so on.

With the advent of the Cold War and the modernization effort analysts became further narrowed in their frame of reference. They began to talk of poverty and basic needs in the rural areas of a particular nation, also focusing on resistance and warfare, slums in urban areas, and economic growth of smallholder farmers. The interests of particular disciplines, such as anthropology, became narrower still when it only focuses on particular communities in remote areas, a particular battle in a mountain area, a failed irrigation project in a delta, or gender identity of an ethnic minority in a market town (Steinberg 1987).

In fact, in numerical terms, the number of studies produced on Southeast Asia in the plural society context supersedes many times those produced on Southeast Asia in the plurality context. Admittedly, social scientific studies about Southeast Asia developed much more rapidly after the Second World War. However, the focus became increasingly narrow and compartmentalized not only by academic disciplines but also in accordance to the boundaries of modern postcolonial nations. Hence, social scientific knowledge on Southeast Asia became, to borrow a Javanese term, *kratonized*, or compartmentalized.

It is inevitable that a substantial amount of social scientific knowledge about Southeast Asia itself, paradigmatically, has been generated, produced and contextualized within the plural society framework, because 'nation-state' as an analytical category matters more than, say, the plurality perception of the Penans of Central Borneo, who, like their ancestors centuries ago, move freely between Indonesia and Malaysia to eke out a living along with other tribal groups and outside traders, ignoring the existence of the political boundaries. In fact, anthropologists seem to have found it convenient, for analytical, scientific and academic expedience, to separate the Indonesian Penans from those of Malaysia when, in reality, they are one and the same people.

Therefore, the plurality-plural society continuum is not only a 'knowledge

baseline' but also a real-life social construct that was endowed with a set of ideas and vocabulary, within which people exist day-to-day in Southeast Asia. The presence of ICT does not alter the knowledge baseline. Instead, it has further enhanced the plurality-plural society conceptual-cum-analytic divide because newly-built digital databases have accepted the existing knowledge grid as given. The voluminous empirical material, both published and unpublished, that are now accessible in digital form, either online or offline, have been accumulated, classified, catalogued and maintained, indeed, locked in that grid.

Constituting and Reproducing the Knowledge on Southeast Asia

There are at least four major axes along which the construction, organization and reproduction of social scientific knowledge about Southeast Asia and its societies have taken place.

The first axis is that of *discipline/area studies*. There is an ongoing debate between those who prefer to approach the study of Southeast Asia from a disciplinary perspective, on the one hand, and those who believe that it should be approached from an area studies dimension, employing an inter-disciplinary approach, on the other.

The former prefer to start clearly on a disciplinary footing and treat Southeast Asia as a case study or the site for the application of particular set of theories that could also be applied elsewhere globally. The aim of such an approach is to understand social phenomena found in Southeast Asia and to make comparisons with similar phenomena elsewhere. Those preferring the latter approach see Southeast Asia as possessing particular characteristics and internal dynamics that have to be examined in detail using all available disciplinary approaches with the intention of unravelling and recognizing the indigenous knowledge without necessarily making any comparison with other regions of the world.

The bureaucratic implications of these two approaches can perhaps be clearly discerned in the way social scientific knowledge about Southeast Asia is reproduced through research and

teaching. This brings us to the second axis, namely, the *undergraduate/graduate studies* axis.

Those who favour area studies often believe that Southeast Asian studies can be taught at the undergraduate level hence the establishment of Southeast Asian studies departments or programmes, in a number of universities in Southeast Asia, combining basic skills of various disciplines to examine the internal dynamics of societies within the region. Acquiring proficiency in one or two languages from the region is a must in this case. The problem with this bureaucratic strategy is that these departments have to be located in a particular faculty, say, in the arts, humanities or social science faculty. This denies, for instance, those with a background in the natural sciences the opportunity to study in-depth about Southeast Asia.

Therefore, those discipline-inclined observers would argue that Southeast Asian studies should be taught at the graduate level to allow those grounded in the various disciplines, whether in the social or natural sciences or in other fields of study, to have an opportunity to specialize in Southeast Asian studies. Therefore, a geologist or an engineer who, for instance, is interested in the soil and irrigation systems of Southeast Asia could examine not only the physical make-up of Southeast Asia but also the human-environment relationship. This is particularly relevant at the present time since environmental and ecological issues have become global concerns.

This has made many individuals, institutions and governments carefully study how they should invest their precious time and money when they are requested to support the setting up of a programme, centre or institute of Southeast Asian studies. They often ask whether universities should continue to have the prerogative on the teaching, research and dissemination of knowledge about Southeast Asia and its societies. Why are non-university institutions not given this prerogative?

This takes us to the third axis, namely, the *university/non-university* axis. For many years, we imagined that we could acquire and reproduce knowledge about Southeast Asia, whether approached from the disciplinary or area studies

perspective only at the university. However, many governments and international funding bodies felt that to obtain knowledge about Southeast Asia one need not go to a university, but could acquire it through non-academic but research-oriented institutions established outside the university structure to serve particular purposes. National research bodies such as LIPI (Indonesian Institute of the Sciences) in Jakarta and ISEAS (Institute of Southeast Asian Studies) in Singapore have been playing that role. 'Think-tanks', such as the Center for Strategic Studies (CSIS), Jakarta, or the Institute of Strategic and International Studies (ISIS), Malaysia, have also played the role of the producer and reproducer of knowledge on societies in Southeast Asia outside the university framework. However, there seems to be a division of labour, based on differences in research orientation, in the task of producing and reproducing knowledge between the academic and non-academic institutions.

This final axis is *academic/policy-oriented research* axis. While academic endeavours pursued within the context of Southeast Asian studies in the universities are motivated by interest in basic research, which is by definition scholarly, those pursued outside the universities are often perceived as not being scholarly enough because they are essentially applied or policy-oriented in nature and serving rather narrow, often political, interests of the powers that be in Southeast Asia.

It is argued that the critical difference between these two approaches is that the academic approach is always open to stringent peer-group evaluation as a form of quality control, but the applied approach is not always assessed academically. The latter is often highly confidential and political in nature, thus denying it to be vetted by the peer groups. The basic research-based academic endeavours are therefore seen as highly scholarly, whereas the non-academic ones are not perceived as scholarly works and are not considered to contribute to the accumulation of knowledge on Southeast Asia societies.

However, research institutes like ISEAS in Singapore would argue that, even though it is essentially a policy-oriented research institute mainly serving the interests of the Singapore government,

it still produces scholarly work of high quality and encourages basic research to be conducted by its research fellows either on an individual or a group basis. In other words, a non-university research institute of Southeast Asian studies, such as ISEAS, could simultaneously conduct applied and basic research without sacrificing the academic and scholarly qualities of its final product; or put in another way, it is 'policy-oriented yet scholarly'.

Without doubt, the availability of ICT has helped tremendously the building of a more efficient and user-friendly system of accumulation and management of the knowledge, in terms of storage, retrieval and access. Graduate students would easily vouch that the exercise of literature review is much less arduous than before. The numerous databases on Southeast Asian Studies available, both within and outside the region, would probably render inter-library loan an activity of the past.

The moot question is who are really the consumers of knowledge on Southeast Asian societies, hence Southeast Asian studies; the Southeast Asians or outsiders?

Consuming the Knowledge on Southeast Asia

It could be argued that social scientific knowledge about Southeast Asia and its societies is a commodity with a market value. Often the 'market rationale', and not the 'intellectual rationale,' prevails in matters such as the setting-up of a Southeast Asian studies programme, centre or institute, even in the government-funded academic institutions. However, the funding of research on Southeast Asian studies has often been dictated not by idealistic, philanthropic motives but by quite crass utilitarian desires, mainly political or economic ones. There are at least three important 'sectors' within which knowledge on Southeast Asia societies has been consumed: the public, the private and intellectual sectors.

Since the governments in Southeast Asia have been the biggest public sector investors in education, through public-funded educational institutions, they have been the largest employment provider. They have set their own preferences and priorities, in

accordance to their general framework of manpower planning, in deciding what type of graduates and in which fields of specialization they want to employ them. The pattern in Southeast Asian countries has been well-established. There is a higher demand for science graduates than social science and humanities graduates especially those who specialize in Southeast Asian studies. However, there seems to be a significant demand for the inclusion of the Southeast Asian studies content in all the non-natural science courses at the undergraduate level in most of the government-funded academic institutions in Southeast Asia. This is related to the fact that the awareness about ASEAN as a community amongst the public, hence the need for a more informed description on the different countries and societies within ASEAN (read Southeast Asia).

Outside Southeast Asia, such as in Japan and the United States of America, specialization in Southeast Asian studies, or its components has very rarely been considered highly desired in the job market of the public sector. A graduate-level qualification in Southeast Asian studies is perhaps more marketable in the public sector especially in government and semi-government bodies that deal with diplomatic relations or intelligence.

In the private sector, the demand for Southeast Asian studies as a form of knowledge and the demand for a potential employee who possesses that knowledge are both limited and rather specific. However, the number could increase depending on how large is the investment and production outfit a particular company has in Southeast Asia, which is particularly relevant to large transnational corporations with multi-sited production locations. Since some of the demand for the knowledge is rather short-term, often specific but detailed, and has to be customized to the needs of a company, 'think-tanks' or 'consultant companies' have often become the main supplier of such tailored knowledge. Many of such organizations are actually dependent on 'freelance' Southeast Asianists or academics doing such jobs on a part-time, unofficial basis.

It has been observed that the Japanese seems to be a regular consumer of knowledge on Southeast Asia. This is hardly surprising because they have

massive investments in Southeast Asia. There is therefore a constant need to know what is happening in the region. Research foundations from Japan, in particular the Toyota Foundation, has been very active in the last decade, in promoting 'Southeast Asian studies for Southeast Asians,' and supporting other research and exchange programmes. Taiwan and Korea are the two other Asian countries having their own Southeast Asian studies research centres, besides United States, United Kingdom, France and The Netherlands, former colonial powers in Southeast Asia. Perhaps after September 11, the demand in the USA has increased substantially parallel to the increase in its military interest and operation in the region.

A more generalized demand for knowledge on Southeast Asian societies relates to marketing and this trend must not be underrated with the recent expansion of the middle class in the region. As the market and clients in Southeast Asia become more sophisticated the need for in-depth knowledge on sectors of the Southeast Asian societies has increased. This in turn has increased the demand for graduates who have followed courses relating to Southeast Asian studies.

In the intellectual sector, knowledge on Southeast Asia has been consumed generally by the NGOs, namely, those that are national-based as well as those that have regional networks. Since most of the NGOs are issue-specific based interest group, such as environmental protection, abused housewives, social justice and the like, and often seeking funds for their activities from the governments and NGOs in developed countries, they find it more advantageous to operate on a regional basis because they get more attention and funding from these sources. The strength and success of their operation is very much dependent on the amount of knowledge they have about Southeast Asian societies in general as well as the specific issue that they are focusing on as a cause in their struggle.

With the popularity of the Internet and its increased usage around the world and within Southeast Asia, it has now become an important medium through which academic and popular knowledge on Southeast Asian societies has become available. The source of the knowledge could be located outside or within the

region but are now much more accessible for commercial and non-commercial purposes. An interesting development in the latter is in the realm of 'democratic politics'. Put simply, the presence of ICT has enabled the various aspects of knowledge on Southeast Asian society and politics to be utilised for political purposes. Beyond that the Internet has also become an effective and popular alternative source of information and news to the opposition, anti-establishment as well as minority groups. Indeed, the Internet has become a new medium of producing and reproducing knowledge on Southeast Asian people, politics and society.

It could be said that Southeast Asian studies and what it constitutes is, first and foremost, a knowledge construct that represents only part of the region's social reality. In spite of this, it is the most important element, amongst the many, that gives Southeast Asia, the geo-physical region as well as its people and environment, its history, territory and society. Due to the co-existence of different societal forms in the region, the unevenness of the tempo of social life in the region and the speed of social change also differs from one community to the other and from one area within the region to another. The understanding and analysis are complicated by the persistence of 'methodological nationalism'. Therefore, only a poly-disciplinary approach could capture these complexities embedded in the societies of Southeast Asia. Increasingly, ICT has played the critical role of weaving the complex of information and knowledge, available from all corners of the globe on the region, into a coherent storageable, retrievable and accessible whole.

The Institute of the Malay World and Civilization (ATMA), Universiti Kebangsaan Malaysia, can testify to that. With a collection of some 50,000 single-text articles, written in a number of languages, located in the newly-constructed ATMA's Malay World Studies Database, another 11,000 Malay *pantuns* in the ATMA's Collection of Pantun Baba Cina Database and ATMA's Kamus Peribahasa that holds about 20,000 Malay proverbs, ATMA's portal (www.malaycivilization.com) is slowly making its presence felt thus establishing its own niche in the global knowledge

sphere (Shamsul, Rumaizah & Haslindawati 2002).

With the increase in importance on the region in the globalizing world, both generalist and specialist knowledge about Southeast Asia have become critical to the world and the region itself. Southeast Asian studies as a knowledge construct, is transforming itself into a lived reality, especially for the Southeast Asians themselves. This knowledge therefore becomes indispensable both to those who study Southeast Asia and its society as well as to the Southeast Asian themselves. However, the struggle against 'methodological nationalism' would still be the biggest challenge for such an endeavour.

ACCESS AND USAGE OF ICT-BASED KNOWLEDGE: A GLIMPSE OF THE MALAYSIAN EXPERIENCE

Preliminary empirical evidence from the Malay world -- the maritime and riverine complex of Southeast Asia, an integral component of the region -- shows that the distribution of the nation-state-based knowledge, including those that use ICT as a conduit, is very much limited by the dominance of a number of factors, in particular, the larger and dominant social inequality grid articulated by the uneven distribution of infrastructural facilities, such as electricity supply, without which the access to ICT-based knowledge is only a dream.

In our attempt to make the knowledge on the Malay world (originally called the Malay Archipelago by Wallace 1869) available through our digital databases, we have come to realise that the reach or audience is very much limited by a number of factors, such as presence or absence of basic infrastructural items, such as electricity and telephones, habits of Internet users and undoubtedly the state of social inequality in a particular country. We do not have to look very far as the Malaysian case would give us ample evidence to that effect.

To the people in Bario, Sarawak, a place located in the middle of Borneo forest that does not enjoy the taken-for-granted luxuries of electricity, piped-water supply and telephones, a special E-Community pilot project has to be created to find means and ways how the population

in Bario could have access to ICT and be wired to the outside world. It has been a costly project. Whether this could be repeated elsewhere in Malaysia is a moot point. Although the Malaysian government promised that in the next five years there should be one computer in every home, no electricity supply and telephones lines in these homes would render these items useless.

One study conducted, in 1999, by Communications Department, Faculty of Modern Language and Communications, Universiti Putra Malaysia, that involved 2,015 respondents (males and females, urban and rural as well as from the major ethnic groups) indicated that about 95% of Malays have heard the word IT, followed by 85 % Indians and 76 % Chinese. However, the Chinese seems to lead among the ethnic groups in terms of "have used computers" (65%), "have computers at home" (46%), "have computers connected to Internet" (30%), and "have attended computer training courses" (23%). The Malays that have their computers connected to the Internet is only 14%, compared to 30% of Chinese and 22% Indians. The study also showed that in the urban area, "computers connected to Internet" was about 26% and in the rural only 10%.

