

STUDENT HANDBOOK



Professionally Rewarding
Personally Satisfying

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About this Handbook

This handbook is a guide to students enrolled in the Executive Masters of Administrative Science (AM770) at Faculty of Administrative Science and Policy Studies (FSPPP). The handbook illustrates the faculty's commitment to the programme and the enrolled candidates. In keeping with the spirit of quality assurance, we want to make clear the requirements, expectations, promises and hope so that we will be clear from the outset about the programme requirements

This handbook is divided into three sections i.e. the programme and course related information, responsibilities of the post-graduate students and the some advice on how to approach a master's programme. It is hoped that this handbook will enhance the student's understanding of the requirements of the coursework based Executive Masters of Administrative Science (AM770) programme.

We will keep you updated on any changes to the programme and to the handbook. A digital copy will soon be made available through FSPPP's website (<http://www3.uitm.edu.my/faculties/fsppp/>)

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Subjective Quality of Life, Social Policy and Community Development

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Women in politics/ women employment, Gender mainstream & Human Resource Development

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Globalization, Regional Security and Strategic Studies

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Corporate Governance, Audit Committee & Board Effectiveness

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Regional Security

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Sociology, Policy, Environment, Local Government & Governance

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(Corporate Finance)
Shariah Governance, Corporate/ Islamic Finance, Taxation & Administration

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(Corporate Governance)
Shareholder Activism, Corporate Governance, Corporate administration & Leadership

The Faculty of Administrative Science & Policy Studies

The division of public administration was established in 1965 within the School of Administration and Law. In January 2004 the division was upgraded to a faculty and called the Faculty of Administrative Science and Policy Studies (FSPPP). The faculty now offers Diploma in Public Administration, Bachelor of Corporate Administration (Honours), Bachelor of Administrative Science (Honours). These courses are also now available via the Electronic Distance Learning and Off-Campus Programme modes.

The faculty has about 100 lecturers based mainly in the Shah Alam, Melaka, Sarawak, Sabah dan Kedah campuses. A number of strategically niched special interest groups undertake efforts in research and consultancy as an extension of the teaching and learning activities in support of the postgraduate programmes. The Faculty also publishes the Journal of Administrative Science (JAS) as a forum for discussion and publication of scholarly work in the fields of administrative science and public policy.

The EMAS Programme (AM770)

The public managers must be as sophisticated and savvy as their private sector counterparts to steer the K-economy and the E-government that is taking shape within the framework of a modern, progressive, ethical and proactive national governance system.

The Executive Masters of Administrative Science is designed to enable the mid-level public managers to play such a role. The programme addresses the primary challenges facing today's managers and develops understanding and

competencies in areas that will enhance the public manager's career. The curriculum has been developed through careful observation of the public agencies, the public executives and based on intensive consultation with National Institute of Public Administration (INTAN). The core courses provide for generic competencies while the electives allow candidates to acquire specialized knowledge and skills in their area of interest and preference. The dissertation will allow candidates to demonstrate their ability to undertake research on issues and problems faced by their organisations.

To ensure good value, the programme will be taught by a combination of academics, senior public managers, accomplished executives and a corp of internationally renowned visiting Professors.

A comfortable and conducive learning environment will be provided with computing facilities and discussion areas to make the experience enriching.

We are committed to giving you value for your money and time. The programme will be professionally rewarding and personally satisfying.

Full-time: 1 ½ – 2 years (3 -4 semesters)

Part-time: 2 -4 years (4 – 8 semesters)

The candidates must complete 40 credits hours of courses, including 6 credits of electives and a 9 credit hour dissertation.

Entry Requirements

Applicants (Bumiputras only) must have a recognised honours degree in administration, management or other related disciplines with a minimum Cumulative Grade Point Average of 3.00 or 2.75 or equivalent and 2 years of working experience and attend an interview with the Faculty Post-Graduate Committee OR minimum Cumulative Grade Point Average of 2.5 or equivalent and 4 years of working experience and attend an interview with the Faculty Post-Graduate Committee

International students (International students can only enrol on the full time mode) must have a good honours degree recognised by the Malaysian government in related areas. They must have a TOEFL score of at least 550 or IELTS band 5.

