



UTM

UNIVERSITI TEKNOLOGI MALAYSIA

Faculty of Engineering

School of Computing

Course: UHMT1012 (Section 24)

Graduate Success Attributes

Name	Matric No
Rakesh A/L Kannapathy	A19EC0153
Nur Adilah Syaza Binti Mohamad Najib	A19EC0200
Amir Hakim Bin Ahmed Mahir	A19EC0018
Zeyad Mostafa Taalat	A19EC0287
Aluge Elinor Osei-Amaka	A19EC4005

TABLE OF CONTENT

Introduction	3
Objectives	4
Problem Statement	5-6
Organisation Structure	7
Duty and Responsibility of Committee Member	8-10
Budget	11-14
Estimated Date, Time and Venue	15
Programme Schedule	16
Conclusion	17
Self-Reflection.....	18-26
Reference.....	27
Appendix.....	28-31
Minutes of Meeting.....	31-36

Introduction

The University Technology Malaysia is a prestigious school, home to students who hail from over one hundred and twenty countries. These countries include, Indonesia, Somalia, Nigeria, Egypt, Bangladesh, Pakistan, China, Korea, Yemen, to mention a few. Students with unique and different cultural heritages are residing on this campus, these students speak different languages and possess different cultural identities.

“Unity, not uniformity, must be our aim. We attain unity only through variety. Differences must be integrated, not annihilated, not absorbed.” (Mary Parker Follett, 1918). Achieving a university with diverse cultures in which there is harmony, and the students though from different nationalities are able to intertwine loveably amongst themselves is the vision of the team.

Culture Festival 2020 brings all kinds of diversity in various countries around the world and introduces students to deep cultural events regarding different countries which include traditional dances, games, costume show and food.

Being able to witness and interact with different cultures from all over the globe is very important to every individual so that they are able to break their own personal barriers with other foreigners and emphasize with them. Moreover, flourishing interest in cultural diversity brings peace and deeper empathy to one another.

Culture Festival 2020 will be a fun and new experience for every participant and will expose each participant to cultural diversity and cultural beauty.

Objectives

The objectives of Culture Festival 2020:

- I. Introduce participants to diverse cultures and cultural activities Introducing participants to activities made by other cultures is one of the best and most effective ways to get people to understand and perceive the beauty and diversity of cultures that are different from theirs.
- II. Encourage participants to learn about different cultures and interact with them Interacting and observing different cultural events like dances and traditional costumes will encourage the participants to learn about diverse cultures.
- III. Maintain the uniqueness of culture heritage of each of the ethnics as culture are important to be preserve so that It won't be forgotten as our technology are developing and evolving towards a better technology.
- IV. Educating participants on the advantages of breaking cultural barriers and the disadvantages of keeping them the program's inclusion of talks given by highly educated individuals will broaden the participant's vision and shed light on the different aspects of cultural differentiation and barriers, including advantages of breaking cultural barriers and the disadvantages of keeping them.

PROBLEM STATEMENT

Although the official language of the University Technology Malaysia is English language, most students are more comfortable speaking their mother tongue and this makes it more difficult for communication, socialization and unity amongst the students from different nationalities. Most students do not know the culture of these other countries and hence cannot appreciate it. If we ignore this problem it could lead to negative ethnocentrism, which is the belief that the values of one's culture are superior to others and can thus breed pride, and contempt for outsiders.