We can argue endlessly about the validity of these figures and whether or not we can arrive at any useful conclusion from them. These figures simply demonstrate the fact that the basic precondition for the possibility of any form of knowledge being distributed through the ICT is the availability of basic infrastructural facilities, such as electricity supply and telephone lines, the ICT hardware and software, and these have to be connected. The users too, must be computer literate.

To the urban inhabitants of Klang Valley, the majority of whom have access to the basic infrastructural facilities that the people in Bario does not, ownership and usage of computer is common place, if not at home, but at the hundreds of Internet cafes in the region. However, the findings from a number of studies conducted in the Klang Valley, in the last three years, seem to indicate that amongst Internet users, very few actually use the Internet to access knowledge of various kinds, either for personal or other use.

A research, conducted by a group

of researchers from the International Islamic University Malaysia amongst 442 Internet users in the Klang Valley, 56% of whom are students from local institutions of higher learning (private and public), revealed that less than 10% actually use the Internet for activities that could be considered as knowledge seeking, such as for academic assignments. The majority use the Internet for chatting, e-mail and games.

Our point is that even for those who have access to the Internet, the percentage of which, against the total Malaysian population, is very small (not more than 15%), they do not necessarily use it for knowledge enhancement, less so for knowledge production. We would therefore advance the argument that digital-based knowledge located in the numerous web-based databases accessible on-line, although easily available, is not the dominant knowledge source for the majority of the population, especially in the developing countries, like Malaysia. Indeed, we are still dependent on paper-based knowledge and databases.

It brings us to the basic issue of resource accumulation and maintenance. The debate over conservation and preservation of paper-based material versus open access and digitization of all forms of material remains an important one. The trend seems to be favouring the latter -- digitize and digitize and digitize. It is becoming obvious that the different ownerships of softwares and also operating systems do not make the exercise of digitization an easy, cheap and manageable process, as it seems. The issue of the shelf life of a particular software or technology is also a critical one. These issues have never been discussed openly because of the 'digital fetish' that has swept the world over. However, the evidence available to us seems to show that the paper-based materials, with good techniques of preservation, are still surviving well after centuries. The problem is how to store them because they need larger and wider space. This is the unfavourable factor that the present accumulation, storage and maintenance system has vis-à-vis Southeast Asian studies. Being in the tropics does pose a special challenge for the preservation of the paper-based material. The debate goes on.

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**Seminar on Problems and Challenges for Libraries in Developing Countries
(21 September 2004, National Library of Malaysia)**

This seminar was organized by the National Library of Malaysia in conjunction with the Malaysian Technical Cooperation Program. It was conducted in two sessions. The first session was chaired by Y. Bhg. Datin Siti Mariani S.M. Omar, (Deputy Director, Centre for Malay Manuscripts, National Library of Malaysia) and the second session was chaired by Mr. Shaharom T.M. Sulaiman, (Lecturer, Faculty of Information Management, UiTM). Four papers were presented in each session by participants from Indonesia, Phillipines, Vietnam, South Africa, Pakistan, Sri Lanka, Myanmar and Bosnia Herzegovina respectively.

The first paper was presented by Teguh Purwanto from the National Library of Indonesia. He introduced the topic by giving the country's geographical background followed by the development of the National Library System in Indonesia. He briefly mentioned the constituents of the library system which includes the regional library, mobile libraries, public libraries, special libraries, school libraries, university libraries and the National Library of Indonesia.

The second half of the paper discussed in detail the role, functions, collection, membership, facilities and training provided by the National Library of Indonesia which has a total collection of 1.1 million volumes. The Indonesia digital libraries have been established through networking among 80 institutions. Ikatan Pustakawan Indonesia, the country's Library Association is responsible for training librarians. There are 16 universities offering courses in library science at tertiary level. He ended his paper by including a video tour of the National Library of Indonesia.

Beatriz Beth Calingo, an economic development specialist from the National Economic & Development Authority (NEDA), Philippine presented the next paper. A brief historical background of NEDA and its organizational structure was given. The role of NEDA is to provide economic resources to its staff and researchers from other sectors. The

speaker proceeded to describe its services, policies and information system. Further information about NEDA can be obtained via homepage at <http://www.neda.gov.ph>. The problems and challenges facing NEDA are digital conversion of the resources and creation of databases.

Pham Thi Khanh Ngan from the National Library of Vietnam began with an introduction to the types of libraries existing in the country before focusing on the National Library of Vietnam. The National Library has a vast range of collection and has started a project to digitize the materials. In terms of information technology, the Library has established its own local area network and wide area network to connect with other provinces. The Library is a member of IFLA and CONSAL and has established international relations. The Library uses the Russian Classification System BBK besides the Dewey Decimal Classification and the Library of Congress Classification. The problems and challenges faced include establishing multiform and numerous databases. The presenter hopes that regular exchange of expertise and resources among libraries in the region especially with Malaysia can be achieved.

Najwa Hendrickse from the National Library of South Africa started out with a very interesting introduction of her country which she referred to as the "rainbow nation" due to its various cultures. She proceeded with the evolution of South African libraries which originated about 180 years ago and mentioned the huge number of public libraries, special libraries, government and higher education libraries.

The country had two national libraries until it was amalgamated and named the National Library of South Africa under Act No. 92 of 1998. The present National Library of South Africa has several collection comprising of general books, Africana collection, local and foreign government publications, manuscripts, atlases, maps and picture collections. The two main challenges faced by the country are illiteracy and insufficient

resources in both urban and rural areas.

Inadequate information technology infrastructure and IT experts as well as insufficient funds are some issues that impede the development of electronic resources in the libraries. Collaboration among the country's library and information services are carried out to promote resource sharing. The presenter mentioned that the Library and Information Association of South Africa plays an important role in developing networking among the librarians and in providing continuous professional training for librarians. The library and information sector is now focusing on digitizing resources and making it available to users.

Saima Rana, the speaker from Pakistan gave an overview of the country's historical background, problems and issues faced by the country, followed by the role of the National Library, university libraries, public and special libraries and library education. School and college libraries were categorized as academic libraries unlike the norm where academic libraries refer to university libraries. The problems impeding progress include lack of funds and government support, curriculum evaluation and review, literacy programme, infrastructure and lack of reading culture.

The country report from Sri Lanka was delivered by Padma Bandaranayake from the National Library & Services Board of Sri Lanka. The historical background of the library system included a description of the coexistence of Buddhist temples and monasteries with libraries until the modern library concept originated in the 19th century. Like the other presenters, she also discussed the role and activities of the National Library of Sri Lanka, their divisions, collections and services. She also touched upon academic libraries, school libraries, public libraries, research/special and monastic libraries. Subsequently she highlighted the landmarks of library automation achieved in her country to date. The creation of databases, installation of computers, opac, internet, local area networks and electronic mail were mentioned. The issues and challenges include the lack of funds, the dearth of professionally qualified librarians, poor organizational structure, poor attitude, poor salaries and poor coordination.

The report on library development in Myanmar was presented by Mynt Mynt Ki from Ministry of Information, Myanmar. The paper covered public library development which evolved historically via royal libraries such as King Mindon's Library (19th century), reading rooms during the post independence period and the establishment of public libraries. The future plans of the government include the upgrading and promotion of the status of public libraries through collection development, exchange of ideas via seminars, symposiums and training courses. In conclusion, she expressed the need for cooperation among national and international organizations.

The last presenter from the National and University Library of Bosnia Herzegovina gave a brief report on library development in Bosnia Herzegovina. During the early days, mosques and churches served as educational institutions. Library development of this region was affected by the war which lasted from 1992 until 1995. The country is still in the post war reconstruction phase. Efforts such as international co-operation, library expertise development in the form of formal education offered by the University of Sarajevo were discussed. The goals of the Association of Librarians in Bosnia Herzegovina were also explained.

The developing countries represented in this seminar face very similar problems and challenges such as lack of funds, technology, infrastructure, expertise, low literacy, the aftermath of war and post war reconstruction due to political instability and lack of cooperation. Concerted efforts must be made through networking and collaboration not only nationally but also at regional and international levels.

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The ABC's of the collection, services and facilities provided by the University of Malaya Library

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The University of Malaya Library has always strived to support quality research, teaching and learning by providing excellent collections, services and facilities for the University's staff and students. An alphabetical list of the collection, services and facilities are given below :

Audio and visual materials on all subjects are acquired. A special collection of traditional Malay music such as asli, keroncong and ghazal have been recorded and are available for users to listen in the studios at the Main Library.

Book searches are carried out for users who have problems locating items in the stack area. Generally, books are arranged by call numbers on the shelves. A green card with bibliographical details of the book will have to be filled. Users will be informed 1-3 days time the outcome of the search.

Circulation services consist of book loans, returns, renewal and reservation. Academic core collection items, formerly known as red spot books and library materials from the openshelves can be borrowed at the loans counter.

Document Delivery and Interlibrary Loan Service is for journal articles, conference papers, reports and books not available at the library. Lecturers and postgraduate students may request for items available at local institutions or overseas via this service. Request is made by completing the online request form and charges vary according to the type of materials and the amount stipulated by the library.

Electronic Resources subscribed by the library consist of e journals, e books, conference proceedings, digital dissertations, magazines and newspapers. Local databases such as NSTP Online, SIRIM, PALMOLIS and Bibliography of Asian Studies are also subscribed in addition to at least 50 foreign online databases. Open access databases are also made available for the users at the library interactive web portal.

Facilities provided by the library include carrels for postgraduate students, academic staff, researchers and the blind students.

Discussion rooms which can accommodate 3-8 users enable the students to discuss freely without disturbing the other users. In addition to these, photocopying facility is also available at every library in the system for photocopying library materials only.

GXEX1401, the Information Skills Course is a compulsory one credit University course for undergraduates. The library and the librarians are solely responsible for the registration, teaching, practical sessions, assignment, final examination and the grading of the students.

Handouts covering details of the library network, its resources, services, opening hours, rules and regulations and names of librarians are given to all new students. Similarly, handouts on specific databases and faculties are also given to postgraduate students.

Information Skills Programmes are offered to postgraduate students. These programmes go beyond OPAC skills and attempt to inculcate independent learning skills. Students are taught search strategies in information retrieval so that they will be able to retrieve from printed and electronic sources and also to evaluate information from these sources. Similarly, road shows are conducted at the faculties for the academic staff to alert them on the academic services available.

Journal literature is in print and electronic format. Most of the electronic journals are subscribed through online databases and a few are subscribed individually. Some are available via open access domain. Photocopying from print journals and downloading of full-text e-journal articles is allowed.

Keyword Indexing of journal articles, chapters from books and papers presented at conferences pertaining to Malaysia prove

to be a valuable information resource tool for researchers interested in the local scene. These citations are not found in the popular online databases which consist mainly foreign publications.

Legal Updates and amendments is a special service for the legal profession whereby legal legislations are updated continuously.

Malaysiana collection, located at the Za'ba Memorial Library consist of unpublished and published materials pertaining to the country. They are rich in the areas of the Malay language, literature and culture and are considered as preserved collection. They are kept in closed stacks and are only allowed for reference.

Network of computers with Internet access are available at all the libraries in the system. These computers are for the purpose of searching the library catalogue (OPAC) and the online databases. The main library has 5 computer laboratories with Internet access for the postgraduates, undergraduates, blind students, training and for teaching University courses.

Orientation programmes are conducted at the beginning of every new semester, where new students are briefed on the services and facilities offered by the Library as well as the rules and regulations of usage, followed by a tour of the library.

Publications by the library include "*Kekal Abadi*" which is the library bulletin published since 1982 and distributed to libraries within the country and elsewhere. With effect from volume 23 no 1 2004, issues will be made available online via the library's homepage.

Quality Management System complying with MS ISO 9001:2000 with a commitment to continual improvement is implemented in the library for all work procedures. Suggestion boxes are placed at strategic locations throughout the library network for users to comment or make suggestions to improve the library services, facilities and collection.

Reference and Information services are provided by all the libraries in the system. Enquiries maybe made in person, over the telephone and through the electronic mail. The Reference Desk at the Main Library is manned by a professional librarian until 8 pm during weekdays and until 4.30 pm during week ends. Enquiries online are also available 24/7 via the electronic mail.

Special Collection donated by or acquired from prominent scholars in the country such as the late Tan Sri Zainal Abidin, Ungku Abdul Aziz, Ibrahim Ya'kob and the Father Pintado collection of books on the Portuguese overseas as well as special script materials in Arabic, Japanese, Mandarin, Korean and Tamil are a special feature of the total library's collection which amounts to about 1.2 million volumes.

Theses and dissertation are digitized and available at d_lib@UM via the online catalogue. The library is also actively involved in the Malaysian Thesis Online project spearheaded by Malaysian University Libraries & National Library Network.

Udates of new books list in the library website as well as display of new books enable the users to keep in touch with what has recently been added to the library.

Value added services such as creation of a personalized portal to the Library's electronic resources such as *My e-books*, *My e-journals* and *My web resources* can be done via the library interactive web portal. Members can create their own *My Library* by selecting their favorite e-journals and e-books, and keep track of new issues of their favourite titles.

Web site of the University of Malaya Library at <http://www.umlib.edu.my> is made available to the public. Visitors to the website are updated on latest news, events and opening hours. Links to the OPAC, other libraries, the parent organization, digitization projects are made available via this website.

Xtra features and facilities such as Book drop for the return of books at times when the library is closed; TV for public viewing showing videos on motivation, communication, literature and recreation; a comfortable Free Range Reading area; car park slot for handicapped students; and exhibitions held from time to time are all part of the library's efforts to be user friendly.

Yellow pages of librarians with their designation, address, email, phone numbers and the faculties they are responsible for are all available at the library's homepage.

Z39.5 compliant library system enables access to databases throughout the world from desktop computers.

The Knowledge Management Toolkit : Orchestrating IT, Strategy and Knowledge Platforms. (2nd Edition). Upper Saddle River, NJ : Prentice Hall. 2002 (383 pages).

The Knowledge Management Toolkit is written by Amrit Tiwana, an assistant professor of Decision and Information Analysis at the Goizueta Business School at Emory University in Atlanta. Dr Tiwana holds a PhD in management information systems from the Robinson College of Business at Georgia State University. His research has appeared in several journals including Communications of the ACM, American Programmer, Decision Support Systems, IEEE Internet Computing, Information Systems Journal, Journal of Knowledge Management and international conferences.

This book is divided into four phases inclusive of a ten step approach in capturing and disseminating knowledge which can be applied not only across the organization but also at the level of communities, business units or departments.

Phase I outlines Infrastructure evaluation, which can be achieved by performing Steps 1 and 2, which is : Analyzing existing infrastructure and Aligning Knowledge Management and business strategies. Phase II implementation involves analysis, design and development of Knowledge Management System. It encompasses Step 3 : Designing the Knowledge Management architecture and integrating existing infrastructure, Step 4 : Auditing and analyzing existing knowledge, Step 5 : Designing the Knowledge Management team, Step 6 : Creating the Knowledge Management blueprint, and Step 7 : Developing the Knowledge Management system.

Phase III System Deployment comprises Step 8 : Deploying with results-driven incrementation (RDI) methodology and Step 9 : Leadership issues. The final phase is Metrics for performance evaluation which can be performed with the last step, Step 10 : Real-options analysis of returns and performance. Here Tiwana has shown that traditional metrics (such as Financial

Return on Investment and Tobin's q) are incomplete for deducing knowledge management effectiveness as its values cannot be fully measured in terms of the financial aspect . The use of real-option analysis is then suggested which can help reduce uncertainties associated with decisions and quantify expected outcomes and risks.