Duration of Study

The Programme Structure (Full Time)

Semester	Course Code	Course	Credit
1	EMA700	HUMAN CAPITAL MANAGEMENT	3
	EMA701	PUBLIC SERVICE MANAGEMENT & QUALITY	3
	EMA705	RESEARCH METHOD & DATA ANALYSIS	4
	EMA756	PUBLIC FINANCIAL MANAGEMENT	3
TOTAL			13
2	EMA717	ETHICS AND INTEGRITY IN ADMINISTRATION	3
	EMA752	STRATEGIC MANAGEMENT FOR THE PUBLIC SECTOR	3
	EMA704	POLICY ANALYSIS	3
		ELECTIVE 1	
	EMA703	INFORMATION TECHNOLOGY MANAGEMENT	3
	EMA717	LEADERSHIP FOR CHANGE	
	EMA718	SEMINAR IN GLOBAL AFFAIRS	
	EMA746	QUALITY MANAGEMENT FOR THE PUBLIC SECTOR	
	EMA747	E-GOVERNMENT	3
	EMA 784	PUBLIC SECTOR MARKETING	
	EMA749	GLOBAL E-COMMERCE	
	EMA750	MANAGING CULTURAL DIVERSITY	
	EMA751	INDEPENDENT STUDY	
	EMA753	KNOWLEDGE MANAGEMENT FOR THE PUBLIC SECTOR	
	EMA754	LOCAL GOVERNMENT & URBAN GOVERNANCE	
	EMA755	CORPORATE GOVERNANCE	
	EMA757	K-ECONOMY	
	EMA758	ENVIRONMENTAL LAW & POLICY	
	EMA760	CORPORATE ACCOUNTABILITY AND SUSTAINABILITY	
TOTAL			12
3	EMA737	DISSERTATION	9
	EMA733	PROJECT PLANNING, ANALYSIS AND MANAGEMENT	3
		ELECTIVE 2	

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	EMA703	INFORMATION TECHNOLOGY MANAGEMENT	3
	EMA716	LEADERSHIP FOR CHANGE	
	EMA718	SEMINAR IN GLOBAL AFFAIRS	
	EMA746	QUALITY MANAGEMENT IN PUBLIC SECTOR	
	EMA747	E-GOVERNMENT	
	EMA748	PUBLIC SECTOR MARKETING	
	EMA749	GLOBAL E-COMMERCE	
	EMA750	MANAGING CULTURAL DIVERSITY	
	EMA751	INDEPENDENT STUDY	
	EMA753	KNOWLEDGE MANAGEMENT FOR THE PUBLIC SECTOR	
	EMA754	LOCAL GOVERNMENT & URBAN GOVERNANCE	
	EMA755	CORPORATE GOVERNANCE	
	EMA757	K-ECONOMY	
	EMA758	ENVIRONMENTAL LAW & POLICY	
	EMA760	CORPORATE ACCOUNTABILITY AND SUSTAINABILITY	
TOTAL			15
TOTAL CREDIT			40

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The Programme Structure (Part Time)

Semester	Course Code	Course	Credit
1	EMA700	HUMAN CAPITAL MANAGEMENT	3
	EMA701	PUBLIC SERVICE MANAGEMENT & QUALITY	3
	EMA705	RESEARCH METHOD & DATA ANALYSIS	4
TOTAL			10
2	EMA717	ETHICS AND INTEGRITY IN ADMINISTRATION	3
	EMA756	PUBLIC FINANCIAL MANAGEMENT	3
	EMA704	POLICY ANALYSIS	3
TOTAL			9
3	EMA752	STRATEGIC MANAGEMENT FOR THE PUBLIC SECTOR	3
	EMA733	PROJECT PLANNING, ANALYSIS & MANAGEMENT	3
		ELECTIVE 1	
	EMA703	INFORMATION TECHNOLOGY MANAGEMENT	3
	EMA716	LEADERSHIP FOR CHANGE	
	EMA718	SEMINAR IN GLOBAL AFFAIRS	
	EMA746	QUALITY MANAGEMENT IN PUBLIC SECTOR	
	EMA747	E-GOVERNMENT	
	EMA748	PUBLIC SECTOR MARKETING	
	EMA749	GLOBAL E-COMMERCE	
	EMA750	MANAGING CULTURAL DIVERSITY	
	EMA751	INDEPENDENT STUDY	
	EMA753	KNOWLEDGE MANAGEMENT FOR THE PUBLIC SECTOR	
	EMA754	LOCAL GOVERNMENT & URBAN GOVERNANCE	
	EMA755	CORPORATE GOVERNANCE	
	EMA757	K-ECONOMY	
	EMA758	ENVIRONMENTAL LAW & POLICY	
EMA759	CORPORATE ACCOUNTABILITY AND SUSTAINABILITY		