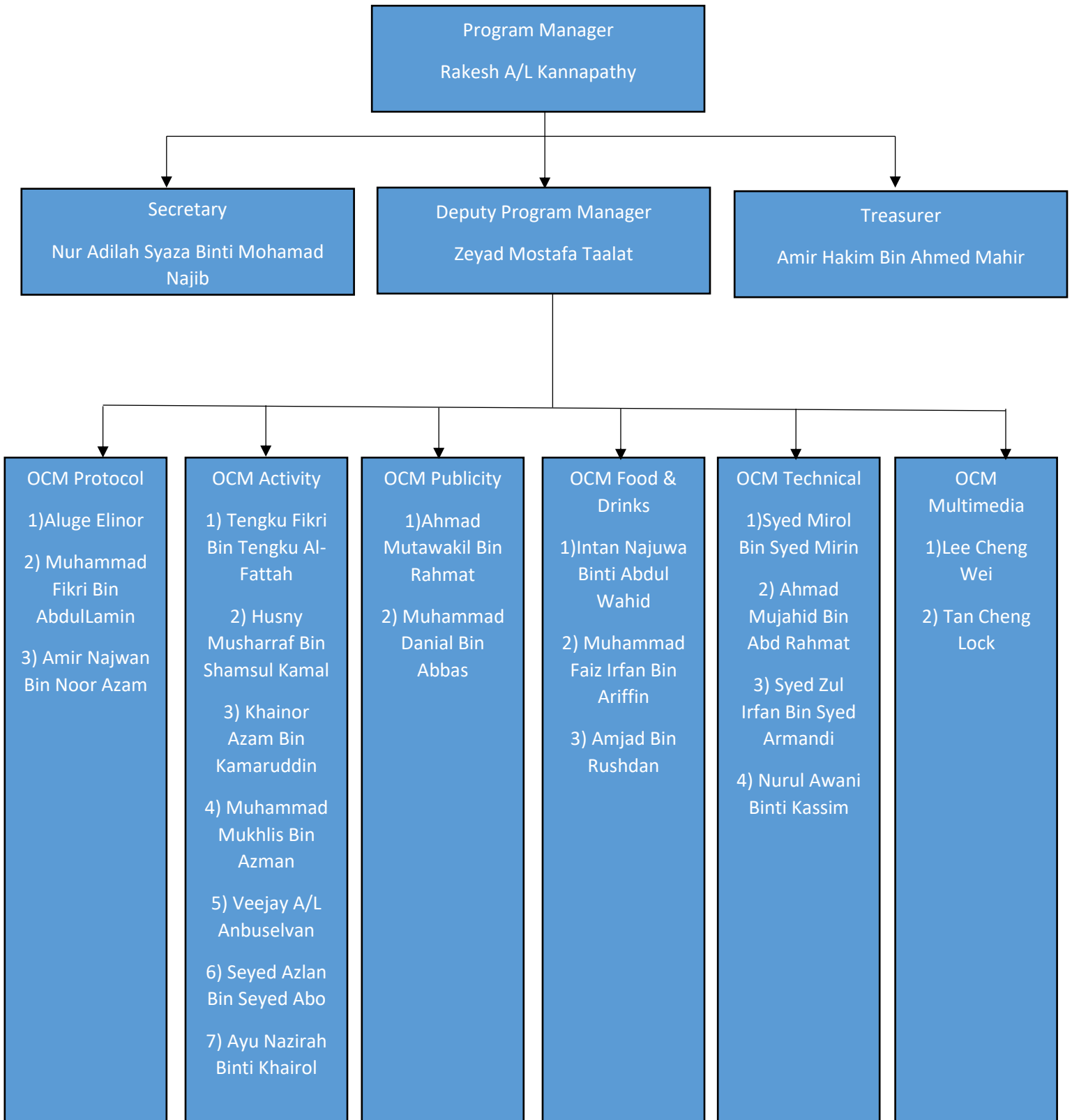
The team would use all resources available to plan an event that would enlighten the students on the importance of culture and teach the students to better appreciate the cultures of other countries thereby improving the unity, friendship and harmony between students from different nationalities and cultural backgrounds.

In the course of planning and running this event probable problems have been strategically thought out in order to be eliminated and ensure the smooth running of the event.

These problems include:

- Accessing caterers to provide indigenous food for the respective nationalities: An estimate of two hundred packs of indigenous food needs to be provided for the event and finding caterers from the different countries who would be able to provide food in such large amounts and agree to our terms and conditions is a potential problem that cannot be overlooked by the team.
- Getting the students to register and participate in the activities and performances, such as dance, display of cultural habiliments, singing of traditional songs, display of traditional games and keeping record of these students in order to plan and make provisions required for them to showcase their cultures.
- Providing transportation required by the students to the venue would undoubtedly encourage them to grace the event with their presence and the team looks to do everything possible to ensure the students are willing to participate. Nevertheless, providing transportation could be a problem as many plans would have to be put in place and this would also put strain on our budget. The team has planned ahead and found solutions to these underlying problems which would be discussed in appendix IV of this proposal.

ORGANIZATION STRUCTURE



DUTY AND RESPONSIBILITY OF COMMITTEE MEMBER

Program manager

- Organizing the programs and activities in conformity with the mission and vision of the organization.
- Meeting with stakeholders to ensure effective communication, and clarifying any issues and decisions that are unclear to members.
- Ensure there is agreement and effective participation of the members, settling any disputes that might occur between the members.
- Manage the risks and issues that might and do arise over the course of the program life cycle, as well as take measures to correct them when they occur.

Deputy Program manager

- Supervise the organization of ordinary committee members
- Seek for ordinary committee members

Secretary

- Ensure the meetings are properly organized.
- Ensuring all decisions taken during meetings are properly documented.
- prepare the report for the program.
- prepare the documents and forms of the program.
- Taking notes during the meetings.

Treasurer

- Prepare the financial report after the program
- Manage and control all the spending that had used in the program.
- Ensure the expenditures are in accordance with the planned budget.
- Find the sponsor for the program to ensure the program can work smoothly.
- Prepare the budget of the program

OCM Protocol

- Rent the venue from the related department which is Padang Kawad.
- Arrange the place, ensure the number of tables and chairs are sufficient.
- Ensure the venue is tidy and provide trash cans at strategic points throughout the hall
- When the program is processing, they will take part in the mini game.
- Ensure that the official ceremony runs smoothly

OCM Activity

- Register all the participant in the participation of activities, games, song, traditional costume display.
- Handle the games booth during the event.