In this book, Tiwana provides a hands-on approach which can be used as a guide for implementation of a knowledge management project within an organization. With practical checklists, diagrams and templates, readers are also assisted every step of the way by the accompanying CD-ROM.

Being the second edition, this book comes with an entirely rewritten chapter on strategy with the addition of several new case studies from leading companies worldwide. It has been revised to reflect the latest tools, technologies and best practices to build Knowledge Management incrementally with each step delivering new business value. All the figures, appendix and bibliographies have been made electronically available on the CD-ROM .

The Knowledge Management Toolkit is designed to provide assistance in discovering suitable ways to align Knowledge Management with business strategy, avoiding major pitfalls (such as excessive formalization and over reliance on technology), mastering prototyping, and understanding the roles. With practical advice, planning, review and implementation information it is indeed a useful tool for anyone seriously embracing knowledge management.

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Training in Management Skills by Phillip L. Hunsaker. Upper Saddle River, NJ : Prentice Hall. 2001 (522 pages).¹

About the Author:

A Professor of Management in the School of Business Administration at the University of San Diego, Phillip L. Hunsaker has written over one hundred articles in academic and professional journals and nine books on management and organizational behaviour. He has also been consultant to several corporations and professional bodies such as Coca-Cola, Mead-Johnson and the Australian and New Zealand Institutes of Management. Hunsaker is a distinguished visiting Professor for the Executive MBA Program at the University of Auckland and has also been a faculty member of the University of Wisconsin-Milwaukee, California State University-Northridge, the University of Southern California, the University of California-San Diego Leadership and Management Program and the Institute for Quality and Productivity. He has also taught graduate programmes at the International and Comparative Law Institute in Paris, France, and at Institut fur Technologie-und Wissenstransfer an der Fachhochschule Munchen E.V.¹

Significance and purpose

The importance of developing managerial skill competencies has long been recognized by management schools. This need has been addressed with the publication of a number of books over the last ten years, such as *Training in Interpersonal Skills* (TIPS), the second edition of which Hunsaker co-authored with Steve Robbins. The action-oriented approach in TIPS with emphasis on practice and feedback as opposed to the theoretical approach was widely received. TIPS is widely used in management courses.

Hunsaker has applied the same teaching formula in *Training in Management Skills* (TIMS). However, unlike TIPS and other books which focus on interpersonal skills, TIMS seeks to cover a full range of skills required in

management, such as conceptual and analytical skills. It integrates essential management concepts with training exercises for each critical skill expected from management students to improve their personal management competencies. Hence TIMS attempts to be a complete management skills training package "to help college and university programs teach their students the managerial skills necessary for successful careers in business and management" (Hunsaker, 2001, 15).

Organization and content

To a certain extent, Hunsaker remains true to his objective of providing a complete management skill's training package. There is a logical arrangement of materials. Following two introductory chapters explaining the field of management and general strategies to improve management skills are four chapters on integrative skills essential for effective management : interpersonal communication, valuing diversity, developing ethical signposts, and managing stress. The remaining twelve chapters are grouped into the following three categories based on basic management functions: I) Planning and control skills (planning and goal setting, evaluating and controlling performance); II) Organizing skills (designing work, identifying and hiring employees, creating high-performing teams, diagnosing and modifying organizational culture); and III) Leading skills (building a power base, leading change, motivating others, developing subordinates, managing conflicts). True to its objective to be a complete management skills training package, it covers supplementary communication skills such as oral presentation skills and written communication skills in the appendices. Although the skills chosen are essential and wide-ranging, there are other skills which are just as indispensable – skills in managing projects or across functions,

¹ Information about the author was obtained from the University of San Diego School of Business Faculty website : http://business.sandiego.edu/faculty/hunsaker_phillip.html

coordinating skills and negotiating or brokering skills. There is no mention on how Hunsaker decided on the choice of skills to focus on, although he made reference to deficiency found by management professors in TIPS that caused him to extend his coverage of skills in this book (Hunsaker, 2001, Preface). The selection of skills could have been based on identification of emerging workplace demands. For example, with the advent of the Internet, communication skills will have to be extended to email and the application of ethics to cyberspace environment.

While skills relating to teamwork are covered to a certain extent in relation to organizing skills, it will be an improvement if coverage could be extended to show the importance of effective teamwork in contributing to the efficiency of its operations, increased productivity and profitability. Training for team process observation and feedback will be a further enhancement to this otherwise comprehensive text. Although Hunsaker's coverage of leading skills includes that of developing subordinates, no mention has been made of the skills relating to the selection of subordinates to be developed.

Each chapter is organized around the experiential learning model of assessment, observation and practice and sets out ten components that require students to do the following tasks :

- i. Self-assessment of their basic skill level through a questionnaire, followed by a scoring key and an interpretation of score to facilitate self-discovery.
- ii. Review key concepts that are relevant to the skill by referring to published literature on the key concepts.
- iii. Test their conceptual knowledge through a short quiz.
- iv. Identify on a checklist the specific behavioural dimensions that they need to learn for each skill. Limited to about seven behaviours, this checklist is based on skills concepts taught earlier.
- v. Observe how to apply the skill through watching others in a modelling exercise.
- vi. Practise the skill in small groups through role-plays or exercises.

Those not actively involved in the role-play will have to observe and evaluate those involved.

- vii. Use a summary checklist to identify their deficiencies. This is through self-assessment or evaluation by others.
- viii. Answer application questions to check practical understanding of the concepts.
- ix. Complete reinforcement exercises outside the classroom.
- x. Develop an action plan for ongoing skill improvements in their personal life" (Hunsaker, 2001, Preface).

By blending self assessment, concept learning, analysis, feedback and practice opportunities, this model is optimally structured for skill development and is very much in line with other well recognized educational frameworks, such as Bloom's Taxonomy of Educational Objectives.

The presentation style of this book is commendable. Geared for college-level teaching, the writing style is direct, easy to read and without unnecessary technical jargon, particularly in the review of key concepts related to the skills taught. Concepts are defined in a very precise manner and then illustrated with examples. Keywords are highlighted in bold and subsidiary keywords are italicised. For example, the steps in the communication process are explained as follows:

"First, the message is **encoded** into a format that will get the idea across. Then it is **transmitted** through various channels *orally* (e.g. speeches, meetings, telephone calls, or informal discussions), *non-verbally* (e.g. touch, facial expression, and tone of voice), *in writing* (e.g. letters, memoranda, reports, and manuals), or *electronically* (e.g. e - mail, voice mail, facsimiles)" (Hunsaker, 2001, 57).

The layout of this book is indeed very convenient for the reader. Utilizing headings in bold, or in bold and italics, numbering and bullet points throughout the book, readers are able to follow or review the key points taught. A self-assessment

questionnaire and a concept quiz together with the scoring scale and answers are well set out and easily understood. In the behavioural checklist, bullet points are set against the key points. Within each chapter are a number of clear flow diagrams and illustrations in relation to concepts.

The modelling and group exercises which come in the form of case analyses, role-play, peer-review of class member's performance are very well organized. For each exercise, the purpose or objective, preparations and step-by-step directions with set time limit are given. In fact for each skill, the exercises provided are quite comprehensive. My only complain, as a Malaysian reader, is that the scenarios of most of the exercises are American-based. For example, in creative problem-solving skill, a group exercise given is on a winter survival situation. Non-American management students may respond quite differently particularly in relation to skills such as diagnosing and modifying organizational culture as well as managing conflict where differences in culture may evoke different responses.

Conclusion

All in all, despite the minor shortcomings as noted, *Training in Management Skills* is indeed an almost complete management skills training package for college level students. Relevant concepts are presented as they apply to specific behaviours needed to practise a management skill. Personally I found working through the various chapters very enlightening as they have been very systematically laid out, with checklists and quizzes set out for self-assessment. In a classroom environment with the added advantage of group exercises and peer assessment, the ten step learning model, a unique feature of this text, may be exploited to its maximum to assist the nurturing of managerial skills.

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AKADEMI PENGAJIAN ISLAM

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Jabatan Akidah dan Pemikiran Islam

ESA Khalid. Kajian perbandingan antara pemikiran Al-Ghazali dan Ibn Rushd dalam falsafah sains.
B753 G3 Esak

KHADIJAH Mohd. Khambali. Interpretations of eternal tree (Shajarat al-Khuld) according to Christian scholars and Mufasssirun.
BP166 Khamk

Jabatan Al-Quran dan Al-Hadith

ABDUL RASHID Ahmad. Tafsir al-Nasafi dan Tafsir al-Jalalayn : satu kajian perbandingan.
BP130.4 Abdra

MUHAMMAD NUR LUBIS Abd Razak. Penterjemahan makna al-Qur'an : kajian ke arah melahirkan kaedah penterjemahan makna al-Qur'an.
BP131.13 Muhnlar

ROSMAWATI Ali. Riwayat Israiliyyat : pengaruhnya dalam manuskrip hadith di alam Melayu.
BP136.8 Rosa

Jabatan Dakwah dan Pembangunan Insan

ABDUL GHAFAR Don. Peranan institusi dakwah di Britain : kajian di The Islamic Foundation.
BP65 G7Abdgd

Jabatan Fiqh dan Usul

LUKMAN Abdul Mutalib. Diyat mengikut realiti kehartaan dan kekeluargaan di Malaysia.
BP42 A1 UM 2004 Lukam

MONI, Yasid. Metode pentafsiran nas menurut Mutakallimin dan Ahnaf : satu analisis.
BP145 Mon

NIZAITA Omar. Pelaksanaan ibadah solat bagi pesakit : kajian hukum berasaskan realiti semasa.
BP42 A1 UMP 2004 Nizo

RIDZWAN Ahmad. Standard masalah dan mafsadah dalam penentuan hukum Islam semasa di Malaysia.
BP42 A1 UMP 2004 Rida

Jabatan Sejarah dan Tamadun Islam

MOHD. YUSUF Ahmad. Usaha-usaha Jabatan Pendidikan Islam dan Moral Kementerian Pendidikan Malaysia dalam pendidikan Al-Quran.
BP42 A2 UMP 2004 Mohya

Jabatan Syariah dan Undang-Undang

HASSAN Ab. Rahman. Pemakaian prinsip-prinsip keterangan dalam peruntukan statut-statut keterangan syariah Malaysia : suatu kajian perbandingan dengan peruntukan akta keterangan 1950; tumpuan khusus pada bayyinah, syahadah dan qarinah.
BP42 A1 UMP 2004 Hasar

Sarjana Usuluddin (M.Usuluddin)

Jabatan Akidah dan Pemikiran Islam

AZIZAH Zakaria. Penghayatan terhadap beberapa aspek dalam falsafah etika al-Ghazali : kajian di kalangan pelajar Universiti Teknologi MARA (UiTM) Shah Alam, Selangor Darul Ehsan.
BP42 A2 UM 2004 Aziz

MUHAMMAD NASRON Yaacob. Sistem pengajian usuluddin di Kolej Islam Antarabangsa Sultan Ismail Petra (KIAS) : suatu analisis.
BP42 A2 UM 2004 Muhny

MUSTAPHA Awang. Usaha-usaha pemurnian akidah Islam : analisis khusus terhadap usaha-usaha Jabatan Kemajuan Islam Malaysia (JAKIM) dan Pusat Pemurnian Akidah Jabatan Agama Islam Selangor (JAIS) di Hulu Yam Bharu, Selangor.
BP42 A2 UM 2004 Musa

NAWI Haji Ismail. Penyelewengan akidah di negeri Kelantan : kajian kes Ajaran Hassan Anak Rimau di jajahan Tanah Merah, Kelantan.
BP42 A2 UM 2004 Nawhi

WAN TAURANIAH YAHYA. Iman teras pembinaan insan.
BP42 A2 UM 2004 Wanty

YUSRI Abu. Kefahaman akidah di kalangan saudara baru : suatu kajian di Kuala Lumpur.
BP42 A2 UM 2004 Yusa

Jabatan Al-Quran dan Al-Hadith

ABDUNKARIM Samaeng. Pengajian Al-Qur'an di kalangan pelajar-pelajar sekolah menengah agama di selatan Thai : suatu kajian di Madrasah Al-Rahmaniah, Bra-O, Pattani.
BP42 A2 UM 2004 Abd

ABDULLAH BUKHARI Abdul Rahim. Pemodenan dan pembaharuan dalam pengajian tafsir di kalangan orang Melayu : kajian ke arah pembinaan pengkalan data tafsir al-Quran.
BP42 A2 UM 2004 Abdbar

ABDULLAH Mohamad. Kemahiran ilmu tajwid di kalangan pelajar : kajian di Maktab Perguruan Besut, Terengganu.
BP42 A2 UM 2004 Abdm

AFIFAH Abu Bakar. Munasabah al-Qur'an : kajian penggunaan kata dasar al-'aql pada pengakhiran ayat al-Quran.
BP42 A2 UM 2004 Afiab

AHMAD PUAAD Abd. Rahman. Konsep islah menurut Al-Quran : suatu kajian terhadap perlaksanaannya dalam Pertubuhan Jamaah Islah Malaysia (JIM).
BP42 A2 UM 2004 Ahmpar

CHE HASMAWATI Che Awang. Ustaz Mustafa 'Abdul Rahman : sejarah hidup dan sumbangannya dalam Ilmu Hadith di Malaysia.
BP42 A2 UM 2004 Chehca

FARHAH ZAIDAR Mohd Ramli. Konsep Mukhtalaf al-Hadith menurut al-Syafi'i : tumpuan khusus terhadap kitab-nya Ikhtilaf al-Hadith.
BP42 A2 UM 2004 Farzmr

HIDAYATI Karim. Personaliti muslimah : kajian terhadap ayat 32 dan 33 surah Al-Ahzab.
BP42 A2 UM 2004 Hidk

IBRAHIM Abdullah. Israiliyyat dalam kuliah-kuliah agama : kajian di masjid-masjid Wilayah Persekutuan Kuala Lumpur.
BP42 A2 UM 2004 Ibra

JAZILAH Mansor. Ayat-ayat kemasyarakatan dalam surah Al-Nisa': tumpuan kepada pembinaan keluarga Islam.
BP42 A2 UM 2004 Jazm

KHAIRUDDIN Said. Metodologi Ibn al-Jawzi dalam Nasikh dan Mansukh : kajian terhadap buku Nawasikh Al-Qur'an.
BP42 A2 UM 2004 Khas

MARDIANA Abdul Ghani. Penggunaan ayat al-Qur'an dalam bidang perubatan : kajian di Darussyifa', Bangi.
BP42 A2 UM 2004 Marag

MAZLAN Sidek. Hadis dalam kitab al-Durr al-Thamin karangan Syeikh Daud al-Fatani : takhrij dan analisis.
BP42 A2 UM 2004 Mazs

MOHD ZUBIR Din, Penurunan al-Quran dalam Sab'ah Ahruf : suatu ulasan menurut pandangan Imam al-Syatibiy.
BP42 A2 UM 2004 Mohzd

NASAHIDDIN Kamal. Metodologi Al-Qur'an dalam menangani krisis moral dan penyakit sosial : satu kajian manhaj qurani dalam mengubati krisis moral dan penyakit sosial semasa.
BP42 A2 UM 2004 Nask

Rafiah Hussain. Pengamalan sunnah : satu kajian terhadap kumpulan-kumpulan pengamal sunnah di Selangor.
BP42 A2 UM 2004 RAFH

SAYED SOLAHUDDIN Syed Mohd Alipiah. Penyusunan surah-surah al-Qur'an : suatu kajian dari perspektif sejarah dan hikmatnya.
BP42 A2 UM 2004 Sayssma

SITI SALWANA Mohd Shah. Solat Rasulullah S.A.W. : suatu kajian terhadap jemaah masjid-masjid di daerah Kota Tinggi Johor.
BP42 A2 UM 2004 Sitsms

WAN ROHAYU Wan Semanis @ Wan Ismail. Israiliyyat dalam tafsir : kisah Musa dan Khidir.
BP42 A2 UM 2004 Wanrws

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ZURINA Abu Bakar. The quality of life of young adults in relation to oral health.