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TOTAL			9
4	EMA 737	DISSERTATION	9
		ELECTIVE 2	
	EMA703	INFORMATION TECHNOLOGY MANAGEMENT	3
	EMA716	LEADERSHIP FOR CHANGE	
	EMA718	SEMINAR IN GLOBAL AFFAIRS	
	EMA746	QUALITY MANAGEMENT IN PUBLIC SECTOR	
	EMA747	E-GOVERNMENT	
	EMA748	PUBLIC SECTOR MARKETING	
	EMA749	GLOBAL E-COMMERCE	
	EMA750	MANAGING CULTURAL DIVERSITY	
	EMA751	INDEPENDENT STUDY	
	EMA753	KNOWLEDGE MANAGEMENT FOR THE PUBLIC SECTOR	
	EMA754	LOCAL GOVERNMENT & URBAN GOVERNANCE	
	EMA755	CORPORATE GOVERNANCE	
	EMA757	K-ECONOMY	
	EMA758	ENVIRONMENTAL LAW & POLICY	
EMA759	CORPORATE ACCOUNTABILITY AND SUSTAINABILITY		
TOTAL			12
TOTAL CREDIT			40

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CORE COURSES

Courses all EMAS students have to successfully complete.

HUMAN CAPITAL MANAGEMENT (EMA 700)

The course examines the deployment of the most valuable of all resources – the human resource in the achievement of organisational goals. The course is a blend of strategic human resource management and knowledge management. The module presents a model of Human Capital Management that focuses on the building of competitive advantage via unique capacity building. A more balanced approach to Human Capital (HC) is adopted with the need to focus on and manage knowledge through the management of people. HRM's critical role in creating and sustaining a knowledge-enabling environment through innovative and competitive talent planning, acquisition and management and performance management is the main focus of this course. [SLT: 120]

PUBLIC SERVICE MANAGEMENT & QUALITY (EMA 701)

The course examines public service management from the standpoint of service management. The principles and practices in the service management are blended into public service

management. The course will provide the executives with a holistic view of the service processes with emphasis on the innovations and quality that are taking place in other jurisdictions. The new public management agenda is the unifying theme in this course aimed at providing a framework to understand the new quality orientation in public service management. The rich field of services management in the Commonwealth and elsewhere will be tapped to enrich local public services.

[SLT: 120]

RESEARCH METHODOLOGY AND DATA ANALYSIS (EMA 705)

The course will equip students with the basics of formulating quantitative and qualitative empirical research. The course will assist the students from formulation of a research proposal up to the writing up of the final research report. The course covers research designs, sampling strategies, sample size selection, instrumentation issues, developing conceptual framework and data analysis. Basic descriptive and inferential statistics are introduced to enable students to carry out multivariate data analysis using the SPSS package. Students are expected to have some basic research method and statistical knowledge. The students must develop a research proposal meeting all the requirements outlined in the course documents. [SLT: 160]

ETHICS AND INTEGRITY IN ADMINISTRATION (EMA 717)

Ethics shape and define the nature of public professions. Public agencies and their employees are ethically bound to the broader society and are “holders of the public trust.” Therefore, public administrators in order to perform their work in a fair and ethical manner, need to understand and deal with the ethical dilemmas they encounter. This course helps prepare students by broadening their understanding of the definition and philosophy of ethics. The associated field of integrity systems in the public sector are linked to ethical values to ground improprieties in ethics besides law. Through group discussion and case analyses, students will learn to recognize ethical problems and gain skills to approach them with honesty, sincerity, and confidence. Additional knowledge will be gained through lectures, readings, and writing. [SLT: 120]

STRATEGIC MANAGEMENT FOR PUBLIC SECTOR (EMA 752)