OCM Publicity

- Ensure the program is well publicized and students are aware of the program.
- Ignite the interest of the students in the program.
- Design the posters, bunting and banner.

OCM Food and Drink

- Ensure the safe arrival of the food and drinks.
- Ensure the caterer is licensed and the food is safe to consume.
- Make sure the food supplier can deliver the food within the time.

OCM Technical

- Make sure that all utilities are properly set up during the event.
- Ensure the PA System are in good condition during costume show event and dance night event.

OCM Multimedia

- Record the video and take the photo for the program during the program processing.
- Prepare the video and photo from the cultural event.

Budget

Estimated Income

Sponsorship	Amount (RM)
Cash Sponsorship • Student Affair UTM & Majlis Perwakilan Mahasiswa UTM (MPM UTM JB) • Yayasan Warisan Johor	RM 500 RM 3,000
Product Sponsorship • Ministry of Culture and Tourism • Adabi Group • Zhillan Canopy & Event • Al-Fateh Printing • Ronny Entertainment • JB DoorGift	RM 1,600 RM 525 RM 1,800 RM 500 RM 1,400 RM 1,120
Total Estimated Income	RM 10,445

Estimated Expenditure

Activity	Amount (RM)
Publicity  • Banner (RM 25 Each*8)  • Bunting (RM40 Each*4)  • Poster (RM1.20 Each*100)	RM 200 RM 160 RM 120
Program • Space Rental (RM 1,400 Per Day*2) • Generator (RM 50 Each *5)  • PA System (RM300 Per Day*2)  • Lighting System (RM150 Per Day*2)  • Stage Set up  • Tent (RM200 Each *10)	RM 2,800 RM 250 RM 600 RM 300 RM 500 RM 2,000
Gift & Souvenir  • Goodies bag (RM5 Each*200)  • Sponsor's Gratitude Gift  • VVIP & VIP (RM 10 Each*2) • Lucky Draw Gift	RM 1,000 RM 100 RM 20 RM 200
Food & Beverage  • Breakfast (RM 3 Per Person*25)  • Lunch (RM 4 Per Person *25*2 days)  • Dinner (RM 5 Per Person *25*2 days)	RM 75 RM 200 RM 250
Equipment  • Games  • Costume  • Dances • Walkie-Talkie (RM 10 Each*5)	RM 300 RM 500 RM 800 RM 50
Total Estimated Expenditure	RM 10,425

 = Things being Sponsored by Company

Sponsorship Packages

SPONSORSHIP LEVELS	PLANTINUM LEVEL	GOLD LEVEL	SILVER LEVEL	BRONZE LEVEL
	RM3000	RM2000	RM1000	RM500
VIP seats for the performance night	✓			
Premiere logo placement on stage	✓			
Special booth for promoting	✓	✓		
Gratitude plaque	✓	✓		
Company logo on goodie bags	✓	✓	✓	
Mention on press releases	✓	✓	✓	
Company logo used on banner and poster	✓	✓	Name only	Name only
Tax exemption rate	10%	5%	2%	1%

SAMPLE OF SPONSORSHIP LETTER

12/08/2019

Cultural Event

University Technology Malaysia

81310 Skudai, Johor.

Dear [CEO/Manager/Business Owner],

My name is Amir Hakim Bin Ahmed Mahir and currently studying at University Technology Malaysia (UTM). I am the treasurer of my group and we are planning to organize a cultural event here at UTM, Skudai. The main purpose of this event is mainly to exchange cultures information among the students as there a lot of students from all around the world who are studying here. We also aimed to strengthen the bonding between all the UTM students with this particular event.

We have attached Sponsorship Packages Document with this letter for you to decide which packages suits you the most if you are interested in sponsoring this event. Despite which package that you choose, your company name will be mentioned in our event.

We are accepting both cash donations as well as in-kind donations of goods. You can decide what you want to contribute on our cultural event.

Me and my team members would like to thank you in advance for your largesse. You can contact me directly at 0123456789 or amirhakim24@gmail.com if you are interested.

Sincerely,

(AMIR HAKIM BIN AHMED MAHIR)

(Treasure of Cultural Event)

Estimated Time, Date and Venue

Date: 14 February 2020 (Friday) – 15 February 2020 (Saturday)

Time: 2.00 p.m. – 11.00 p.m. & 9.00 a.m. – 11.30 p.m.

Venue: Padang Kawad, UTM Skudai, Johor Bahru

The main idea on why the Cultural Event is held is basically to introduce to UTM students about other cultures that are different from their own. UTM students did not only consist of Malaysian only, but there are also many students who came from countries all around the world such as Indonesia, Saudi Arabia, Nigeria and Russia. These countries have many unique cultures that are very interesting for others to learn and diverse into.