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ZAINAB Ahmad. Empirical investigation of franchisor services as antecedent of franchisee satisfaction : the disconfirmation paradigm approach.

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ALVIN RAJAN Ratnasingam. Critical success factors for the banking industry in Malaysia.

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ARUL SAKHTI Aruminathan. The role of free radical and/or isoprostane in the pathogenesis and intracellular survival of Burkholderia Pseudomallei in melioidosis.
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CHANG, Kok Chun. Evaluation of surgical treatment of displaced pediatric radius & ulna shaft fractures by percutaneous cross K-wiring.

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LAU, Choon Ping. Vancomycin release from vancomycin impregnated calcium sulphate and PMMA discs.

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CHOO, Yeun Mun. Studies in alkaloid chemistry : structure, reactivity and biological activity of alkaloids from *Alstonia* and *Kopsia*.

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CHAN, Yee Peng. Characterization of nipah virus genomes and recombinant nucleocapsid proteins and phosphoproteins of henipaviruses.

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EL GARED, Sleman Ali Mohamed. Genotypic characterization of drug-resistant *Salmonella enterica* serovar typhi.

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ABD. RASHID Mohd Yusoff. Synthesis and characterisation of PPV and AsF₅-doped PPV.

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CHEE, William. Thermoluminescence study of TLD-200, TLD-900, Gd₂O₃:Eu^[3+] and La₂O₃: TB^[3+] exposed to ultraviolet radiation. QC3 UM 2004 Che

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LEE, Shuk Tong. Development of hydrogenation catalyst and application of combinatorial technology. QD3 UM 2004 Lee

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NOR HASLINDA Abdul Aziz. Genotyping and identification of high-risk human papilloma virus from cervical specimens using polymerase chain reaction approach.
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KHANG, Tsung Fei. A new generalization of the logarithmic distribution.
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MOK, Chia Yee. Confidence intervals for the ratio between two random variables.
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PAN, Wei Yeing. Inference concerning the difference of the means of two distributions.
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RAJNI Selvaraj. Solving convection-dispersion equation by Eulerian-Lagrangian method.
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SITI SUZLIN Supadi. Optimal inventory control in production system.
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TAN, JOSHUA Juat Huan. Some properties of subsets of finite groups.
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TAN, Tu How. Numerical isomerism.
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MEOR HAKIF Amir Hassan. Stratigraphy and palaeontology of the transitional sequence between the Upper Setul Limestone and Kubang Pasu/Singa formation in northwest Peninsular Malaysia.
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CHEW, Kah Yoke. Environmental ethics from the perspective of Daoism.
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SUZANA Ariff Azizan. Enhancing human resource development through research

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MOHD ROSLI Saludin. Teromba sebagai alat komunikasi dalam kepimpinan adat perpatih.

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GHAZALI Taib. Sejarah perlombongan daerah Dungun, 1910-1971.

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JAMALIA Jenni. Krisis air di Lembah Kelang 1998 : satu analisis kritikal.

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TAN, Lip Thong. Kesusasteraan Mahua yang bertemakan cintai alam sekitar.

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ABU BAKAR Jaafar. Pertembungan tamadun Jepun-tamadun Barat : dampaknya ke atas pembentukan tamadun Jepun moden.

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EMMA MIRZA WATI Mohamad. Singapore one : perancangan, implimentasi dan kejayaannya.

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ZAWIAH Md. Sari. Kajian pengurusan penerbitan majalah VISI.

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RAHMAH Ismail. Keselamatan produk pengguna : perlindungan ke atas keselamatan pengguna di peringkat sebelum, semasa dan selepas pemasaran produk.

K668 Rahi

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MOHAMAD Zaki Ibrahim. E-jenayah ancaman alaf digital.

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Hanisah Zakaria. Pemahaman guru terhadap pencerapan di sebuah sekolah menengah di daerah Kota Bharu, Kelantan.

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Mohd Noor Said. Pengurusan kewangan di sekolah menengah bantuan penuh kerajaan dan sekolah menengah bantuan modal di Pahang.
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Syed Yusof Syed Omar. Pelaksanaan program membudayakan Al-Quran : kajian kes di sebuah sekolah daerah Muar.
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Tukinah Sadi. Pengurusan pemilihan pakej mata pelajaran dengan minat kerjaya pelajar di sebuah sekolah menengah di Ampang, Selangor.
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Weddia Kimpui. Laporan Pemeriksaan audit di sebuah sekolah menengah di daerah Kuala Penyu, Sabah.
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Zainudin Kusnin. Amalan pengurusan kewangan di sebuah sekolah menengah kebangsaan harian di daerah Muar.
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ABDUL HALIM Daud. Analisis Fiqh Waqie menurut Sheikh Yusuf al-Qardhawi melalui buku Min Fiqh al-Daulah fi al-Islam. BP43 M42004 Abdhd

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ADLINA MURNI Mat Razali. Kefahaman masyarakat Islam Malaysia tentang hukum menyambut hari Krismas : kajian di Kuala Lumpur. BP43 M42004 Adlmmr

AFFAF Hussin. Pencapaian pekerja kurang upaya Muslim di Bengkel Daya Klang, Selangor. BP43.1 M42004 Affh

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HD1394 2003/04 Bals

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TH435 2003/04 Bee

CHAN, Chang Chiaw. Analysis on the moisture content of wood decay in residential house which leads to the termites infestation.
TH153 2003/04 Cha

CHAN, Seng Ching. Residential properties portfolio diversification in Malaysia, 1989-2001.
HD1394 2003/04 Cha

CHER, Soo Kian. The implementation of facilities management.
TH435 2003/04 Che

CHIAM, Kher Siew. Construction dispute resolution : arbitration or mediation?
TH435 2003/04 Chi

CHONG, Siew Kai. Comparison between traditional method and design & built method.
TH153 2003/04 Cho

CHOR, Peik Yeen. Infeasibility of title under Malaysian torrens system.
HD1394 2003/04 Cho

CHUN, Lee Lee. Safety of crane operator on construction industry.
TH153 2003/04 Chu

EMRAN Wata. Interim certificate in the construction contract.
TH435 2003/04 Emrw

ESTHER Jinivon. Study on disabled facilities : budgeting cost for commercial office building.
TH435 2003/04 Estj

FAZIAZAM Kasim. Masalah lebih penawaran ruang pejabat binaan khas di Kuala Lumpur.
HD1394 2003/04 Fazk

FERYN RUSLIANA Jeffery. Safety management in construction site : the roles of safety professional to achieve zero accident.
TH435 2003/04 Ferrj

FRANCES IMELDA Bowi. Asbestos usage in construction.
TH435 2003/04 Fraib

GAN, Li Fong. Tahap kepuasan penduduk terhadap mutu perumahan & kualiti persekitaran tempat tinggal di Rasah Kemayan, Seremban 2.
HD1394 2003/04 Gan

HAKIMI Abdul Halim. Analisis proses penilaian kredit pinjaman harta tanah di antara institusi perbankan Islam dan institusi konvensional.
HD1394 2003/04 Hakah

HO, Shaw Yi. Is the CIDB standard form of contract set to dominate the construction industry? : comparison between clauses on payment and loss and expense claims between CIDB 2000 and PAM 1998.
TH435 2003/04 Ho

IDZWAN IZUDDIN Shah Ishak. Isu dan masalah setingan : kajian kes sekitar Wilayah Persekutuan, Kuala Lumpur.
HD1394 2003/04 Idzisi

INTANEISMA Ahmad. Importance of cctv system and security officer at commercial building.
TH153 2003/04 Inta

INTAN BAYANI Zakaria. Kajian pendekatan pengekal warna pada fasad bangunan lama.
TH153 2003/04 Intbz

INTAN ZARINA Putri Hamzah. Project management under uncertainties : the impact of heuristics and biases.
TH435 2003/04 Intzph

IRMA AZREEN Mazri. Prosedur tender & kaedah penilaian tender.
TH435 2003/04 Irman

ISMAWATI Ismail. Masalah keselamatan dan prosedur rancangan keselamatan dalam projek pembinaan.
TH435 2003/04 Ismi

JAMALIAH Mohamad Sopi. The implementation of modular coordination in construction industry of Klang Valley.
TH435 2003/04 Jamms

KHOO, Poh Wai. Perumahan kos rendah di Kuala Lumpur : strategi pemaju swasta.
HD1394 2003/04 Kho

KHUA, Yong Tai. The survey on public acceptance to the glazed aluminium curtain wall in high rise building.
TH153 2003/04 Khu

KOEK, Sok Ping. Analisis tentang pindaan terbaru Akta Pemajuan Perumahan (Kawalan dan Pelesenan) 1966 (Akta 118) & Peraturan-Peraturan bagi melindungi para pembeli.
HD1394 2003/04 Koe

KRISHNARAJ Perumalu. Safety management in port-employer's role.
TH153 2003/04 Kri

LAU, Tai Lee. Pemuliharaan bangunan warisan dan kesannya ke atas pertumbuhan ekonomi Melaka bandaraya bersejarah.
HD1394 2003/04 Lau

LAI, Mee Yen. Foreign workers issue in Malaysia : new government policy on employment of foreign workers.
TH435 2003/04 Lai

LEE, Kok Chin. Effectiveness of cladding system in commercial building.
TH153 2003/04 Lee

LEE, Lian Chuan. The effects of rain and water penetration into building in tropical climate.
TH153 2003/04 Lee

LEE, Wai Mun. Contractors' professionalism : fundamental mistakes and ignorance during costing and tendering.

TH435 2003/04 Lee

LEONG, Chai Yean. Methods of promotion in marketing new high cost housing in Klang Valley.

HD1394 2003/04 Leo

LEONG, Shee Moe. Study on awareness of using portable fire extinguisher by condominium's occupant.

TH153 2003/04 Leo

LIM, Huey Kin. Managing the factory fire risk.

TH435 2003/04 Lim

LIM, Wei Yan. The view of material management in minimizing the material wastage in Klang Valley's construction industry.

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LOH, Chai Har. The implementation of joint venture in property development.

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LOH, Chin Guan. A study on automatic sprinkler system in high-rise office building : case study Petaling Jaya.

TH153 2003/04 Loh

LOH, Soon Phong. Variations and their claims in construction contract.

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LOW, Emily Sze Yieng. Pipe failures in water supply system resulting in non-revenue water.

TH435 2003/04 Low

MARDIHA Mahmud. Keunikan ciri-ciri dan sifat-sifat harta tanah sebagai suatu alternatif pelaburan.

HD1394 2003/04 Marm

MARLINI Ramlee. The relationship between construction industry and Malaysian economy.

TH435 2003/04 Marr

MAZLINA Zakaria. Penggunaan topi keselamatan dan kasut keselamatan di tapak binaan.

TH153 2003/04 Mazz

MOHAMMAD HARITH Mohd Yunos. A study on incinerator technology as an alternative to solve solid wastage problem in Kuala Lumpur.

TH435 2003/04 Mohhmy

MOHAMMAD NAZRI Budin. Kajian kemungkinan : sejauh mana ia dapat ditentukan dalam menjamin kejayaan pembangunan.

HD1394 2003/04 Mohnb

MOHD AMRI Ahmad. Alat pencegah kebakaran, masalah-masalah penggunaan gelung hos pada kediaman berbilang tingkat : kajian kes Kuala Lumpur.

TH153 2003/04 Mohaa

MOHD AZAMUDIN Mohamed Salleh. Comparison of work order system between conventional and computerized maintenance management system.

TH153 2003/04 Mohams

MOHD AZRI Jaafar. Program Perumahan Rakyat (PPR) : kajian kes Wilayah Persekutuan, Kuala Lumpur.

HD1394 2003/04 Mohaj

MOHD FADHIL Razmi. Building maintenance in Malaysia : a case study of conservation maintenance management of national history museum.

TH153 2003/04 Mohfr

MOHD KHAIRUL A. Khalid. Bandaraya Shah Alam sebuah bandar baru yang terancang.

HD1394 2003/04 Mohkak

MOHD KHAIRUL Shapiee. Kajian pembangunan fizikal di Jalan Petaling, Kuala Lumpur dan kawasan sekitarnya.

HD1394 2003/04 Mohks

MOHD NATASYA Mohmad Rozee. Keselamatan di kawasan tempat letak kereta bawah tanah bangunan : kajian kes Amcorp Mall.

TH153 2003/04 Mohnmr

NADIA MONIRA Mohamed Taib. Public awareness in quantity surveying discipline.

TH435 2003/04 Nadmmt

NAZIHAN Azizan. Mengkaji keberkesanan fungsi dan peranan zon penampan : kajian kes bandar Kinrara, Puchong, Selangor.

TH153 2003/04 Naza

NG, IRENE Ling Ling. The powers and procedures of arbitration in the construction industry.
TH435 2003/04 Ng

NGIAM, Wei. A study on maintenance approaches of floor finishes in commercial kitchen area.
TH153 2003/04 Ngi

NGOO, Wai Hong. A research into oversupply of commercial property in Cheras.
TH153 2003/04 Ngo

NIK AHMAD Khalis Ibrahim. Masalah banjir kilat di Kuala Lumpur.
TH435 2003/04 Nikaki

NOOR AKMAL Adilah Ismail. Peningkatan keselesaan dalam bangunan di Universiti Malaya melalui sistem penyamanan udara.
TH435 2003/04 Nooai

NOR AISHAH Mohd Amin. Causes that to scaffolding collapse at construction sites.
TH153 2003/04 Norama

NOR IZYANI Md Salleh. Comparison of inventory control between conventional and computerised maintenance management system (CMMS) in large-scale buildings.
TH153 2003/04 Norims

NOR NGARIFAH Moklis. Kajian perbandingan pengurusan penyenggaraan di bangunan kediaman pangsapuri kos rendah bagi Kerajaan Tempatan dan Badan Berkanun.
TH153 2003/04 Nornm

NORAINI Mat Yusoh. Sistem pembuangan air sisa dan najis (sistem pembersihan).
TH435 2003/04 Normy

NORAINI Md Salleh. Kajian keretakan pada bangunan di sekitar Sekolah Menengah Teknik Kuala Lumpur.
TH153 2003/04 Norms

NORHAFIZA Ahmad. Landskap dalam konteks pengurusan harta tanah.
HD1394 2003/04 Nora

NORHERIETY Suhaimi. Pelaksanaan kemudahan golongan orang kurang upaya di Malaysia.
TH435 2003/04 Nors

NORIZAN Mahmud. Maintenance on flat roof at DBKL flat house.
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NUR EZLY ELYANA Che Embong. Analisis terhadap pengecualian cukai kadaran/taksiran ke atas harta tanah kediaman di Majlis Perbandaran Kuala Terengganu.
HD1394 2003/04 Nureecb

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HD1394 2003/04 Nursmr

NURASHIKIN Abdul Rahim. Maintenance on building affected by weathering.
TH153 2003/04 Nurar

NURUL HIDAYATI Mohamed. Wanita dan ukur bahan binaan.
TH435 2003/04 Nurhm

NURULLIZAH Mohd Fakhirudin. Risk management in north-south expressway project using build-operate-transfer contract.
TH435 2003/04 Nurmkm

ONG, Cheng Gee. Waste management in construction : towards waste minimization.
TH435 2003/04 Ong

OOI, Boon Leong. Faktor-faktor utama yang dipertimbangkan oleh pemaju dalam pembangunan perumahan.
HD1394 2003/04 Ooi

PENELOPE Sika. Tanah runtuh : punca dan pengawalan terhadap pembangunan kediaman di Bukit Antarabangsa.
TH435 2003/04 Pen

PHANG, Kok Peng. The study on problems and requirements of underground pedestrian walkway : case study in Klang Valley.
TH153 2003/04 Pha

PHUA, Ser Yong. Project site layout planning in relation to site constraints in urban building construction in Klang Valley.
TH435 2003/04 Phu

POH, William. Kesan pembangunan Universiti Multimedia ke atas sektor perumahan setempat di Bukit Beruang.
HD1394 2003/04 Poh

POLOROSSIE Jaulis. Kajian mengenai penyelesaian tanah runtuh di kawasan lebuhraya.