The course examines the concept of strategic management and its application to the public sector. The assumptions, approaches and perspectives of strategic management are outlined and examined in the context of the public sector. The formulation, implementation and evaluation of the strategic plans are the main foci of this course. Alternative public sector

based approaches to strategic management are examined to provide a range of approaches and theories for the students to acquire a wealth of knowledge to be contingently applied. [SLT: 120]

PUBLIC FINANCIAL MANAGEMENT (EMA 756)

This course examines the constitutional arrangements for financial management of the governmental sector. The challenges of expanding and improving the system are examined in the light of new sources of funds and new means of managing expenditures. The accounting and budgeting systems developed and used in the management of the public money are also examined. The developments in other jurisdictions are also visited to enable international learning and benchmarking. New and innovative means of financing governmental project through privatisation and smart-partnership will be explored in detail. The legal and policy impact of these new arrangements are explored and the way forward will be collectively examined.

[SLT: 120]

PROGRAMME PLANNING, ANALYSIS AND MANAGEMENT (EMA 732)

At all levels of government, and in much of the non-profit sector, agencies are now required to specify the

outcomes that their programs are expected to produce, and to devise ways to measure and evaluate the extent to which those outcomes have been achieved. Program evaluation can be considered a more in-depth form of performance measurement in that it seeks to do more than measure program outcomes. It is designed to evaluate program operations and the impact of the program on the target population. The purpose of this class is to provide you with the knowledge and skills that you need to construct and critique evaluation designs, collect and analyze data to test the effects of government programs, and address many of the questions and issues that arise in the process of evaluating program impacts. To enable more effective programme planning and analysis, the management aspects are equally highlighted to provide a holistic view of the process. [SLT: 120]

POLICY ANALYSIS (EMA 704)

This course seeks to develop a mastery of techniques and methods pertaining to public policy analysis and policy evaluation. It focuses on the concerns for rationalistic and policy process approaches to policy analysis as well as concerns for expertise in this field. It features an in depth discussion of the theoretical and applied aspects of the different phases of public policy analysis but special emphasis is placed on the ex-post activity of public policy evaluation. As such, students are encouraged to read widely

and make presentation pertaining to public policy case studies. In addition, each student is required to write a policy issue paper as part of the evaluation requirements. [SLT: 120]

DISSERTATION (EMA 737)

A study based on the proposal developed and approved as part of the requirements of the course in Research Method and Data Analysis in the first semester shall be carried out with the guidance of a supervisor appointed by the Faculty's Postgraduate Research Committee (FPRC). The study must involve research problems appropriate to Master's level and can be either quantitative or qualitative in nature. The study must observe and demonstrate sufficient rigour that conforms to the conventional scientific study or other methodologies. The student must carry out the study, analyse and write up the dissertation following the requirements of UiTM. The dissertation of no more than 30,000 words must be defended before a committee of senior staff. The detailed guidance on the dissertation is available in the Faculty's Dissertation Handbook to be provided to all post-graduate students. [SLT: 360]

Supervisors:

All qualified and experienced staff of FSPPP will supervise the dissertation.

ELECTIVE COURSES

(Students are required to complete any two of the following courses) Every effort will be made to offer electives that meet the students' needs. However, the electives offered will depend on number of students and the availability of instructors.

INFORMATION TECHNOLOGY MANAGEMENT (EMA 703)

The course provides a general manager with an adequate understanding of the main trends and issues in acquiring and utilizing technology. The technology policies of the government, the primary considerations in the acquisition of technology, the management of the technology and eventually the integration of the technology with the business plans will form the general scope of this course. The course integrates basic management principles with techniques in information systems and technology. Emphasis is placed on the application of combined information hardware and software solutions to business decision processes. The course will be conducted via a series of lectures by individuals from agencies and companies who have vast experience in this field. [SLT: 120]

SEMINAR IN GLOBAL AFFAIRS (EMA 718)

The seminar covers global issues of serious concerns to government, policy makers and businesses. The course provides the students with the opportunity to explore critically issues of emerging importance and to develop an eclectic understanding of the interrelated nature of global forces. Environment, trading systems, international relations, poverty, terrorism, foreign direct investment, public and corporate governance and technology are some of the key areas that will form the general focus of this course. Given the dynamic nature of global affairs, the students can explore new and emerging areas of interest with the approval of the instructor. [SLT: 120]

