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PUSAT
ANTARABANGSA PUTRA

PUTRA INTERNATIONAL CENTRE (L-PUTRA)

قوسىت انتارابغسا قوترا



I-PUTRA NEWSLETTER

2022, FACING THE VUCA WORLD

PUTRA International Center (i-PUTRA) has developed strategies and is always ready/alert in facing an unstable world (volatility), uncertainty, complexity, and ambiguity (VUCA). VUCA, or also known as 'The New Norm' is not a recent challenge, it has been widely discussed all over the world since early 2000. The practice of VUCA was initially introduced by the United States Army Group to visualise instability in the current situation of volatility, uncertainty, complexity, and ambiguity. The difference in directions is the direct result from/of the end of the Cold War as how it has been cited from one paperwork by School of Business, Kenan-Flagler University of North Carolina.

The Director of PUTRA International Centre (i-PUTRA), YBhg. Prof. Dr. Suhaimi Ab. Rahman requests that all i-PUTRA family members to always be ready to face VUCA. During the pandemic Covid-19 period, i-PUTRA managed to achieve milestones given by Universiti Putra Malaysia (UPM) in terms of mobility. Being able to solve the problem creatively, highly competitively, and not easily giving up are among actions that need to be taken to face the uncertainties of the VUCA world.

In 2022, the readiness of the world to resume as normal is still uncertain. Therefore, to be ready to face the workplace environment, appropriate measures should be taken. In the past 2 years since 2020, a different approach has been made possible to sustain the work process and to manage the continuity of i-PUTRA activities.

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Some of the mechanisms that had been taken accordingly by i-PUTRA are the introduction of online appointment for visa and pass counter, submission of supporting documents via email/online, meeting and webinar via online platform.

VUCA Prime or Behavioural Leadership Model had been was introduced for the first time in 2007 by Robert Johasen and he stated that this model can be used as a guideline to prevent VUCA. There are 4 positive elements that this model can use to overcome discontent or uncertainty of VUCA, they are; vision setting and understanding, complexity clarification and agility.

In 2022, i-PUTRA family members shared 2021 achievements and planned strategies for 2022, with the hopes to tackle the VUCA world fearlessly. Indirectly, this Behavioral Leadership Model is used for vision setting of i-PUTRA, vision understanding by all i-PUTRA family members, clarification, and agility in facing changes for the new upcoming world.

Prepared by: Puan Noraihan Noordin (Head of Putra International Center (i-PUTRA)

STEPPING FOOT INTO SUNNY MALAYSIA

Since the implementation of the Movement Control Order in Malaysia on 18 March 2020, entry restriction international travellers has been in place. However, as Malaysia slowly moves into the endemic phase, these entry restrictions have slowly been lifted. Beginning November 2022 the Malaysian Government lifted the entry

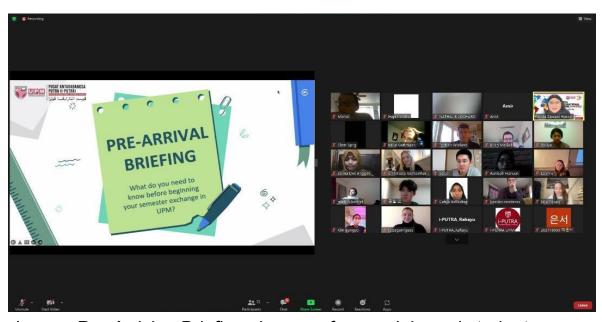


Image: Pre-Arriving Briefing via zoom for new inbound students

restriction that was put in place which now allows mobility students to enter Malaysia to pursue their semester exchange, research attachment, internships program here for a duration of 3 months and above.

At UPM, we are delighted to welcome 96 mobility students from Austria, France, Germany, Netherlands, Indonesia, Japan, Nigeria, South Africa, Pakistan and South Korea to our green campus for semester 2 (2021/2022). Since their first arrival at the end of February, students have been following strict SOPs issued by the government which is mandatory quarantine according to types of travellers with COVID-19 history and vaccination status. UPM is one of the public universities that requires its students to have vaccination. Since the entry restriction order, the entrance to Malaysia has been put on hold for almost 21 months for students under the mobility category.