Next, this cultural event encourages students to learn about different cultures and give them chance to get to know it. There will be traditional games during this event, so those who participate to this event can try these games. This will make the participants will know much deeper about other cultures. Not only that, there will be a costume show where attendees can observe and appreciate other cultures' traditional clothing. There also will be a performance night where students from various cultures will do a performance for each of their culture. Other students will be able to watch those performances and learn about the uniqueness of each cultures' performances.

In addition to that, this cultural event encourages students to break cultural barriers among themselves. This is due to students exchanges information about their cultures with other people with different cultures. This will create a bonding between them and make all of them become more understanding about each other's cultures.

TENTATIVE OF PROGRAM

Date	Time	Activity	Venue
1 ST day Friday (14/2/2020)	2.00 p.m.	Arrival of guests	Padang Kawad UTM, UTM, Skudai
	2.15 p.m.	Arrival of guest of honour	
	2.20 p.m.	Opening declaration and Speech by VVIP (En. Sharil Nizam Bin Abdul Rahim)	
	2.35 p.m.	Speech by Program Leader	
	2.50 p.m.	Introduction to food booth by MC	
	3.00 p.m.	Guests can begin to visit the food booth	
	6.00 p.m.	Break	
	8.00 p.m.	Traditional costume show	
	11.00 p.m.	End	
2 ND day Saturday (15/2/2020)	9.00 a.m.	Arrival of guests	Padang Kawad UTM, UTM, Skudai
	9.15 a.m. – 1.00 p.m.	Traditional games show at booth Guest can participate in the games	
	1.00 p.m. – 2.00 p.m.	Break	
	2.00 p.m. – 4. 00 p.m.	Continue with games booth	
	5.00 p.m. – 6.30 p.m.	Lion dance performance	
	6.30 p.m.	Break	
	7.45 p.m. – 11.00 p.m.	Traditional dance show	
	11.00 p.m. – 11.30 p.m.	Award and Closing ceremony	

CONCLUSION

In conclusion, it cannot be denied that cultural heritage plays a very crucial role in human's life. Malays, Chinese, Indians and many other ethnic groups have lived together in Malaysia for generations. All these cultures have influenced each other, creating a truly Malaysian unique culture and heritage. Furthermore, the primary objective of this program is to raise awareness in the society on how Important and precious all these traditional culture and heritage to one's life. In result, the younger generation will take the responsibility to conserve and preserve their heritage and culture wholeheartedly.

All of all, we hope that this program will be able to open people's mind and have a wider view so that each individual will take the responsibilities to preserve and conserve the culture and the heritage. Government, schools, parents and individuals should cooperate in order to instill the feeling of love towards the culture and heritage in the younger generation. Hence, the culture and heritage of one's races can be passed on to the future generations without having any difficulties.

Self-Reflection (Rakesh A/L Kannapathy)

We had chosen the Culture Festival Event for a reason. We notice that the practice of preserving our culture in this era is not becoming a common thing within the youngsters of the modern technology. Some of us still does not get the chance to get to know the traditional culture of our own students of UTM, that are diverse in religion and races. Other than that, some people are quite introvert to get to know each other among the students in UTM. By launching this event, it might give a big impact to those who are still having difficulty in making friends with either among the local students or the International students. Hence, we accepted the challenge to execute the event of global culture festival in University Technology Malaysia to make everyone be aware that our unique culture from each ethnic are dying day by day.

One of the challenges that we faced was to attract the participants especially among the UTM students. We were facing a major problem on ways to attract people to join our culture event. We managed to solve the problem by cooperating with “Jawatan Kuasa Mahasiswa Kolej” to send their college members to join the one of the hugest events, Global Culture Event. There is a total of 10 college that are required to send their college members to the event. Hence, the problem of participants joining our event are no longer a major problem as we had discussed the method to tackle this problem during our minute meeting.

Next, I have also learnt on how to prepare the proposal in order to organize an event. These would be useful to me as I can enhance my soft skills that could be useful during my working time. Not only that, I have also learnt on how to lead my team better as these experience makes me become wiser than before when making the decision. Taking opinion from each and one of us are just as important to make sure the event we are planning to execute runs smoothly. The most important thing is to cooperate with each other and put trust between each other so that preparation of the event will goes smoothly.

In conclusion, I would like to thank my team mates for giving full cooperation and their commitment in order to execute this event. Although it is a first-time experience to be able to lead the team, yet the trust that they put in me is something that I would really

be grateful with. Last but not least, I would like to thank Dr Muhammad Abd Hadi Bunyamin who gives us a lot of advice and tips in order for us to complete our project. Without the guidance of his, we would not likely be able to complete the Global Culture Festival event.

Self-Reflection (Zeyad Mostafa)

After we had picked our group, we started to brainstorm for about 3 days, each one of us had to come up with ideas. The problem is that a lot of ideas have already been done and perfected, so instead of finding an idea, we wanted to find a problem to which we create a program that can counter and help solve this problem.

After multiple discussions, we came to identify a certain problem many students face. In an international, multi-racial university such as UTM, it is crucial that people with different backgrounds are able to effectively communicate with one another. There are many reasons as to why this does not happen. We found one reason that we thought we are able to highlight and help solve, which is cultural barriers. When people come from different backgrounds, it is hard to communicate with them since you are not used to interacting with their likes.