TH435 2003/04 Polj

RAJA DANA Afzan Raja Izuddin Chulan. Spatial comfort : an important physical factor that affects performance in a workplace.

TH153 2003/04 Rajdaric

RASHIDAN Hasani. Mengenalpasti peranan EIA di dalam sesebuah projek perumahan berkelulusan melebihi 50 hektar.

HD1394 2003/04 Rash

RIZAN Aminudin. Green building : how to produce green building (technique and concept).

TH435 2003/04 Riza

ROHANA Ab Rahman. Sistem pengurusan maklumat dalam industri pembinaan pada peringkat pelaksanaan : pengurusan lukisan.

TH435 2003/04 Rohar

ROHAYA Chalo. Kemalangan di tapak binaan : kajian ke atas punca kemalangan dan langkah keselamatan.

TH435 2003/04 Rohc

ROZIAH Ibrahim. Perkhidmatan Jurukur Bahan : kajian di Lembah Klang.

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SAPTURANI Ladin. Pengurusan projek : kemahiran teknikal.

TH435 2003/04 Spal

SHAFIDAH Shahrudin. Kajian perubahan elemen bangunan warta di Kuala Lumpur.

TH153 2003/04 Shas

SHAHANIM Mohd Shah. Kajian ke atas dasar pembangunan penjaja : kajian kes Jalan Petaling, Kuala Lumpur.

HD1394 2003/04 Shams

SHARIFAH ALIA Alhabshi. Conservation of colonial buildings : external defect investigation of bungalows on Penang Hill.

TH153 2003/04 Shaaa

SHARIFAH SYAFINAZ Syed Abu Bakar. Kajian mengenai persepsi penduduk terhadap pembangunan di Pulau

Langkawi.

HD1394 2003/04 Shassab

SHIVANI Panjalingam. Extension of time & liquidated damages : rights, liabilities and pitfalls.

TH435 2003/04 Shi

SIEW, Pau Thin. Efficiency of construction dispute resolution : arbitration v adjudication.

TH435 2003/04 Sie

SITI DIANA Nordin. Keberkesanan pengurusan penyenggaraan : kes kajian unit-unit kediaman kakitangan Universiti Malaya.

HD1394 2003/04 Sitdn

SITI RAHAYU Ahmad Rusli. Kawalan perancangan dan kepentingan : kes kajian MPPJ.

HD1394 2003/04 Sitrar

SOH, Lay Yee. Pengaruh Feng Shui terhadap pembeli rumah dalam proses membuat keputusan.

HD1394 2003/04 Soh

SUHAILI Mahammad Saad. A study on scaffolding construction : case study Kuala Lumpur.

TH153 2003/04 Suhms

SURIA WARDAH Hashim. Keberkesanan NAPIC dari perspektif pengguna.

HD1394 2003/04 Surwh

TAN, Yeo Lek. Just in time in minimising material waste.

TH153 2003/04 Tan

TANG, Horng Bin. The management of student accomodation : case study Millennium Court, Kuala Lumpur.

HD1394 2003/04 Tan

TEH, Sin Chong. Application of nanotechnology in building maintenance for the high rise building within Klang Valley.

TH435 2003/04 Teh

TENG, Siau Ni. Urban renewal and its application in Malaysia, Singapore and United States.

HD1394 2003/04 Ten

TEO, Yueh Fung. Kelebihan Pelabuhan Tanjung Pelepas (PTP) menurut perspektif pengguna.
HD1394 2003/04 Teo

TEONG, Duong Woon. A study on building defects caused by dampness in the Dindings Poultry Processing Sdn Bhd factory in Sitiawan Perak.
TH153 2003/04 Teo

VANITHA Annamalai. Managerial skill in project manager.
TH435 2003/04 Van

WAN KAMARUDIN Wan Abdullah. Kajian perbandingan sistem buruh secara langsung dan sistem buruh kontrak dalam kerja-kerja penyenggaraan di Universiti Malaya.
TH153 2003/04 Wankwa

WAN SUHAILA Wan Hamzah. Pengaruh cuaca persekitaran terhadap kecacatan luar bangunan di kediaman jenis banglo : kajian kes Jerantut dan Petaling Jaya.
TH153 2003/04 Wanswh

WONG, Jennifer Shau Yun. Home ownership : effects of features offered by the financial institutions in the choices of housing loan.
HD1394 2003/04 Won

WONG, Mooi Ying. A study of material storage management on controlling wastage at construction site.
TH153 2003/04 Won

WU, Nee Chin. A study into the factors of delay in building construction project.
TH153 2003/04 Wu

ZAKIAH Wan Abu Bakar. Design and build : advantages met and disadvantages faced by contractors.
TH435 2003/04 Zakwab

ZALIEZAH Raskan. Analisis perancangan dan susunatur perbandaran : kes kajian bandaraya Kota Kinabalu.
HD1394 2003/04 Zalr

ZULKHAIRI Zulkifli. Service maintenance on air conditioning for office building and hospital.
TH153 2003/04 Zulz

FAKULTI KEJURUTERAAN

AARON Justus. Modeling and simulation of industrial process using Simulink and fuzzy logic toolbox in MATLAB.
TK1 E1477

ABDUL AZIZ Abdul Latif. Embedment strength for Malaysian timber MZJ 2.
TA1 C2064

ABG MOHD RIJADULLAH Abg Abdullah. Real time simulation of vision based automatic steering control using MATLAB.
TJ1 M1840

AGOS SALIM Tasmin. Strengthening of reinforced concrete beams using ferrocement laminate.
TA1 C2065

AHMAD FADLI Yusoff. Optical buffering in all optical packet switched network.
TK1 E1478

AHMAD FAHMY Othman. Influence of wall height on strain softening computation for retaining wall.
TA1 C2067

AHMAD FAISAL Mohd Ali. Emission and performance evaluation of a spark ignited natural gas engine.
TJ1 M1841

AHMAD FAZLI Alias. Engineering-economics analysis of fuel economy potential for Malaysia.
TJ1 M1842

AHMAD FUAD Mustafa. Performance analysis of OFDM signal : reducing the peak-to average power ratio.
TK1 E1479

AHMAD IZUDIN Abd Lahtif. Labeling design effort for household appliances in Malaysia.
TJ1 M1843

AHMAD SIDDIQ Anuar. Effect of lubricant additives and biofuel on sliding wears between two materials component.
TJ1 M1844

AHMAD SUHAIMI Mohamed. A design for optimum energy use.
TK1 E1480

AHMAD ZAIDI Abdul Patar. Study of wear and lubricant in rolling mill system.
TJ1 M1845

AIFAHANI Baharun. Design of 1500 tonne/day ammonia production plant.
TP1 K112

AINULHUDA Badiruzaman. Modelling the hold on addressing scheme for surface stabilised ferroelectric liquid crystal (SSFLC) display.
TK1 E1481

AIZURA Awang Bakar. The development and effects of clothes washers' energy label in Malaysia.
TJ1 M1846

ALIYAH Adon. Development of near net-shape bonding process.
TJ1 M1847

AMINARASYID Yusoff. Analytical prediction of the DNB (departure from nucleate boiling) critical heat flux (CHF) in a sub cooled boiling.
TJ1 M1848

AMIRZAIMI Zubair. Emission and deposit characteristics of a biofuel diesel engine.
TJ1 M1849

ANDING, Shawry. Soil settlement study by using GPS technology.
TJ1 M1850

ANUAR Adamuddin. Modelling the variable strength of concrete using mathematical method (NAAH 1).
TA1 C2068

ASIAH Abdul Manaf. Texture segmentation using gabor filters.
TK1 E1482

ASRUL AFFANDI Abdullah. Effect of pipe geometry on the stability of stratified flow.
TJ1 M1852

ASRUL Sanny Yem. Design and small natural gas fuelled land based power generation gas turbine (thermofluids analysis).
TJ1 M1853

AW, Yong Sem. Development of coolant device and study of coolant effect on surface grinding machine.
TJ1 M1854

AYU AZIANI Mohd Yusoff. Design of n-butanol plant.
TP1 K113

AZILATUL ADILAH Azizan. Effects of rubber additives on SMA-type mixes.
TA1 C2069

AZLINA Omar. Evaluation of PAC and alum mixtures as coagulation agent for waste water treatment plant.
TA1 C2070

BAHARIN Abd Manaf. Linear generator analysis using maxwell simulator.
TK1 E1483

BAHARIZMAN Mamat. Design of a plant to produce 250,000 tonnes of n-butanol per year with purity 99.5%.
TP1 K114

CHAN, Diana Suk Leng. N-butanol production plant : design of a plant to produce 250,000 tonnes of n-butanol per year with purity 99.5%.
TP1 K115

CHANG, Mooi Ling. Adaptive control design package (parameter identification).
TK1 E1484

CHANG, Siew Heng. Theoretical and experimental study of two-phase flow solar collectors with application to heat pump.
TJ1 M1855

CHEAH, Chin Wooi. Effect of quarry dust on high strength rice husk ash concrete.
TA1 C2071

CHEAH, Keng Soon. A hard to catch inverted pendulum with wheels (software part).
TK1 E1485

CHEE, Chin Lee. Use of rice husk for the removal of Cadmium from waste water.
TA1 C2072

CHEONG, Soon Yau. Multiple integrated laser engagement - phase II (miles II) : the light weapon.
TK1 E1486

CHEONG, Wei Sheik. Automated theorem prover using resolution.
TK1 E1487

CHEW, En Yong. An investigation on the effect of the curing period on sand-bentonite mixture in soil compaction.
TA1 C2073

CHEW, Kok Kit. Designing plant automatic watering system.
TK1 E1488

CHEW, Wui Chai. Performance analysis of a household refrigerator cabinet.
TJ1 M1856

CHEW, Wui Gak. Design of ammonia plant of capacity 1500 tpd.
TP1 K116

CHIA, Chee Weng. High performance computing algebraic multigrids.
TJ1 M1857

CHIA, Kent Wee. Development of new coolant and study the coolant effect on surface grinding machine.
TJ1 M1858

CHIA, Kiah How. Simplified modeling of semi-hermetic reciprocating compressors using different types of refrigerant.
TJ1 M1859

CHIN, Kok Hee. Experimental study on the slug velocity in a horizontal pipe using the pixel shifting method.
TJ1 M1860

CHIN, Shin Liang. Electric vehicle.
TK1 E1489

CHING, Aline Yee Pei. Settling characteristics of industrial wastewater.
TA1 C2066

CH'NG, Bee Hui. AC power line data transmission in smart environment.
TK1 E1490

CH'NG, Kar Keong. Study the effect of heat treatment process parameters on mechanical properties and microstructure of structural steel.
TJ1 M1861

CH'NG, Wah Kee. Theoretical and experimental analysis of a wickless heat pipe.
TJ1 M1862

CHONG, Choon Aun. Novel method of manufacturing collar shaft by the diffusion bonding of duplex stainless steel (DSS) and stainless steel shaft.
TJ1 M1863

CHONG, Edward Chi-Chien. The effects of lime on the consolidation characteristics of a kaolinite-bentonite mix.
TA1 C2075

CHONG, Fatt Yee. Investigation on the effects of supply voltage variations on the performance of transformers.
TK1 E1491

CHOONG, Kean Tong. Digital IC tester (hardware).
TK1 E1492

CHOW, Siang Cuan. Studies on lead removal through oil palm shell.
TA1 C2074

CHOY, Han Ping. Electric vehicle (hardware).
TK1 E1493

CHUA, Pei Shan. Development of single-strip tester and evaluation on stray flux.
TK1 E1494

CHUAH, Chong Chiew. Development of a gui, diagnostic and communication software for patient health monitoring and diagnostic.
TK1 E1495

CHUAH, Chong How. Electronic appointment system (hardware).
TK1 E1496

DARIN MOREIRA Anthony Vincent. A comparison between k-epsilon k-omega and les turbulence models in the prediction of lid driven cavity flow.
TJ1 M1864

DAYAGARAN Kanan. Multiple integrated laser engagement system (miles) : booby traps.
TK1 E1497

DONNY Raymond Ramba. Simulation of AHU room flow distribution.
TJ1 M1865

DZULKIFLE Dawam. Designing a Li-ion batteries balancing system.
TK1 E1498

EDDY Herman Rahmat. Design of synthetic ammonia production plant.
TP1 K117

FAIRIZAT Abu Hasan. A study to optimize electrical energy utilization.
TK1 E1499

FAIROZE SALWANA Ruslan. Face detection based on color information : YCrCb color space.
TK1 E1500

FAIRUS FARIZA Ayoob. A study and simulation of multicast communication in high speed networks.
TK1 E1501

FAIRUZ Ahmad Barui. Attenuation of leachate pollution by rapid infiltration using soil column.
TA1 C2077

FARAH ADILAH Hj. Wahid. Modelling the deformed helix ferroelectric (DHF) effect for a short pitch ferroelectric liquid crystal device.
TK1 E1502

FARAH HYERANIE Mohamad. The study on mechanical properties of natural fiber composite.
TJ1 M1866

FARAH MAIZURA Ali. Development of near net-shape bonding process.
TJ1 M1867

FARIDAH HANIM Mohd Noh. Solar vehicle telemetry system.
TK1 E1503

FATHIAH Nawam. Study of the effects on fly ash on CBR value for different type of soils.
TA1 C2078

FAUZI Abdul Rahman. The effect of used motor oil on blended cement concrete.
TA1 C2076

FUZAI SYADRIQ Mohd Fuad. A review of the implementation and application of ISO 9000(2000) in construction industry.
TA1 C2080

GAN, Kok Seng. Simulation and modelling irradiance and solar radiation for photovoltaic system using PSPICE.
TK1 E1504

GOH, Chia Lan. Study the effect of sintering temperature and sintering time on grain size and electromagnetic properties of MgCuZn ferrite.
TJ1 M1868

GOH, Yeh Huann. Ultrasonic range meter (transmitter & receiver).
TK1 E1505

GOOI, Leong Ching. Development of hardware interface and instrument to be used in patient health monitoring and diagnostic system.
TK1 E1506

HADIJAH Oon. Study on superplasticity of duplex stainless steel and its application.
TJ1 M1869