LEADERSHIP FOR CHANGE (EMA 716)

The course examines the concept of transformational leadership through the evolution of leadership understanding. The leadership challenges of the public organisations are identified and examined through the use of models and theories of leadership and change. The central role of leadership in change is the key theme that pervades this course. Through the use of cases and practitioner reflection, the leadership attributes are demonstrated to the students. The class will be required to describe and reflect on their leadership qualities and how these facilitate or frustrate change in their respective organisational worlds. [SLT: 120]

QUALITY MANAGEMENT FOR PUBLIC SECTOR (EMA 746)

The course brings together the three pillars of TQM; customer orientation, continuous improvement and employee involvement. The course encompasses the definition of quality, designing of quality systems, establishing of quality systems, control of quality, measurement of quality, costing of quality, tools of quality improvement and the approaches to implementing TQM. The students will also be introduced to the various models of TQM including Malcolm Baldrige Quality Award, Prime Minister's Award and the European Foundation for Business Excellence Model. [SLT: 120]

KNOWLEDGE MANAGEMENT FOR PUBLIC SECTOR (EMA 753)

The course seeks to establish the domain of knowledge management and to provide the students a good grasp of the basic concepts and approaches to building a knowledge organisation. The approaches, strategies tactics and tools are covered in this course. The controversies, dilemmas and the potential for successful KM is weaved into the course to provide a truer account of KM so that students as managers will appreciate the power and the pitfalls of the approach to competitive advantage. [SLT: 120]

CORPORATE GOVERNANCE (EMA 755)

The evolving standards of corporate control and conduct are the main themes of his course. The theories and practices of corporate governance will be examined to identify the Malaysian developments. The challenges in promotion of the interests of the state, the owners, the managers, employees and the consumers in the major approaches to seeking better control of the corporations will be collectively explored via seminars and case discussions. [SLT: 120]

K-ECONOMY (EMA 757)

This course outlines the development and importance of information economy. The fundamental economics of the digital economy is identified and utilised in explaining the development trajectory of the new economy. A combined understanding of the economics of the information economy provides a grounded view of the nature, challenges and the perils of the new economy. Policy directions will be outlined to facilitate understanding of control and facilitation of the digital economy. [SLT: 120]

GLOBAL E-COMMERCE (EMA 749)

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The proliferation of e-commerce has led to the emergence of a new business ecosystem where transactions are conducted with increasing degree of speed, openness and transparency. The course builds fundamentals and structure with a view to highlighting how traditional business methods are being transformed by the evolving business order. It combines the emerging principles of and theories related to the network economy and the context rich case studies to show how to use the Internet effectively to expand market reach, minimise costs and shorten production and ordering time, thus enhancing customer loyalty and value. [SLT: 120]

INDEPENDENT STUDY (EMA 751)

This elective course allows the student to carry out an independent study into an agreed topic or issue within the broad province of this program and discipline, and of suitable scope and complexity to test the student's capability. The independent study permits the students to customize the course to an area of personal or career interests that no other courses in the programme cater. The student with the help of a staff member must develop and write a 15,000 word (about 50 pages) paper following the faculty's in-house style. The student shall meet the assigned staff member on a weekly basis for directions and monitoring of the progress of the study. Pre-determined criteria will be

used to evaluate the work and moderated by a second examiner. [SLT: 120]

PUBLIC SECTOR MARKETING (EMA 748)

The course attempts to explore the application of marketing and consumer behaviour principles and practices in the context of the public and social services. The principles of commercial marketing are highlighted and the appropriate applications are illustrated for better marketing of ideas, attitudes and policies which is the mainstay of public service marketing. The course opens a new vista of opportunities for public executives by showing the path to creative and friendlier ways of obtaining consumption, acceptance and compliance instead of traditional coercive means. The new millennium public executives will be challenged to produce more with fewer resources and more critical and resistant public. Through this course, a whole new arsenal of strategies and approaches that have worked for the non-profit sector and also businesses will be introduced to the new age executives. [SLT: 120]

E-GOVERNMENT (EMA 747)