To solve this problem, together we came up with the idea for “Culture Festival 2020”. It is a festival where we have participants from all around the world interacting and getting to know other people’s culture. This festival will not have any cultural barriers and will allow people to learn, watch, and participate in other people’s cultures. This will make the students become familiar and comfortable with cultures they interact with and will thus lead to more effective communication, friendship and interactions.

In my opinion, this idea was fun to plan with my group members and personally I think it is an amazing idea to help solve a great problem regarding student interactions.

Self-Reflection (Nur Adilah Syaza Binti Mohamad Najib)

Firstly, I would like to thank my group member for giving their best in brainstorming and completing our proposal and program. We have done a lot of group discussion to choose the best topic to create the proposal for this assignment. Each of us are required to suggest one topic so that we can get a variety of ideas in doing the proposal. In the end, after combining ideas from all the suggestions given by each of us, the topic of 'Culture and Heritage' is the best for us. As the younger generation, we do agree that culture and heritage have faded from us as we are more attract to the inventions of technology. However, after deep discussion, we realized that both aspects are actually very important and precious to one's life. It is our identity and it is the one who keep each community together for a very long time in the past.

By doing this assignment, I have gained a lot of knowledge. After finishing the task that have been given to me, it really gives me a chance and opportunity to travel back in time to the past and understand the how actually our ancestors have lived their life. It is really important for the younger generation to be involved in any event or program related to culture and heritage so that they will not forget their roots. Moreover, the youngsters will also appreciate and cherish the culture and heritage they own with full of pride.

Next, in finishing this assignment, I also have faced a lot of hardships. I learned that response from each member is very important. Having a teammate that does not response to our idea or question can sometime make our job harder. Hence, my second challenge in finishing this assignment is that I need to instill a positive and open mind if one does not reply to others question or ideas. It hard to find the best and suitable time for us to really discuss about the proposal as each of us has different schedule in life. Furthermore, I realized that in order to have a great teamwork among members, ones must not be so selfish by rejecting others idea just because it against his. This is one of the major challenges we have faced during the process of discussion. Thus, it's true that

we must stand to our idea, but it is also not a false to give in and accept others idea if the majority have agreed to it.

To sum up, cooperation is an important aspect that every group must have in order to have the best result in any work. I am very grateful to the ones who give me their cooperation during the process in finishing the assignment. Through this assignment, I can conclude that I have learnt a lot of thing that I can apply in facing my daily life.

SELF REFLECTION (AMIR HAKIM BIN AHMED MAHIR)

My group and I has decided to choose to take cultural event as our proposal's topic. The reason being is during our few months here at UTM, we have found out that there is noticeable cultural barrier between all UTM students due to their different background and cultures. Not only that, we also realized that it is hard for local and international students to create a bonding between themselves. This is due to the fact that all students have their own unique lifestyle and cultures. This very worries us a lot and that is why we chose to do cultural event so that all students can get to know each other cultures and at the same time create a strong bonding between them and create a harmonic atmosphere here at UTM.

During our group meeting, I have been chosen to become the treasurer of the event. There are a lot of problems that I have faced while being the treasurer as I have never conducted any official or big events my whole life. The first challenge that I faced is during estimating the budget of the event. Before estimating the budget, I have to know the flow of the event, the venue, all of the activities during the event and list of equipment for the event. My job kind of depends on my groupmates as they are in charge on the things I mentioned before. Fortunately, my groupmates did their own part really fast and at the same time fasten my progress in planning the event's expenditure. My group and I does not have a clue on price or fee for the services and the equipment that we seek for the event. So, we decided to search on the Internet for it and also asked the seniors about the events that they have conducted in the past. For example, one of my groupmates contacted a senior about the rental fee of Padang Kawad UTM and found out it is RM1,400 per day.

After estimating all the budget for the event, I have to search for companies who are willing to sponsor this program. Initially, I find it difficult doing this task as there are not many companies who want to sponsor it due to they are not very interested in my initial sponsorship packages. To counter that, I have discussed with my group about it and they all give many useful recommendations about those packages. After that, I collect all the recommendations and choose the best ones. Thankfully, many companies started to reconsider their decision about sponsoring the event. I know for a fact that a lot of companies really seek for tax exemption as it is very beneficial to them in the future. There are also companies or organizations that are just started their operation who are deeply in need of recognition to the public so their companies or organizations can thrive for more.

In the end, I really would like to say thank you to all my group members for helping me doing my task and also being supporting members of the group which make the flow of doing this event's proposal really smooth. Next, I would like to thank all of the people who help me and my group members on finishing this project and also Dr Muhammad Abd Hadi Bunyamin for giving us a chance to experience what it feels like planning a

project which most of us never experienced before. Dr Hadi also played an important role on teaching us how to have good leadership and how to become very useful members of the group.