Image: Happy faces of students from France, during their registration week at Putra International Centre (i-PUTRA) office

On 25th and 26th March 2022, i-PUTRA organised an orientation programme for the new international students called 'New International Students' Welcoming Programme' (NISWP). The programme was held in hybrid mode where the first day of orientation was held via zoom, this was to enable students who were still in their home countries to join the important occasion. The topics briefed in the session were academic matters, safety, visa and pass and Malaysian etiquette. While the physical activity was carried out on the second day of orientation, where the students were taken for a day trip to Melaka with our local UPM Buddies and UPMISA volunteers. The visit to Melaka was the highlight of the programme where students were exposed with intercultural and historical visits as Bandar Hilir has been recognised as the World UNESCO Heritage City.



Image: 77 mobility students who took part in the Melaka trip on the 26th March 2022

With the completed registration process, orientation and trips; the students now are ready to continue their mobility journey in our sunny campus and to fully immerse themselves in our diversified culture. We hope that this once in a lifetime experience will develop their intercultural and interpersonal skills and in preparing them to become a global citizen.



Image: Students taking picture at one of Melaka Iconic signage near the Museum

Prepared by: Nadia Zawani

MAKING YOUR WAY OUT INTO THE WINTRY ROADS (OUTBOUND)



Image: UPM students preparing for their departure to JBNU

2022 marks the third year of the pandemic which forced the world to abandon its definition of normal and to adopt a new-normal during the pandemic. This adaptation to the new normal has since allowed some countries to reopen their borders and welcome students who are not only studying overseas for their full-time studies but also for their mobility programs.

UPM has begun to resume its internationalisation efforts through the outbound mobility program in 2021 after the program was put on hold in 2020. The effort was more focused on virtual programs until the latter half of 2021 in which the international borders were slowly lifted to allow international travelling, and one of the countries which welcomed international mobility students is the "Land of the Morning Calm", Republic of Korea.

Beginning the Fall semester of 2021, a total of 18 students from UPM began their semester exchange journey to Jeonbuk National University (JBNU) and Ajou University, South Korea. Their semester exchange programme which began in August 2021 concluded in January 2022 and 15 students who went for a semester exchange have returned to Malaysia with unforgettable memories of their life in South Korea, while the other three (3) students stayed behind to keep on making memories for another semester.



Image: UPM students on their trip to to Hanok Village



Image: First batch of UPM students from JBNU, South Korea on their return flight to Malaysia

These internationalisation efforts are further intensified in 2022 as more international borders begin to welcome more students into their countries. In the Spring 2022 intake, 38 UPM students pursued their semester exchange program to countries such as South Korea, Thailand, Poland, and the USA.

Despite the emergence of the new variations of the virus, with the great effort from the public and the supervision of government agencies to curb the spread of the pandemic , we are hopeful that 2022 will shine a glimmer of hope to allow us to return to near-normal situation.

Prepared By: S. Hajar

OUTBOUND MOBILITY STUDENT EXPERIENCE.



Image: UPM Student Feedback on Jeonbuk National University Semester Exchange



Image: UPM Student Feedback on Research Attachment to Kyushu Institute of Technology



Image: UPM Student Feedback on CNU International Winter Program



Image: UPM Student Feedback on Short-term mobility to Universitas Negeri Malang

GLOBAL ENGAGEMENT: CEMENTING IPUTRA GLOBALLY

ELS collaborated with Putra International Center

24 March 2022, i-Putra organised a meeting with ELS (English Language Center). ELS UPM is the first on-campus ELS center in Malaysia. The ELS Certificate of Completion is recognised by UPM as an alternative to IELTS and TOEFL, and is accepted as proof of English language proficiency for admission.





Image: ELS and i-PUTRA

Image: ELS and i-Putra

The purpose of the meeting was to discuss and plan future collaboration and activities within the year of 2022. Some important topics that were discussed to support the strategic plan for the university internationalisation, collaboration of virtual mobility and discussing one year planning of activities.

The session was led by Deputy Director, Prof. Ir. Dr. Hasfalina Che Man and the ELS was represented by Mr. Sean Chee, the Managing Director, Madam Zanariah the Head of ELS UPM, and Ms. Julie from ELS Registrar.

We would like to thank ELS for always being part of i-PUTRA in propagating the internationalisation at home efforts through various activities and initiatives undertaken in many years.