The course is designed to introduce the students to the role of ICT in the

business of government. The main technologies are outlined and the potential of the technologies are examined in the light of democratic values of the society. The technological possibilities and realities are considered in terms of extending access to governmental services, in encouraging wider and intensive participation in civic decisions, in making services faster and efficient etc. The emerging virtual communities and their impact on governments are explored. [SLT: 120]

MANAGING CULTURAL DIVERSITY (EMA 750)

Organisations especially public organisations tend to homogenise rather than encourage heterogeneity. But as organisations seek to become innovative and creative, diversity at the workplace becomes a strength rather than a weakness. This course examines the cultural diversity at the workplace to sensitise managers to its existence and to the challenges inherent in its management. Policies and practices required to capitalise on this diversity will be examined by looking at the practices in other progressive organisations. [SLT: 120]

LOCAL GOVERNMENT & URBAN GOVERNANCE (EMA 754)

The course deals with the lowest level of government that is intimately involved in the daily lives of people. It examines the challenges faced as the society becomes urban, consumerist, mobile, nucleic and demands greater responsiveness and accountability. The public-private smart partnership is examined as alternative forms of urban governance within the context of agenda 21. The present set of services and policies of local authorities are examined in the context of IT and how the local authorities have to navigate to stay important and influential in the governance of urban communities. [SLT: 120]

ENVIRONMENTAL POLICY AND LAW (EMA 758)

The course is aimed at examining the policies and the laws at various levels of government that relate to the regulation of the environment. The structures, mechanisms and the standards in place to manage and mitigate the ill-effects on the environment are examined and evaluated for its effectiveness. The course also explores the contribution which law can make to the protection of the environment. It will critically examine the principles, structure and effectiveness of the legal system as it relates to environmental issues. The focus will not only be on specific substantive topics, such as pollution control and conservation, but also on broader conceptual issues,

such as the 'right' to a decent environment and morally good environmental law.

Student Learning Hours: 120

Note: More electives will be added based on students' interest and current developments.

Post Graduate Student's Responsibilities

The following sections outline the responsibilities of a post-graduate student. Please take note of the matters raised here to avoid any inconvenience later on.

Registration

The student must follow all the rules pertaining to registration as established and required by UiTM via the Institute of Post Graduate Studies (IPSIS). Failure to follow these rules will place your position at risk and create unwanted inconveniences. If you face any difficulties, please communicate with the Head of Center of Studies (Post-Graduate). Please maintain copies of your registration documents for reference in the event of disputes (Offer letter, bank payment slips, credit card statements, registration form etc.).

You will be required to carry out online registration of the courses every semester. Please communicate with the Head of Center of Studies (Post-Graduate) on the courses to be registered especially those pertaining to the electives. Special consultation will be provided prior to registration. Keep records of your online registration. Always register well in advance and do not be rushed by fast approaching deadlines.

Programme Plan

The programme plan is the package of courses that the student must register and complete to graduate. Please read the handbook carefully and ensure that you have registered for the required and elective courses for graduation. You should seek the advice of the Head of Center of Studies (Post-Graduate) to develop your personal study plan to ensure smooth completion. There is a template for such a personal study plan provided in Appendix 1 of this handbook.

Postgraduate Regulations

The postgraduate programmes are subject to the regulations approved by UiTM Senate. Please obtain a copy of the document from IPSIS. These documents contain requirements which form part of the contract between you and UiTM. You should spend some time to familiarise yourself with the rules and requirements. Of particular

importance are the rules on programme duration, computing grade point average, actions for unsatisfactory performance, repeating and deferment of courses, plagiarism and study leave.

Attendance and Participation in class

The students are required by UiTM Postgraduate academic regulation to maintain at least 80% attendance of classes. Students who fail to meet this requirement can be barred from taking the examination. As working individuals there may be many interruptions to your study plan. Please plan and avoid any disruptions to your study. If you are unable to attend classes because of unforeseen events, please communicate with your instructor and/or Head of Center of Studies (Post-Graduate) promptly to avoid any difficulties later. While the regulation requires attendance, participation and attention to the subject matter and issues discussed is where the value of the programme will be realised. Therefore, we expect you to actively participate in the discussions and presentations. Active participation develops confidence, articulation skills and also leadership. The value of the programmes can only be realised through your active co-creation – participation. So let us co-create your value.