Self-Reflection (Elinor Aluge)

My name is Elinor Aluge. On the 16th of October, 2019 a group of five individuals was created in the Graduate Success Attributes class and tasked with a project to plan an event. The group was first instructed to create a name for itself and elect a group leader. After careful cerebration the group chose the name "Acrux" which symbolizes one of the brightest shinning stars in the night sky. We chose this name as it portrays our goal in the course and our career at large, which is to shine bright and be amongst the best.

Our project topic is "Culture Festival 2020". We chose this project based on discoveries we made after our deep research. It is true that the university Technology Malaysia is a university home to students from various cultural and ethnic backgrounds. The big question is, how much do we really know about the cultures of others and how well do we truly appreciate these cultures? Our team decided to plan an event that would foster unity, love and oneness amongst students from all the cultural background irrespective of the many differences.

Planning this event was not particularly easy as the team had to make a lot of sacrifices for the success of the project. Regular meetings were held and the group leader split the work load into parts for the team members in order to reduce the work load on each person. Due dates for the submissions of the parts were given and the team would proof read and edit each person's part after submission.

I enjoyed being part of the team as all my team mates were co-operative and had good team spirits. I believe this is a good medium to allow the students express their ideas and develop problem solving skills and the lecturer Dr Hadi is doing a good job on the students.

Prepared By,

Rakesh A/L Kannapathy

Program Manager,

Program “Global Culture Festival”,

University Technology Malaysia

Verified By,

DR. MUHAMMAD ABD HADI BUNYAMIN

Advisor of Program “Global Culture Festival”

University Technology Malaysia

Reference

Alison Eldridge. 6 Classical Dance of India. Encyclopedia Britannica.

<https://www.britannica.com/list/6-classical-dances-of-india>

Fercility. 4 April 2019. 4 Well-Known Traditional Chinese Clothes Types.

<https://www.chinahighlights.com/travelguide/traditional-chinese-clothes.htm>

Kannishah Selvanathan. 13 January 2014. Permainan Tradisional Kaum India.

Malaysia. <http://trendypinkygirl.blogspot.com/2014/01/permainan-tradisional-kaum-india.html>

NG. Permainan Tradisional Kaum Melayu, Cina, India.. Malaysia.

<http://permainantradisionalcinamelayuindia.blogspot.com/>

Appendix



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

INVITES YOU TO



GLOBAL
CULTURE
FESTIVAL



VENUE: PADANG KAWAD UTM, SKUDAI
DATE: 14/2/20-15/2/20
ACTIVITIES: TRADITIONAL COSTUME SHOW
TRADITIONAL GAMES

Cultural Challenges in Malaysia - x +

← → ↺ 🏠

pathfinder-relocation.com/blog/cultural-challenges-in-malaysia/



Home

About Us

Individuals & Families

Corporate

Immigration

Contact Us

Blog

Pathfinder Concierge

Cultural Challenges in Malaysia

📅

Posted on February 17, 2017

👤

admin

The world, despite being made “smaller” through the ease of travel and also the ability to “visit” a location online whilst in the comfort of your own home, can still surprise us with its wonders and awe. Whether in the hustle bustle of Kuala Lumpur, or the sight of the majestic Mount Kinabalu in Sabah, and all the way to the living historical city of Malacca, expatriates can be assured of a fulfilling time in Malaysia. To also get the best of your stay in Malaysia, it is best to understand the cultural challenges and differences so that you can avoid any faux pas.

It is our differences that makes travelling interesting but below are a few tips that can assist you during your stay in Malaysia:

- **Greeting someone**

While it is common especially in Europe and America to greet someone with a firm handshake, in Malaysia, due to its numerous ethnicities and religions, the form of greeting can differ somewhat. Malay women do not usually shake hands with members of the opposite sex and only if they initiate the handshake, the acceptable way to greet them is to smile and bow slightly. Malay men have no qualms with shaking the hands of someone of their own gender but would hesitate again when it comes to someone from the opposite sex. Again, wait and see if they initiate the handshake, else a simple bow would suffice. In the business circle however, this is less restrictive.

The Chinese community however is more open to a handshake greeting regardless of gender and this would also apply to the Indian community though the cultural Indian way to greet someone is to put their hands together in front of them and nod their heads.

- **Language**

English is the business language and is very common especially in Multi-National Companies (MNC). Being a former British colony, English is understood in Malaysia especially the urban areas of the Klang Valley (Kuala Lumpur & Selangor) and also Penang. Learning a few common words in Malay would assist you greatly especially in rural areas. It would also help to break the ice and is a great conversation starter. As a testament of the cultural melting pot of races in Malaysia, languages like Mandarin, Tamil, Cantonese, & Hokkien are also widely used.