HAFIS Md. Harif. A study on water distribution system.
TA1 C2081

HAIRIL HELMY Hamzah. Performance and emissions characteristics of biofuel on turbocharged diesel engine (engine performance).
TJ1 M1870

HAIRONI Talib. Miles phase 2 : the body kit.
TK1 E1507

HAIRUL ASWADI Rameli. A study on two-phase flow behavior in subcooled flow based on three fluid models.
TJ1 M1871

HAPSAH Mohamad. Potential of sugarcane bagasse for Chromium (VI) removal.
TA1 C2082

HARRY, Nick. Pet home alone.
TK1 E1540

HASNULHADY Hasan. Study on the performance of different trellis coded modulation (TCM) schemes.
TK1 E1508

HAZA ANDI Muhammad. Design of timber joint to resist bending moment.
TA1 C2083

HAZLEEN Mohd Zakaria. Classroom design : anthropometric and ergonomics approach.
TJ1 M1872

HAZMIR Hamlis. N-butanol production plant.
TP1 K118

HAZREL IZZAT Mohd Noor. Implementation of local Agenda 21 for sustainable development : a case study.
TA1 C2084

HENG, Sui Wooi. Design of an ammonia plant with capacity 1500 mtpd and purity 99.99 %.
TP1 K119

HISYAM IRWAN Ibrahim. Analytical prediction of the departure from nucleate boiling (DNB) critical heat flux in a sub-cooled boiling.
TJ1 M1873

HO, Chee Hoe. Automatic car park (hardware part).
TK1 E1509

HON, Chee Hock. Turbo coding.
TK1 E1510

HOOI, Boon Kheng. Adaptive control design package (controller design).
TK1 E1511

HOW, Yong Chang. Analysis of sound propagation in an enclosed space.
TJ1 M1874

HUSNI ALHAN Md. Salimun. Analytical prediction of dryout critical heat flux (CHF) in a force convective boiling.
TJ1 M1875

IMELDA LANDER Gregory Jimos. Life cycle assessment (LCA) study using SIMAPRO 5.0.
TA1 C2085

IRDA ROYANI Ishak. Hough transform for curve detection.
TK1 E1512

IZUWAN Ab. Hamid. Eyes extraction from the human face and its application to the face recognition.
R856 E66

JAMIKALIZA Abdul Karim. Image cleaner and enhancer.
TK1 E1513

JASMINDER KAUR Satnam Singh. A study of exercise stress test using ECG.
R856 E67

JEFFERY, Lovister Lausin. Design of MC6809 microprocessor board.
TK1 E1530

JOSHUA SOLOMON Enoch Solomon. An interactive computer program to analyze refrigeration cycles.
TJ1 M1876

JULHERNIE Husain. Skin elasticity of normal and disease subject using cutometer SEM 575 analysis.
R856 E68

KALADEVI Vadivelu. Performance analysis of orthogonal frequency division multiplexing (OFDM) system (bit error rate analysis).
TK1 E1514

KAMARUL ANUAR Mohamad Kamar. Knowledge management in the construction industry.
TA1 C2088

KHAIRUL AZRIN Yahya. Web based lecturer.
TK1 E1515

KIMSIN, Jeremy Ronald E. The use of project management consultant (PMC) in projects.
TA1 C2087

LAI, Choon Khong. A study on the performance of different trellis-coded modulation (TCM) schemes.
TK1 E1516

LAILATUL HARINA Paijan. Blending of recycled polyethylene terephthalate (RPET) with polycarbonate (PC).
TJ1 M1877

LAM, Pai Kam. Mix design of high performance concrete.
TA1 C2089

LATIFAH Muhammad Basir Lubis. Evaluation of two-dimensional magnetization for electrical steel.
TK1 E1517

LAU, Chia Lan. Project planning and control in improving construction project performance.
TA1 C2090

LAU, Wah Han. Genetic algorithm application to timetable scheduling.
TK1 E1518

LEE, Han Wah. Urban drainage system design.
TA1 C2091

LEE, Sing Hui. Theoretical and experiment analysis of a wickless heat pipe.
TJ1 M1878

LEE, Teck Horng. Investigation of total number of load increment on computation of localisation in strain-softening geomaterials.
TA1 C2092

LEE, Tse Twan. Design of ammonia plant of capacity 1500 tpd.
TK1 K120

LEE, Yu Leong. Thermal characteristics of solid two gas two phase flow in high propulsion laval nozzle.
TJ1 M1879

LEONG, Hoon Yein. Development of refrigerator-freezer energy labels based on consumers' perspective.
TJ1 M1880

LEONG, Wei Boon. The study on spark ignition engine exhaust emissions influence by variations of engine setting parameter.
TJ1 M1881

LEONG, Weng How. Speech recognition trainer (hardware).
TK1 E1519

LEOW, Jamie Hui Chen. Automatic car park (software).
TK1 E1520

LIEW, Puei See. A study on geotechnical parameters for foundation design.
TA1 C2093

LIEW, Seng Chin. Vision based automatic steering control using fuzzy logic controller.
TJ1 M1882

LIM, Chin Shin. Structural analysis and design of two-way R.C. slabs : structural design part.
TA1 C2094

LIM, Chun Kiat. Sintering additives (Tin (IV) oxide) for the processing of MgCuZn ferrites.
TJ1 M1883

LIM, Kah Ming. Ultrasonic range meter (PIC and seven segment display).
TK1 E1521

LIM, Kang Keat. Eye detection using template matching in frontal images with uniform background.
TK1 E1522

LIM, Kheng Loon. Analysing end-to-end delay in VoIP over GPRS.
TK1 E1523

LIM, Kin Heng. Development of a prosthetic hand.
TJ1 M1884

LIM, Kuang Yaw. Robotic vision system.
TK1 E1524

LIM, May Ling. Gibbs Random Field (GRF) for texture synthesis.
TK1 E1525

LIM, Tiong San. Heat pump dehumidification dryer.
TJ1 M1885

LIM, Yee Chet. Comparison studies on performance of high energy efficiency (EFF1 cemep standard) and low energy efficiency motors (EFF3 cemep standard).
TK1 E1526

LIM, Yew Chai. Cryptography : an exercise to RSA cryptosystem.
TK1 E1527

LING, Ling Chui. Treatability of wastewater using organic media.
TA1 C2095

- LISA Yeim. An expert system for user assisted solar cell system selection.
TK1 E1528
- LOH, Chang Foo. Design of PIC-based vision system.
TK1 E1529
- LOO, Kim Hai. Vision based automatic steering control using a PID controller.
TJ1 M1886
- LOW, Ting Kang. The effect of boundary size in rough wall analysis of localisation problem.
TA1 C2096
- LOW, Yit Seng. Analysis of brake specific fuel consumption in a turbocharged diesel engine using response surface methodology.
TJ1 M1887
- LU, Chin Seng. People tracker (hardware).
TK1 E1531
- MAH, Sze Chin. The effect of increment sizes on computation of localisation in strain softening geomaterials.
TA1 C2097
- MAHENDRA Sreedaralingam. Regression analysis of air conditioners in Malaysia.
TJ1 M1888
- MAK, Chin Onn. Reflection of urbanization effects on hydrologic modeling of Batu River catchment.
TA1 C2098
- MAN, Shee Leong. A computer study of groundwater flow through a single clay liner.
TA1 C2099
- MARCELLINUS, Tony Francis. Flexural behavior of RC beams strengthened by ferrocement laminate.
TA1 C2136
- MAS SAHIDAYANA Mohktar. Knowledge base system for body composition study using bioimpedance analysis.
R856 E69
- MASLINDA Mohiddin. Modeling building durations in Malaysia.
TA1 C2101
- MEGAT MOHD RUSHDI Megat Ngah. Digital clock with prayer tomes.
TK1 E1532
- MEOR FAIZUL RANI Mohd Ibrahim. The development and effects of clothes washers' energy label in Malaysia.
TJ1 M1889
- MOHAMAD IZUAN Ab. Khalid. Influence of fine material on the characteristics of soil compaction.
TA1 C2104
- MOHAMAD ZAMZUHAI Hassani. Performance analysis of household refrigerator cabinet.
TJ1 M1890
- MOHAMMAD ASRI Pauzi. Study on characterization and performance of non-porous bearing material.
TJ1 M1891
- MOHAMMAD FADZLI Saari. Biomechanical analysis of spiking technique in sepak takraw during Sea Games 2001.
R856 E73
- MOHAMMAD FARIDUN Naim Tajuddin. Linear generator analysis using finite element method magnetic (FEMM).
TK1 E1533
- MOHAMMAD SAUFI Esa. Analysis of heat treatment on structural steel.
TJ1 M1892
- MOHD AIDIL Afizie Daud. Energy performance analysis of a refrigerator-freezer using response surface methodology.
TJ1 M1893
- MOHD ANIS Mohd Masduki. Engineering-economics analysis for fuel economy standards in Malaysia.
TJ1 M1894
- MOHD. ARIFF Ab. Halim. A quantitative analysis of lift, push, and tumble net shots in the game of badminton for Malaysian single players during the Thomas Cup 2003 (Part 1).
R856 E70

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R856 E71

MOHD ASYRAF Reduan Azmi. Cryptography : an exercise on data encryption standard (DES) cryptosystem.
TK1 E1534

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R856 E72

MOHD AZAINIZAM Che Mohd Ayob. Mengurangkan kesan kelewatan dan kos untuk projek pembinaan.
TA1 C2102

MOHD FUAD Mohamad. Energy efficiency programme implementation.
TK1 E1535

MOHD HASSAN Kalam. Heat transfer and moisture transport in domestic refrigerators during open door conditions.
TJ1 M1895

MOHD HELMI Hashim. Structural works of steel telecommunication tower project.
TA1 C2103

MOHD HEZRI Abu Bakar. Digital compass with Qiblat direction.
TK1 E1536

MOHD IZUDDIN Mohamad. A study on two-phase flow behaviour in subcooled flow boiling based on two-fluid model.
TJ1 M1896

MOHD IZWAN Mohd Noor. Effects of fiber on bituminous mixes.
TA1 C2105

MOHD NORLEZAN Rosley. Implementation of a dms fuzzy logic control scheme for a 4 quadrant induction motor drives (hardware).
TK1 E1537

MOHD RADZI Zainuddin. Development of sintered zirconia from injection moulding process.
TJ1 M1897

MOHD RAFFIQ Mohd Yunus. Performance of a heat pump using direct expansion solar collectors.
TJ1 M1898

MOHD RIZAL Abdullah. Permeability of rice husk ash concrete.
TA1 C2106

MOHD SAAD Shaffie. Performance and emissions characteristics of biofuel on turbocharged diesel engine (emissions).
TJ1 M1899

MOHD SHAHNAZ Sani. Moment resisting joint in Chengal.
TA1 C2107

MOHD SHAHRUL NIZAM Mohd Salleh. Engineering economic in support of the energy efficiency standards for clothes washer.
TJ1 M1900

MOHD SHAMIL Abdul Samat. Visualization of vision based automatic steering control using virtual reality technology.
TJ1 M1901

MOHD SUHAFRI Supomo. Study on mechanical properties of PC/PBT/ABS ternary blends.
TJ1 M1902

MOHD SYAFIQ Kamaruddin. Real time internet surveillance system.
TK1 E1538

MOHD SYAHRUL Abd Ghani. Alumina copper oxide ceramics for low friction dry sliding.
TJ1 M1903

MUBARAK HUSSEIN Abdul Alim Sithik. Implementation of a dms fuzzy control scheme for a 4 quadrant induction motor drives (MATLAB simulation).
TK1 E1539

MUHAMMAD FAIRUZ Remeli. Experimental study on the slug velocity in a horizontal pipe using the direct overlapping method.
TJ1 M1904

MUHAMMAD FAISAL Mansor. Water modelling of flow distribution in AHU room.
TJ1 M1905

MUHAMMAD KAMAL Aman Shah. Understandable and possible improvement of room air conditioner energy labels based on consumer's perspective.
TJ1 M1906

NAZATUL LIANA Sukiman. Study on mechanical properties of natural fiber composite.
TJ1 M1907

NG, Chen Loon. Theoretical and measured reverberation times.
TJ1 M1908

NG, Swee Kiang. Heat pump modeling.
TJ1 M1909

NIK ABDULLAH Sharris Shihabuddin. Low cost domestic digital power monitoring device.
TK1 E1541

NIK AMIZAN Nik Abdul Ghani. Optimisation of the JOERS/ALVEY addressing scheme for surface stabilized ferroelectric liquid crystal (SSFLC) displays.
TK1 E1542

NIK MOHD ANAS Nik Abdullah. Simulation of vision based automatic steering control using simmechanics.
TJ1 M1910

NOOR AZEERAH Abbas. Design of a plant to produce 250,000 tonnes of n-butanol per year with purity 99.5%.
TP1 KK121

NOOR AZRIN Mohamad Arshad. Optimisation of the Seiko addressing scheme for surface stabilised ferroelectric liquid crystal (SSFLC) displays.
TK1 E1543

NOOREHA Ahmad. Modelling the deformed helix ferroelectric for a long pitch liquid crystal device.
TK1 E1544

NOORSYAKIRIEN Hanifah. Energy efficiency in building Perdanasiswa Complex University of Malaya.
TJ1 M1911

NOR ASYIKIN Abdullah. Face detection based on color information (HSV color space).
TK1 E1545

NOR HANA Mamat. Effectiveness evaluation of intra-domain mobility management protocol (IDMP).
TK1 E1546

NOR HAZREEN Mohd Hanifah. Solar vehicle telemetry system.
TK1 E1547

NOR ISHIDA Zainal Abidin. Coating of mild carbon steel with superplastic duplex stainless steel.
TJ1 M1912

NOR KHAIRISHAHLINDA Abu Kassim. Ageing characteristics of rubberised bitumen.
TA1 C2109

NOR ZURAIMY Md Yusoff. N-butanol production plant : design of a plant to produce 250,000 tonnes of n-butanol per year with purity 99.5%.
TK1 K122

NORAZIDA Mat Yunus. Design of anhydrous ammonia production.
TP1 K123

NORBERT Kasimin. Heat pump dehumidification dryer.
TJ1 M1913

NORFAZLIANA Salleh. Road hump as a traffic calming device.
TA1 C2108

NORLINA Md Yusof. Development of ultrafine structured carbon steel.
TJ1 M1914

NORMAIZA Daud. Kajian penggunaan sisa kelapa sawit dalam konkrit.
TA1 C2112

NORUL AZUWA Ali Rusdan. A study on light rail transit (LRT) demand in Kuala Lumpur and its conurbation.
TA1 C2110

NORZETI AKHTAR Awang Abu. Development of design charts for rainwater harvesting systems.
TA1 C2111

NORZILA HANI Abdul. Arian. Design of ammonia plant of capacity 1500 tpd.
TP1 K124

NUR HARIZA Mat Nor. Web-based interactive product marketing.
TK1 E1548

NUR HAZWANI Mohd Latifi. A study of exercise stress test using ECG.
R856 E75

NURLIZA Salim. Face detection based on colour information using RGB colour scheme.
TK1 E1549

OH, Boon Howe. Modeling of plate exchangers, evaporators and condensers working with R-134A.
TJ1 M1915

ONG, Chen Ho. Modeling of plate heat exchanger and condenser working with R134A.
TJ1 M1916

ONG, Phei Shen. Biomass production *Chlorella vulgaris* UMACC 001 grown on chicken manure using high-rate algal ponds (HRAPs).
TA1 C2114