Reading and Reflection

A masters level programme does not seek to just transfer advanced information and knowledge on a subject but more importantly seeks to engage the students to reflect critically, contingently and creatively on the contents, theories, perspectives, assumptions and paradigms in the context of the world as they see, live and operate. This reflection is critical to the value creation that you expect and we promise in this programme. Reflection cannot come without adequate reading and understanding of the subject matter. Students are thus expected to read and be prepared for the scheduled sessions. Every effort shall be made to ensure readings are available. Searching and locating the reading materials is also part of the learning exercise. Be self-reliant and independent.

Computer Literacy

All post-graduate students must be competent in the use of personal computers and basic applications. Basic knowledge of word-processing, spreadsheet, presentation and Internet browsers is a must for today's post-graduate students. Possession of a notebook computer is a must for all post-graduate students.

The university has acquired the license to use a wide range of software. Students enrolled on the post-graduate programmes can have access to

these programmes (SPSS, AMOS etc.). However, students must abide by the license conditions. The Lab Technician at FSPPP can be contacted to get more information on the use of these softwares.

Conferences, Seminars and Graduation Dinners

Postgraduate students are encouraged to actively attend seminars and conferences relevant to the programme. Papers written as course requirements should be of quality for suitable submission to seminars and conferences in consultation with instructors. Acceptance and presentation of the papers will enable the faculty and students to judge the quality of the work in the various courses in the programme. Attendance will be compulsory when conferences are organised by the faculty.

Plagiarism and Academic Dishonesty

Copying of the works of others from any source is a serious violation of UiTM's academic rules. All work that is not the student's must be accordingly referenced and acknowledged following the UiTM and FSPPP rules. All assignments and papers submitted in the course of the programme are deemed to be the work of student/s and must have a declarations page to that effect (after the cover

page). A sample is provided to all instructors. Please refer to UiTM's Plagiarism Policy and Avoiding Plagiarism – A Student's Guide which is available at HEA website.

FSPPP's Website

Your instructors and the Coordinator will circulate information about schedules, classes, talks, and cancellations from time to time. While e-mails are a very cheap, quick and convenient way of communicating, only daily check of e-mails will truly ensure you remain connected. So, check your emails daily and provide prompt response to any related inquiries. Make it a habit of checking with the faculty website daily to stay informed of changes.

(<http://www3.uitm.edu.my/faculties/fsppp/>)

Attire

UiTM has its own rules on proper attire for students. Students must be appropriately dressed for the classes and consultation. The dress does maketh the man or the woman.

Coffee Lounge

To ensure comfort, the faculty has provided a small but cosy lounge for you to take a break and to get a much needed drink before, during or after

the classes. Please use the lounge responsibly by ensuring the cleanliness and safety of the place at all times. If you have any suggestions to improve the lounge, please feel free to communicate it to the Head of Center of Studies (Post-Graduate). All reasonable requests will be met.

Library and Information Services

Postgraduate students must familiarise themselves with the PTAR library services. The library offers a wide range of services that are necessary for the postgraduate students. Online databases (Proquest, Emerald and Abscohost) and digital dissertation collection (ABI Dissertation) will be of particular interest to postgraduate students.

Students should use high speed Internet to access these services. Alternatively, they can use FSPPP's computing facilities to get high speed access to online materials. Always keep the librarians informed on any difficulties faced in accessing materials online or through any other means. They are there to serve you but you must help them to help you better. They are always glad to be of assistance.

<http://ilmu2.ptar.uitm.edu.my/ptar/eQUIP/home.jsp>

How to get the most out of your Masters?

The learning outcomes of any programme are co-created by the lecturers and the students working closely, interactively and collaboratively. The value creation depends on the quality of student interaction in the learning process. The following outlines some ways for the master's candidates to derive more value from this programme.

Data and Information vs. Knowledge

The new millennium is marked by an explosive growth of data and information in all fields of life, work and study. Information by its very nature has a very short shelf-life and is bound very much to time and space. Hence, the value of information declines very rapidly. Knowledge, which is the understanding and use of information, has more permanency and hence, of better value.