- **Communication**

Malaysians, as with most Asians are generally non-expressive in their communication styles (except when stuck in traffic!) and this could

RECENT COMMENTS

ARCHIVES

July 2019

April 2019

March 2019

September 2018

January 2018

June 2017

April 2017

March 2017

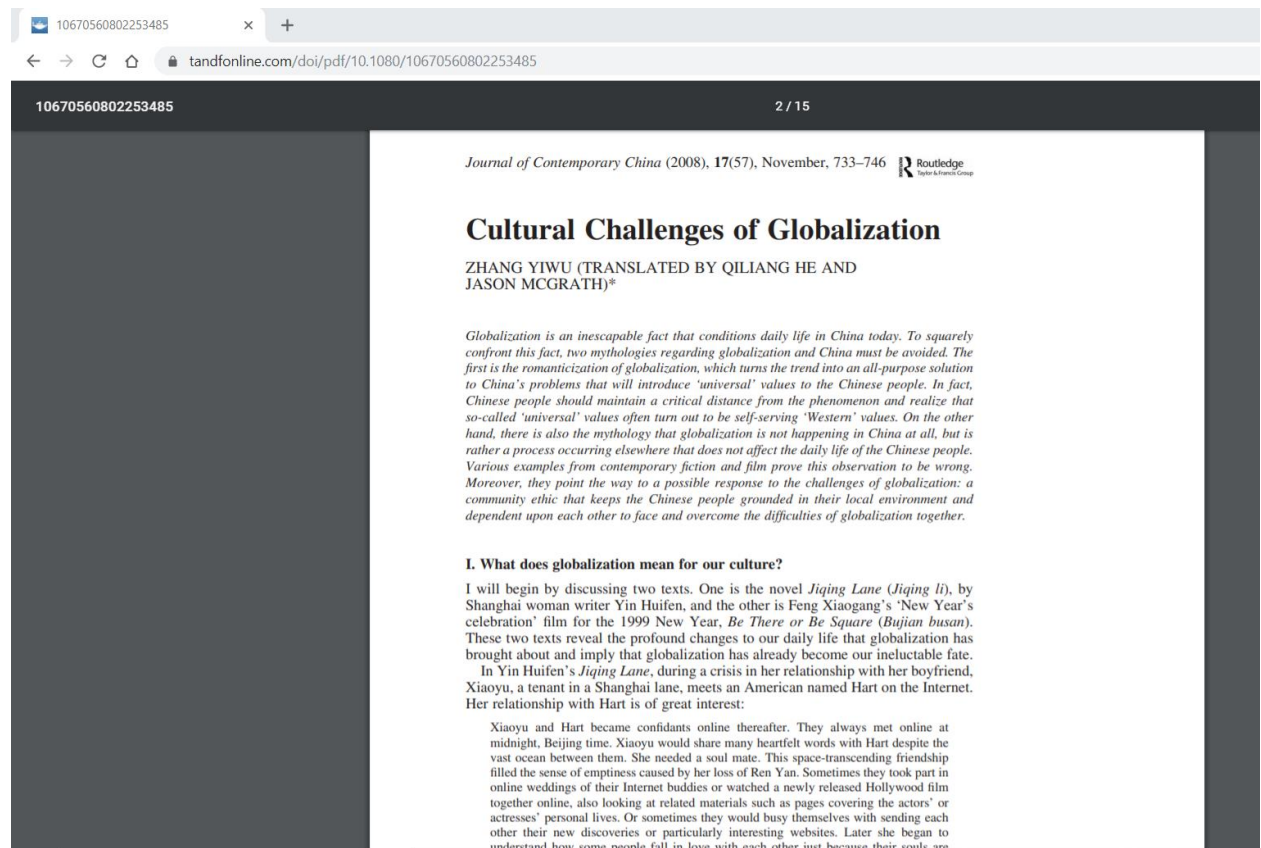
February 2017

CATEGORIES

Uncategorized

Link: <https://pathfinder-relocation.com/blog/cultural-challenges-in-malaysia/>

29



Link: <https://www.tandfonline.com/doi/pdf/10.1080/10670560802253485>

5 Ways to Overcome Cultural Barriers at Work



Add to Queue

NEXT A



Jacqueline Whitmore

CONTRIBUTOR

Author, Business Etiquette Expert and Founder of The Protocol School of Palm Beach



June 8, 2016 4 min read

ASK ^{AN} EXPERT

Our experts can help you start & grow your business, build your brand and more.

BOOK YOUR SESSION

These potential issues may hinder relationships in the workplace; therefore, if you plan to do business on a global level, you need to find solutions to break down any barriers. Here are some ways that will help.

Related: [A Culturally Diverse Workforce Could Be a Boon to Your Business](#)

1. Learn a few key phrases.

Because clear communication is essential for effective functioning, it is necessary that each of your employees understand what your clients and customers need. Depending upon the number of clients or customers with whom you work and the amount of diversity, it may not be possible for you to learn all the languages, but learning a few greetings and key phrases can go a long way.

You may want to consider a form of foreign language or [cross-cultural training](#) for employees who deal with clients of a specific culture. Compile a list of books and put them on a "recommended reading" list. One good one is "[Kiss, Bow or Shake Hands: The Bestselling Guide to Doing Business in More Than 60 Countries](#)" by Terri Morrison and Wayne A. Conaway.