OOI, Hock Sheng. Software development for analyzing optimum insulation thickness of building wall.
TJ1 M1917

OOI, Soo Kee. Root pullout test.
TA1 C2113

PANG, Bih Fong. Effects of different viscosity agents in the mortar.
TA1 C2115

PANG, Chan Tze. Signature capture device using touch screen technology.
TK1 E1550

PATHMANANTHAM Kuppan. Design and development of a remote control mobile platform for critical environment.
TJ1 M1918

PRASHANT Tharmarajan. The potential of using a low to medium lime content for stabilization of clay soils.
TA1 C2116

PUVANESWARY Krishnan. A biomechanics research : gait analysis of hill climbing by varying the grade at a comfortable velocity using the gaitway

instrumented treadmill.
R856 E76

RAJKUMAR Mohanan. Design and construction of a 3-phase induction motor (stator).
TK1 E1551

RIDZUAN Zainal Abidin. The uses of project management consultant (PMC) in the mitigation of project delay.
TA1 C2117

ROBERTSON, Mark. Structural analysis and design of reinforced concrete beams : analysis part.
TA1 C2100

ROSMAWATI Mat Jihin. Blending of recycled polyethylene terephthalate (PET) with polycarbonate (PC).
TJ1 M1919

ROSNITA Yosop. Pedestrian facilities and walking characteristics in urban environment.
TA1 C2118

ROZIMI Ngah. Embedment strength for Malaysian timber MZJ 2.
TA1 C2119

RUFAlHAH Yusoff. Designing egg incubator.
TK1 E1552

SAAIDAL Razalli Azzuhri. Measurement of power line electromagnetic field (EMF).
TK1 E1553

SADHISHKHANNA Vijaya Balan. Modelling of SSFLC using three elastic constants.
TK1 E1554

SAIFUL ANWAR Adnan. Effect of lubricant additives and biofuel on sliding wears between two materials component.
TJ1 M1920

SAIMIE Mohiden. Alumina-copper oxide ceramics for low friction dry sliding.
TJ1 M1921

SHAFINI Halim. The effectiveness of the count-down signals.
TA1 C2123

SHAHRUL AMIN Ibrahim. Study on mechanical properties of PC/PBT/PE ternary blends.
TJ1 M1922

SHEIKH MOHD RIDHUAN Sikh Abdullah. Energy performance analysis of a room air conditioner using response surface methodology.
TJ1 M1923

SIM, Kian Chye. Pilot symbol assisted modulation.
TK1 E1555

SINGKOI, Jeneffer. Red gypsum addition in building material as a resource recovery.
TA1 C2086

SITI AMINAH Noh. Studies on side-channel dam spillway flow.
TA1 C2121

SITI HAJAR Othman. Quantitative analysis of service techniques in sepak takraw among new talents during the 9th SUKMA game.
R856 E77

SITI NOOR SYAHREEN Kamaruddin. Eyes extraction from the human face and its application to the face recognition.
R856 E74

SITI SERINARA Abdul Hamid. Characteristics of flow under radial gate control.
TA1 C2120

SITI ZURAIDAH Ibrahim. Texture classification using gabor filters.
TK1 E1556

SIVA BALAN Joega Nathan. Design and development of a remote control mobile platform for critical environment.
TJ1 M1924

SONG, See Siong. Incremental finite element analysis of embankment dams.
TA1 C2125

SOO, Koh Hoe. Experimental study on the slug velocity in a horizontal pipe using the pixel shifting method.
TJ1 M1925

SRI VIKNA Rohan. Implementation of EMS ISO 14001 for environmental

management : an application for SME.
TA1 C2124

SRI YOGESWARI Yoganathan. Use of rice husk for the removal of lead from wastewater.
TA1 C2124.1

SULAIMAN Hashim. Developing educational circuit analysis software using object-oriented approach.
TK1 E1557

SURAIYA Nadzrah Ramli. Shielding effect measurement on cable (simulation).
TK1 E1558

SU'UD RIDZUAN Ma'arof. Multiple integrated laser engagement system (miles) : remote controlled turret, phase 1.
TK1 E1559

SUZULIWATI Ahmad Saruji. Blending of polycarbonates with acrylonitrile butadiene styrene.
TJ1 M1926

SYAREHAN Hassan. A simulation study of biomass power plant.
TK1 E1560

SYAUZAB Abdul Jalil. Rear wing spoiler CFD analysis of a car.
TJ1 M1927

TAN, Alan Tin Jon. Developing image processing for vision based automatic steering control system.
TJ1 M1928

TAN, Chew Keng. Two-way wireless car security system (hardware).
TK1 E1561

TAN, Chou Chin. Analysis of sound propagation in an enclosed space.
TJ1 M1929

TAN, Chun Pin. Digital IC tester (software).
TK1 E1562

TAN, Kian Wee. Interface effect in zoned embankment dams.
TA1 C2127

TAN, Kim Tiam. Structural analysis and design of reinforced concrete beams : design part.
TA1 C2126

- TAN, Kok Liang. Distributed control system using fuzzy logic control.
TK1 E1563
- TAN, Mei Yen. Two-way wireless car security systems (software).
TK1 E1564
- TAN, Min Wee. Capacity study of signalised urban intersection.
TA1 C2128
- TAN, Pey Ern. Electronic appointment system (software).
TK1 E1565
- TAN, Teck Siong. Issues and problems in solid waste management.
TA1 C2129
- TAN, Wen Loong. The influence of quarry fines on rheology and strength of concrete.
TA1 C2131
- TANAPAL Balaraman. Central intermediate unit : control for disabled child's playground rideabout.
TK1 E1566
- TANG, Tick Han. The mitigation of delay and cost reduction in construction.
TA1 C2130
- TANG, Tung Pin. Thermal characteristics of a gas-solid two-phase flow in a high propulsion laval nozzle.
TJ1 M1930
- TEE, Lay Ling. Design of a plant to produce 250,000 tonnes of n-butanol per year with purity 99.5%.
TP1 K125
- TEH, Chai Fornng. AC power line data transmission in smart environment.
TK1 E1567
- TEH, Lee Ling. A hard to catch inverted pendulum with wheels (hardware part).
TK1 E1568
- TEH, Siew Hong. People tracker (software).
TK1 E1569
- TEO, Han Sin. Designing power factor correction circuit for fluorescent lamp ballast.
TK1 E1570
- TEOH, Ban Tat. Traffic improvement study for University of Malaya campus.
TA1 C2132
- THAM, Veng Leong. Development of a prosthetic hand.
TJ1 M1931
- THELAGAWATHIE Balakerisnan. Monitoring the durability of metamorphic rock.
TA1 C2133
- TIAN, Fung Wang. Generation and adaptation of unstructured finite element.
TJ1 M1932
- TING, Seng Hui. Voice based security system (DSP-linear prediction derived cepstral coefficients).
TK1 E1571
- TIONG, Kung Bin. A computer based study on settlement behaviour of piles in soft ground (sage crisp).
TA1 C2134
- TOH, Boo Cheong. Reflection of urbanization effects on hydrologic modeling of Kuala Lumpur catchments.
TA1 C2135
- TUIN, Kian Kok. The effect of wetting and drying on the engineering properties of metamorphic rock.
TA1 C2137
- TUNG, Tze Hong. Study on smoke contents in turbocharged diesel engine using response surface methodology.
TJ1 M1933
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TK1 E1572
- WAN HAFIZUL FADLI Wan A. Latiff. Optimum switched reluctance motor (SRM) drives performance.
TK1 E1573
- WAN HANANI Wan Mohamad Amin. Potential of sugarcane bagasse for Cadmium removal.
TA1 C2138

WAN IZURA AIDA Wan Ismail. Flux distribution assessment in laminated soft magnetic materials (hardware).
TK1 E1574

WAN MUZAFFAR Wan Muhammad. Performance and emission characteristics of natural gas engine.
TJ1 M1934

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TK1 E1575

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TK1 E1576

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TA1 C2079

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TK1 E1577

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TA1 C2139

WONG, King Lung. Structural analysis and design of two-way R.C. slabs : structural analysis part.
TA1 C2140

WONG, Wai Kwong. Flowing rice husk ash concrete.
TA1 C2141

WONG, Wei Pin. Miles phase 2 : proximity sensor.
TK1 E1578

WONG, Yoon Nam. Speech recognition trainer (software).
TK1 E1579

YAN, June Jack. Voice based security system (using MATLAB).
TK1 E1580

YAP, Seng Kuang. Theoretical and measured reverberation times.
TJ1 M1935

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TK1 E1581

YEO, Kian Bee. Wear behaviour of Al-metal matrix composite (MMC).
TJ1 M1936

YEOH, Choon Hong. A study in shear strength of soil-root matrix.
TA1 C2142

YONG, Chun Kit. Modeling of the semi-hermetic reciprocating compressor using refrigerant R134A under the ARI standard 540-1999.
TJ1 M1937

YONG, Yoong Hooi. Using CaCi₂ in co-precipitation as a sintering additive for MgCuZn ferrites.
TJ1 M1938

ZA ROSMAINI Daud. Experimental study on the slug velocity in a horizontal pipe using the direct overlapping method.
TJ1 M1939

ZABIDI Ahmad. Behavior of rising bubbles in two dimensional column that experiences a heavy shakes.
TJ1 M1940

ZAHERUDIN Alwi. Analytical prediction of the dryout critical heat flux in a forced convective boiling.
TJ1 M1941

ZAIDAH Mustafa. Headway and speed characteristics of urban arterials.
TA1 C2143

ZAIHASRA Mahat. Improving design and build implementation.
TA1 C2144

ZAIM FARID Khalid. A tool for cost-effective electrical wiring design.
TK1 E1582

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TJ1 M1942

ZALINA Mokhtar. Drought and rainfall pattern modelling as a monitoring system.
TA1 C2145

ZARINA Kamaruddin. Pedestrian facilities and walking characteristics in urban environment.
TA1 C2146

ZARIYAH Abdullah. Flux distributions assesment in laminated soft magnetic materials (software).
TK1 E1583

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TJ1 M1943

ZUHURAH Zaibidi. High speed traffic analysis.
TK1 E1584

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MUHAMMAD ASRUL EFFENDY Mohamad. Geologi am dan penekanan terhadap geomorfologi dan mendapan-mendapan lanar di kawasan Bruas, Perak.
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FAKULTI UNDANG-UNDANG

2002

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UMI Atiyah Che' Azmi. Kajian perbandingan: di antara institusi hisbah dan Ombudsman.
K668 FUU 754

ANUGERAH / SIJIL PERKHIDMATAN CEMERLANG

Anugerah Perkhidmatan Cemerlang Tahun 2004 telah diadakan di Dewan Tunku Canselor, Universiti Malaya pada 9 Disember 2004. Beberapa orang staf pelbagai peringkat yang telah menunjukkan prestasi cemerlang sepanjang tahun 2003 telah menerima Anugerah dan Sijil masing-masing daripada Naib Canselor, Y. Bhg. Dato' Profesor Dr. Hashim Yaacob.

Staf perpustakaan yang telah menerima Anugerah Perkhidmatan Cemerlang Tahun 2004 adalah seperti berikut :

1. Puan Noriyah Md. Nor (Ketua Pustakawan S54)
2. Puan Maziah bt. Salleh (Pustakawan S41)
3. Puan Zaila bt. Idris (Pustakawan S41)
4. Cik Zaharani bt. Aiyub (Pustakawan S41)
5. Datin Adlina Norliz bt. Razali (Pustakawan S41)
6. Puan Koh Ai Peng (Pustakawan S41)
7. Puan Ratnawati Sari Mohd. Amin (Pustakawan S41)
8. Encik Mat Isa b. Sulaiman (Pembantu Perpustakaan S17)
9. Puan Jamiah bt. Abdul Rahman (Pembantu Tadbir Perkeranian & Operasi N17)
10. Puan Sadiyah bt. Ahmad (Pembantu Tadbir Perkeranian & Operasi N17)
11. Encik Ashari b. A. Rahman (Pembantu Am Rendah N13)
12. Puan Sumathi a/p Kaleeswaran (Pembantu Tadbir Rendah N11)
13. Puan Norashikin bt. Ismail (Operator Mesin Pemerosesan Data F11)
14. Encik Kamaruzaman b. Abd. Samad (Pemandu R3)

Staf perpustakaan yang telah menerima Sijil Perkhidmatan Cemerlang Tahun 2004 adalah seperti berikut :

1. Sanisah bt. Bidin (Penolong Pegawai Sistem Maklumat F29)
2. Mohd. Arnuar b. Mohd Idris (Pembantu Perpustakaan S17)

PELAWAT PERPUSTAKAAN

Panel Lembaga Akreditasi Kejuruteraan (EAC) telah membuat lawatan rasmi ke Perpustakaan Kejuruteraan pada 25-26 Ogos 2004 untuk melihat dan menilai koleksi Perpustakaan Kejuruteraan bagi tujuan pengiktirafan program Fakulti Kejuruteraan.

Perpustakaan Utama telah dikunjungi delegasi dari Universiti Cairo, Mesir pada 8 September 2004. Delegasi seramai sepuluh orang itu terdiri daripada profesor dalam pelbagai bidang.

Senat Akademik FISIP Universitas Sumatera Utara, Medan, Indonesia 2000/2004 seramai 30 orang telah melawat Perpustakaan Universiti Malaya pada 1 Oktober 2004.

Staf Perpustakaan Mahkamah Persekutuan Malaysia, Putrajaya seramai empat orang iaitu Puan Asiah Mohd Nor (Penolong Pustakawan), Puan Zahariah Mahyuddin, Encik Mohd Rizal Mohd Sharif dan Cik Asmahani Mohd Paudzi (Pembantu Perpustakaan) telah mengunjungi Perpustakaan Undang-Undang pada 15 Disember 2004. Tujuan lawatan adalah untuk meninjau koleksi, perkhidmatan dan kemudahan di Perpustakaan Undang-Undang.

Selain lawatan dari organisasi, pertubuhan, kelab dan perpustakaan, Rangkaian Perpustakaan Universiti Malaya turut menerima kunjungan murid dan guru daripada 19 buah sekolah dari seluruh negara.

SUKANEKA STAF 2004

Pasukan Perpustakaan untuk pertama kalinya telah menyertai Sukaneka Staf Universiti Malaya 2004 yang diadakan pada hari Sabtu, 11 Disember di padang Sukaneka, Universiti Malaya berhadapan Kolej Kediaman Pertama. Dalam pertandingan tersebut, 15 PTj telah mengambil bahagian manakala Perpustakaan pula telah diwakili oleh 20 peserta. Pertandingan sukaneka tersebut dirasmikan oleh Pendaftar Universiti Malaya iaitu Tuan Syed Haron Syed Ahmed yang mewakili Naib Canselor Universiti Malaya, YBhg. Dato' Profesor Dr Hashim Yaacob.