In this programme, you will come across new information and data on many matters. Merely acquiring information does not create lasting value. You must be able to abstract from the data and information to develop understanding about the subject matter of the information. Using the information in ways that enables problem resolution is what knowledge is all about. Superior knowledge comes from using information in ways that is innovative or creative to solve individual, group and organisational problems. But true

knowledge requires one to think about things ordinary, deeply, reflectively, adaptively, contextually and unconventionally to develop better insight. This masters programme provides the platform and environment to do just that. Take advantage of this opportunity and you will get more from this programme than just new information.

In age of information overload, frameworks, concepts and theories (P. Drucker, 2000) are critical to survival. This master's programme will provide you with many perspectives, frameworks, concepts and theories. Discuss, discourse and develop them to become a thinking practitioner.

Interaction vs. Imbibitions

Postgraduate programme requires active participation of the student in the discussion of the subject matter. Interaction, besides clarifying the issues relating to the subject matter, serves to develop important personal and professional skills. Interaction develops articulation skills, confidence in oneself, ability to see and maintain relationships and leadership. People skills are premium as one goes up the organisational ladder – emotional intelligence. So take advantage of the opportunities to interact with classmates, with the instructors and guest lecturers.

Interaction in the class room is an indication of the readiness of the student to engage in issues presented to the class. Passive students leave the programme without developing themselves as much as they should have.

Theory vs. Practice

There is a general belief that theories and models complicate life and learning and hence to be avoided. A. Einstein said that “there is nothing more practical than a good theory”. Theories are deduced from observations and the empirical world. By their very nature, theories are abstractions – only those elements that are deemed as important variables are extracted. A good deal of theories and models make up every discipline of study and practice. Examine these theories critically and contribute your own thoughts to the theoretical discussion. Theory and practice must inform each other. As practitioners you must seek to expand your capabilities through the understanding of theories and models which represents your collective and cumulative knowledge of the subject matter in question. As students, seek to enrich the theories by adding your own dimensions to it.

Meeting Requirements vs. Exceeding Requirements

Many students set very limited or low goals as they embark on the masters

programme. We know from Goal Setting Theory that one will expend more effort if he/she sets higher goals. Therefore, aim high and do all the work that is required of you in the various courses in the best way possible. Do not seek short cuts to the work. Always read or do more than what is required. This attitude of mind will make you exemplary and provide satisfaction and better results. Not only will you inspire yourself but also all others around you. Be inspirational, not just ordinary.

Students who go beyond the minimum will motivate and challenge the instructors to give more. Collectively, all will gain from higher expectations. Take on challenging assignments and not follow the well worn paths others have taken. Seek to excel, not to just complete the programme.

Time Commitment

If you are part time students, you have limited time for the work associated with the masters programme. You must set aside specific time in the week for work related to the programme. Most courses in the programme require about 120 hours of your study time. The learning sessions (classes) only take care of between 40-48 hours of the required time. The self learning time which forms the bulk of the learning must be set aside and productively used for the required reading and reflection.

You may have to sacrifice the weekends with family or your golf game. These sacrifices are necessary to finish the work needed to complete the programme. Do not underestimate the demands of the programme and overestimate your ability to cope with the demands. At the time of registration, think carefully about the commitment you can make in terms of the time. Consistent and persistent commitment is needed to complete the programme. The devotion of time to learning especially self-learning, will determine the completion and the reward to be enjoyed from this programme.

Follow your own Pace

Everyone faces different constraints and consequently, has different resources and priorities. Develop a plan of study that optimises your resources. Do not try to follow the cohort at all cost. This is not a wise approach. You will get more from the programme by following it at your own pace and not by trying to live up to the pace of others, who may face fewer challenges than you do.

Caveat

This handbook is to be read together with the 'Peraturan Akademik Pengajian Pasca Siswazah' and other

documents issued by IPSIS and FSPPP applicable to postgraduate students. In the event of inconsistencies between this handbook and documents issued by UITM or IPSIS, the latter documents shall prevail. The matter should be brought to the attention of the faculty for rectification.

Accuracy of Information

Information contained in this handbook is accurate at the time of printing.

Inquiries

If you have any questions about this programme please telephone, fax or email using information provided below. To get more information about the programme, please visit our website at <http://www3.uitm.edu.my/faculties/fsppp/>.

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