2. Learn your client's culture.

Taking the time to research or inquire about another's culture can go a long way to make them feel comfortable. Learn about the things your clients and customers like and value: their food, their customs and protocol, business practices and what they do for fun. Since there is a host of information available online, you can easily discover the basic tenets of their culture. Because of your extra effort, the people with whom you work will feel appreciated and will be more apt to recommend you and do business

Link: <https://www.entrepreneur.com/article/276998>

MINUTE OF MEETING

MEETING AGENDA

First Meeting

No.	Group Member	Signature (Arrival)	Signature (Finish)	Group Meeting Agenda			Other remarks (problems, difficulties, limitations)
				Date: 3 December 2019 Time : 0010 - 1200	PIC of taking notes. Name: Nur Adilah Syaza	PIC of leading the discussion. Name: Rakesh	
				Agenda of Meeting / Discussion	Who is talking/giving ideas?	Action(s) taken after discussion	
1	Rakesh	<i>kesh</i>	<i>kesh</i>	Selection of theme of the program	Rakesh, Adilah, Ellinor	Decided to go with the theme of Cultural and Heritage	Difficulties in choosing major nationalities among international students
2	Nur Adilah Syaza	<i>adele</i>	<i>adele</i>	Brainstorming regarding the main content of the proposal of program	Zeyad, Adilah, Rakesh	Four main contents: Traditional games, costume, foods and dances	Difficulties in choosing the best content for the proposal.
3	Amir	<i>amir</i>	<i>amir</i>	Division of task in finding information for each content	Rakesh, Zeyad	Research on each nationality.	Lack of knowledge on culture and heritage of respective nationality.

4	Elinor	<i>ellie</i>	<i>ellie</i>	Days of program	Adilah, Ellinor	Decide to do a 2 days events	Each member has different opinion.
5	Zeyad	<i>zeyad</i>	<i>zeyad</i>	Types of countries for the program	All members	Some of it: Malaysia Indonesia Nigeria Egypt	Has to choose the major nationality.

Second Meeting

No.	Group Member	Signature (Arrival)	Signature (Finish)	Group Meeting Agenda			Other remarks (problems, difficulties, limitations)
				Date: 10 December 2019 Time : 0010 - 1200	PIC of taking notes. Name: Nur Adilah Syaza	PIC of leading the discussion. Name: Rakesh	
				Agenda of Meeting	Who is talking/giving ideas?	Action(s) taken after discussion	
1	Rakesh	<i>kesh</i>	<i>kesh</i>	Discuss about the additional content which are not included in the previous meeting	Adilah, Amir, Rakesh	Each person (Adilah, Amir, Rakesh) takes one point	Distribution of task: Some have to do more parts but some have to do less
2	Nur Adilah Syaza	<i>adele</i>	<i>adele</i>	Discussing about the budget of the program	Rakesh, Amir	Identify estimated income and expenditure.	Lack of knowledge in doing estimation of budget
3	Amir	<i>amir</i>	<i>amir</i>	Organization of program	All members	Focus on foods, facilities around the event venue	Difficulties in making organization of the foods, tables, lucky draw, speeches
4	Elinor	<i>ellie</i>	<i>ellie</i>	The flow of the event	Adilah, Rakesh	Change the structure and flow of	Cannot really estimate the time of program

						activity based on new flow	
5	Zeyad	<i>zeyad</i>	<i>zeyad</i>	Content of proposal	Adilah, Rakesh	More research has been done about specific content of nationality	Confuse on what to search for the content of proposal

Third Meeting

No.	Group Member	Signature (Arrival)	Signature (Finish)	Group Meeting Agenda			Other remarks (problems, difficulties, limitations)
				Date:	PIC of taking notes.	PIC of leading the discussion.	
				17 December 2019 Time: 2030 - 2200	Name: Nur Adilah Syaza	Name: Rakesh	
				Agenda of Meeting	Who is talking/giving ideas?	Action(s) taken after discussion	
1	Rakesh	<i>kesh</i>	<i>kesh</i>	Preparation of slide presentation	Rakesh, Adilah, Elinor	Present on budget and conclusion	Worry if presentation exceeds the time given.
2	Nur Adilah Syaza	<i>adele</i>	<i>adele</i>	Preparation for slide presentation	Rakesh, Adilah, Elinor	Present on objective, tentative, organization structure	
3	Amir	<i>amir</i>	<i>amir</i>	Discussion on proposal	Amir, Zeyad	Responsible in question and answer session	
4	Elinor	<i>ellie</i>	<i>ellie</i>	Preparation for slide presentation	Rakesh, Adilah, Elinor	Present on introduction, problem statement	
5	Zeyad	<i>zeyad</i>	<i>zeyad</i>	Discussion of proposal	Amir, Zeyad	Responsible in question and answer session	