Acara menarik yang dipertandingkan ialah menjaring bola, rantai manik, boling padang, bola berantai dan timang sayang. Selain itu juga terdapat acara seperti *musical chair* yang disertai oleh wakil setiap PTj bagi menambahkan lagi kemeriahan Sukaneka Staf 2004. Pada hari pertandingan

tersebut, Ketua Pustakawan, Puan Noriyah Md Nor dan juga Presiden Kelab KSRPUM, Puan Ruzita Ramly telah turut serta ke padang untuk memberi sokongan padu kepada para peserta. Berkat kesungguhan yang ditonjolkan oleh peserta Perpustakaan, mereka telah berjaya menjadi Naib Johan Sukaneka Staf 2004. Johan Sukaneka ini telah disandang oleh pasukan Pusat Sukan dan ini bukan satu perkara yang memeranjatkan kerana mereka mempunyai ramai atlit sukan di peringkat Universiti. Walaupun mendapat tempat kedua, semangat kesukanan dan kerjasama yang telah ditunjukkan oleh pasukan Perpustakaan harus menjadi satu kebanggaan dan secara tidak langsung dapat menaikkan imej dan mengharumkan nama Perpustakaan. Pada masa hadapan, diharap pasukan Perpustakaan akan lebih giat berusaha dalam menyertai sukaneka staf dan sukan serta pertandingan lain yang dianjurkan oleh pihak Universiti.

Nama Para Peserta

- | | |
|-----------------------------|---------------------------------|
| 1. Hafiz Ahmad Zulkifli | 11. Mohd Shahedan Patikhan |
| 2. Hairul Hisyam Husin | 12. Mohd Shariff Mohd Isa |
| 3. Iylia Syazana Imam Jamal | 13. Nazri Zubil |
| 4. Kamaruzzaman Ibrahim | 14. Norliza Zulkfali |
| 5. Mary Grace Selvanigaham | 15. Rajah Kuppusamy |
| 6. Mohammad Othman | 16. Sabariah Basir |
| 7. Mohammed Zaki Abd Rahman | 17. Shamsiah Abu Bakar |
| 8. Mohd Hafizi Jafri | 18. Vanisry Nokaraju |
| 9. Mohd Imran Mat Rahim | 19. Vijayakumari Atchuthan Nair |
| 10. Mohd Radi Mustapha | 20. Zulgafli Yahaya |

Laporan

Mohammed Zaki Abd Rahman, *mzaki@um.edu.my*

Shamsiah Abu Bakar, *sham@um.edu.my*

Bahagian Pembangunan Pangkalan Data

HAL EHWAL STAF / STAFF MATTERS

Pelantikan Baru

Seramai 14 Pembantu Perpustakaan (S17) (Kontrak) telah melapor diri di Perpustakaan. Mereka adalah:

Encik Mohd Azrul Hisham bin Bohari, 16 Julai 2004.

Encik Mohamad Shahril bin Abdul Rahman, 17 Ogos 2004.

Encik Zahariman bin Zainal Abidin, 23 Ogos 2004.

Encik Mohd Shukri bin Bakar dan Encik Mohd Idham bin Arsa, 1 September 2004.

Encik Hairul Nizan bin Ramli, 2 September 2004.

Encik Nazri bin Zubil, 3 September 2004.

Encik Mohd Hafizi bin Jafri, 6 September 2004.

Cik Ilyia Syazana binti Imam Jamal pada 17 November 2004.

Encik Mohamad Azaddin bin Ahmad, Encik Gopy Satishvaran a/l Sarvana dan Encik Mohd Rizuan bin Hamzah, 1 Disember 2004.

Encik Khairul Rijal bin Safiee@Hamdan, 21 Disember 2004.

Encik Faiz bin Ahmed Supian, 27 Disember 2004.

Kenaikan Pangkat

Encik Md. Hafiz bin Ahmad Zulkifli, Pembantu Perpustakaan (S17) telah dinaikkan pangkat ke jawatan Penolong Pegawai Perpustakaan (S27) (Kontrak) pada 3 November 2004.

Perletakan Jawatan

Encik Mohd Yusaini bin Mohd Yusof, Pembantu Perpustakaan (S17) (Kontrak) telah meletakkan jawatan pada 30 Ogos 2004.

Persaraan (Pilihan/Wajib)

Seramai sembilan staf Perpustakaan telah bersara pada tarikh yang dinyatakan. Mereka adalah:

Pembantu Am Rendah (N1) - seorang

Puan Normah binti Mat Esa, 30 Julai 2004.

Pembantu Perpustakaan (S17) – 5 orang

Encik Parisamy a/l Kulapiri, 6 Julai 2004.

Encik Hashim bin Dahalan, 11 September 2004.

Encik Varughese a/l Thomas, 5 November 2004.

Encik Kamaruddin bin Kilau, 6 November 2004.

Encik Anthony Vincent a/l A. Samuel, 13 November 2004.

Pembantu Tadbir Rendah (N11) - seorang

Puan Kalsom Bee binti Hashim, 11 November 2004.

Pembantu Tadbir (Perkeranian/Operasi) (N22)- seorang

Encik Rajoo a/l Murugaiah, 20 Disember 2004.

Juruteknik (B17) - seorang

Encik Sham bin Ismail, 21 Disember 2004.

Pertukaran Jabatan

Seramai lapan Pembantu Tadbir (Perkeranian/Operasi) (N17) telah bertukar ke Jabatan lain pada tarikh yang dinyatakan iaitu:

Puan Fatimah binti Ngah Ahmad - Pejabat Dekan, Fakulti Kejuruteraan, 17 Mei 2004.

Puan Norizan binti Abd. Raji - Jabatan Pengurusan Harta Tanah, Fakulti Alam Bina, 15 Ogos 2004.

Puan Marziah binti Babu - Klinik Kesihatan Pelajar, 15 September 2004.

Puan Zaini binti Jamaludin - Jabatan Farmakologi, Fakulti Perubatan, 16 September 2004.

Cik Nor Aishah binti Ahmad Ramli - Jabatan Kejuruteraan Elektrik, Fakulti Kejuruteraan, 16 September 2004.

Puan Faizah binti Abd Rahim - Jabatan Pembedahan Mulut & Maksilofasial, Fakulti Pergigian, 19 November 2004.

Puan Normala binti M. Shamsudin - Jabatan Biologi Mulut, Fakulti Pergigian, 6 Disember 2004.

Puan Jamiah binti Abd. Rahman - Pejabat Dekan, Fakulti Pergigian, 8 Disember 2004.

Kursus/Persidangan/Seminar/Mesyuarat

Staf Perpustakaan telah mengikuti kursus/seminar/bengkel anjuran Bahagian Sumber Manusia kecuali yang dinyatakan sebaliknya. Mereka adalah:

'Consortia Programme 2004' (8 Julai 2004 : Kuala Lumpur), anjuran Swets Information Service - YM Tunku Noraidah binti Tuanku Abdul Rahman dan Cik Molly Chuah.

Kursus Kenegaraan (15-19 Julai 2004 : Kem Bina Negara Tanjung Rhu Sepang), anjuran Biro Tatanegara, Jabatan Perdana Menteri - Puan Mary Grace a/p Selvanigaham.

Bengkel Kawalan Haiwan Perosak dan Pengurusan Bahan Buangan (21 Julai 2004 : Bilik Seminar, Rimba Ilmu), anjuran Jabatan Pembangunan dan Penyelenggaraan Harta Benda, Universiti Malaya - Encik Kamal bin Adnan.

Kursus Pemanduan Berhemah (21-22 Julai 2004 : Petaling Jaya) - Encik Kamaruzaman bin Abd. Samad.

'Evidence Based Medicine Seminar' (26 Julai 2004 : Kuala Lumpur), anjuran Persatuan Farmasi Malaysia - YM Tunku

Noraidah binti Tuanku Abdul Rahman dan Cik Norazlina binti Dol @ Othman.

'The International Seminar on The Humanities in the 21st Century' (27 Julai 2004 : Auditorium Fakulti Sastera dan Sains Sosial), anjuran Fakulti Sastera dan Sains Sosial, Universiti Malaya - Encik Mohammed Zaki bin Abd. Rahman, Cik Noorsuzila binti Mohamad dan Puan Rohaizah binti Jaafar.

Kursus 'Developing Executive Leadership: The Situational Leader' (10-11 Ogos 2004 : Kuala Lumpur) - Encik Mahbob bin Yusof.

'Malaysia Library Connect Seminar' (12 Ogos 2004 : Kuala Lumpur), anjuran Elsevier Science & Technology - Puan Adida binti Mohd Amin, Cik Molly Chuah, Encik Mohammed Dzulkarnain bin Abd. Karim dan YM Tunku Noraidah binti Tuanku Abdul Rahman.

'Proquest Information and Learning Seminar' (24 Ogos 2004 : Subang Jaya), anjuran ProQuest - Encik Mohammed Dzulkarnain bin Abd Karim dan Cik Sossamma George.

Kursus Kemahiran Komunikasi yang Berkesan (25-26 Ogos 2004 : Petaling Jaya) - Encik Mohammed Zaki bin Abd. Rahman, Puan Ratnawati Sari binti Mohd Amin, Cik Sutarmi binti Kasimun dan Puan Zuraidah binti Ibrahim.

Kursus 'Better Ways of Spoken English' (24-25 Ogos 2004 : Petaling Jaya) - Encik Mohd Syahedan bin Patikhan, Encik Mohamed Rahim bin Abd. Rahman dan Encik Ramli bin Hassan.

'The 15th International Meeting of University Administration (22-26 Ogos 2004 : Peking University, Beijing, China), anjuran Peking University, Beijing, China - Puan Noriyah binti Md. Nor.

Kursus Penyelenggaraan & Penguahan Komputer (Asas) (30 Ogos 2004 : Makmal Komputer Khas, Aras 3, Fakulti Alam Bina, Universiti Malaya) - Encik Ahmad Nizam bin Said dan Puan Koh Ai Peng.

Kursus Kenegaraan (26-30 Ogos 2004 : Kem Bina Negara Ulu Sepri (B), Negeri Sembilan), anjuran Biro Tatanegara,

Jabatan Perdana Menteri - Encik Safri bin Alias, Encik Zohri bin Aziz dan Encik Zulkifle bin Shahid.

Kursus Kenegaraan (26-30 Ogos 2004 : Kem Bina Negara Meru (A), Selangor), anjuran Biro Tatanegara, Jabatan Perdana Menteri - Puan Jamiah binti Abdul Rahman.

Persidangan 'Occidentalism and Orientalism: Reflections of the East and the Perceptions of the West' (14-16 September 2004 : Pusat Dialog Peradaban, Universiti Malaya) - Puan Noriyah binti Md. Nor.

Bengkel SPK untuk Ahli Jawatankuasa Pusat Tanggungjawab Universiti Malaya (18-19 September 2004 : Sepang), anjuran Unit Pengurusan Penjaminan Kualiti, Universiti Malaya - Cik Sutarmi binti Kasimun.

Kursus Ergonomik, Keselamatan Fizikal dan Akta Keselamatan & Kesihatan Pekerjaan (OSHA) (22-24 September 2004 : Petaling Jaya) - Puan Janaki a/p Sinnasamy, Encik Kamal bin Adnan dan Encik Mohd Arnuar bin Mohd Idris.

'Seminar On Problems and Challenges for Libraries in Developing Countries' (21 September 2004 : Perpustakaan Negara Malaysia, Kuala Lumpur), anjuran Perpustakaan Negara Malaysia - Cik Harvinder Kaur a/p Bakhtawar Singh.

Kursus Penulisan Memo, Surat Rasmi dan Minit Mesyuarat (28-29 September 2004 : Petaling Jaya) - Puan Noraslinda binti Sanusi, Puan Shamsiah binti Abu Bakar dan Puan Zaila binti Idris.

Kursus Induksi Kumpulan Sokongan Kumpulan II (Gred 1-22) Siri 1/2004 (27-28 September 2004 : Akademi Pengajian Melayu, Universiti Malaya dan (4-14 Oktober 2004 : Petaling Jaya) - Encik Ganeshram a/l Ponnusamy, Encik Hairul Hisyam bin Husin, Encik Mohd Syahedan bin Patikhan, Encik Mohd Hairi bin Ramli dan Encik Ranjit Kumar a/l Suyambugami.

Kursus Induksi Kumpulan Sokongan Kumpulan II (Gred 1-22) Siri 1/2004 (29-30 September 2004 : Akademi Pengajian Melayu dan (4-14 Oktober 2004 : Petaling

Jaya) - Encik Mohd Imran bin Mat Rahim, Md. Sawal Nasharill bin Shaari, Mohd Radhi bin Mustapha, Encik Prabhakaran a/l Balachandran, Encik Suhaimi bin Rasol, Encik Saipol Kamal bin Idris dan Encik Zamzaliman bin Ghazali.

Bengkel Pengurusan Insurans bagi Universiti Malaya (5 Oktober 2004 : Kuala Lumpur), anjuran Syarikat Takaful Nasional Malaysia Bhd - Puan Koh Ai Peng dan Encik Mohammed Dzulkarnain bin Abd. Karim.

Kursus 'A Personnel Style and Colour Analysis' (30 September & 7 Oktober 2004 : Petaling Jaya) - Puan Noriyah binti Md. Nor.

Kursus 'Introduction to SPSS' (28 Oktober 2004 : Makmal Lanjutan, Fakulti Sains Komputer Teknologi Maklumat, Universiti Malaya) - Cik Sossamma George.

Kursus Penyelenggaraan & Pengukuhan Komputer (Asas) (3 November 2004 :Pusat Teknologi Maklumat, Universiti Malaya) - Encik Mokhtar bin Hassan dan Encik Mohd Shaufi bin Ahmad.

'Asian Library & Information Conference 2004' (21-24 November 2004 : Bangkok, Thailand), anjuran Thai Library Association, Asia Library News dan InfoMedia Asia Limited - Cik Sossamma George.

Kursus 'Training for Trainers' (26 November 2004 : Petaling Jaya) - Puan Noraslinda binti Sanusi dan Puan Zaila binti Idris.

Kursus 'Stress Management' (7-8 Disember 2004 : Petaling Jaya) - Puan Rohaizah binti Jaafar dan Puan Ong Mui Leng.

Kursus Asas Pertolongan Cemas dan CPR (30 November & 1 Disember 2004 : Petaling Jaya) - Encik Taufik bin Daunar dan Encik Zainalabidin bin Salleh.

Kursus Kenegaraan (2-6 Disember 2004 : Selangor), anjuran Biro Tatanegara, Jabatan Perdana Menteri - Puan Che Jah binti Mamat dan Puan Noasmara binti Ramli.

Program Pembangunan Diri & Organisasi Cemerlang (3-5 Disember 2004 : Kem Al-Azhar, Morib, Selangor) - Encik Amear Puzi A. Wahab, Encik Ab. Rahman Abu Kassim, Encik Amir Nazim Yahaya dan Encik Neelamagam Suberaminiam.

Kursus Kepimpinan dan Pengurusan Organisasi (LOM) untuk Staf Pentadbiran (7-9 Disember 2004 : Port Dickson, Negeri Sembilan) - Encik Mahbob bin Yusof.

Kursus Kenegaraan (9-13 Disember 2004 : Sabak Bernam) anjuran Biro Tatanegara Jabatan Perdana Menteri - Puan Jainah binti Abdul Kadir.

Kursus Kenegaraan (16-20 Disember 2004 : Selangor), anjuran Biro Tatanegara, Jabatan Perdana Menteri - Puan Masitah Mohamad dan Puan Rokiah Jaafar.

Kursus Penyelenggaraan & Pengukuhan Komputer (Asas) (23 Disember 2004 : Makmal Pusat Teknologi Maklumat, Universiti Malaya) - Encik Choo Keng Koh, Puan Maznah binti Md. Yunus, Encik Ruslan bin Mansor, Encik Ramli bin Hassan, Encik Mat Isa bin Sulaiman, Puan Ng Sook Har, Encik Selamat bin Lajis dan Puan Rokiah Jaafar.