Through this discussion, ELS and i-PUTRA hope that the collaboration between two entities will be able to provide not only better infrastructures to students but also to provide high quality education and services for years to come.

Prepared by : Ras Afirina Radzi

IPUTRA GO GLOBAL: VIRTUAL EXPO EURIE

Universiti Putra Malaysia's participation in the Eurasia Higher Education Summit, which was held virtually between 2 March and 4 March has provided a boost to its networking experience. The summit was attended by more than 15 universities and provided opportunities such as collaborations, scholarship opportunities, mobility and engagement.

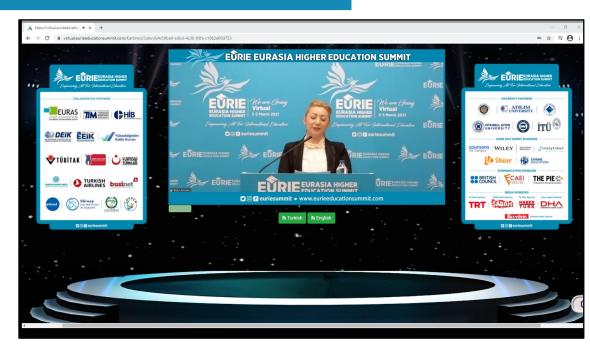


Image: EURIE virtual event

EURIE is a discussion event within

higher education from all around the world within the Eurasian region.

The objective of attending this event is to expand the knowledge, networks, and collaboration opportunities. iPutra also had the chance to discuss challenges in facing higher education today, explore new trends and discover innovative solutions.

Mdm. Ida Suhaila from Global Engagement highlighted 'we hope we can attend physical events so we can create better connections with other universities'.

Prepared by: Ras Afirina Radzi

VIRTUAL EXPO AKEPT



Higher Education Leadership Academy (AKEPT) held a summit via virtual and physical modes at the Grand Ballroom of Four Seasons Hotel, Kuala Lumpur on 28th February 2022.

AKEPT's summit is a higher education leadership summit with the theme 'Transforming Higher Education Leaders: Empower, Engage & Expand'.

Image: AKEPT Summit Virtual

The objective of this event is to network and interact with other universities in Malaysia to share ideas for future higher education environment.

Madam Ida Suhaila added, 'we are proud to strengthen our network and contribute towards Malaysian public higher education with our knowledge, best practices and support'.

The outcomes of the event, we get to learn best practice and strategies for managing our university. Apart from that, we are able to demonstrate our knowledge to other public universities. We are looking forward to being able to participate in similar events in the future.

Prepared by: Ras Afirina Radzi

INTERNATIONAL HIGHER EDUCATION CONFERENCE 2022

On 31 March 2022 to 1 April 2022, The International Higher Education Conference 2022 was held via online platform to share knowledge and experiences in dealing with various challenges in times of uncertainty within Higher Education industry players.

IHEC offers great networking, academic partnership and business development opportunities for the participants of higher education institutions and other stakeholders in higher education coming from a diverse set of countries and regions. The IHEC conference program addresses current issues in internationalisation of higher education and key topics in higher education management with the participation of prominent experts in the field.

Prof. Ir. Dr Hasfalina added 'IHEC has inspired iPutra to move forward and Go Global. We hope that we can attend such events physically to encourage more networks within the higher education industry'.

Prepared by: Ras Afirina Radzi



Image: Speakers and moderator in IHEC

DEEPEST CONDOLENCES

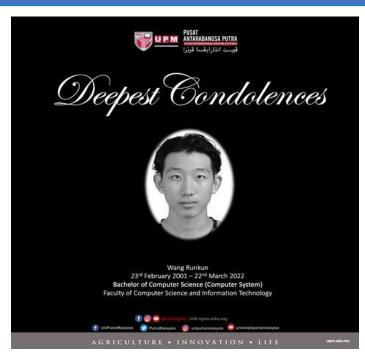






Image: The late Wang Runkun funeral service

An international student from China, Wang Runkun, Semester 3 of the Faculty of Computer Science and Information Technology, Bachelor of Computer Science (Computer Systems) with Honors degree, passed away on March 23, 2022 at the Kuala Lumpur Hospital.

On behalf of i-PUTRA, we would like to convey our deepest condolences to the family and closest friends of the late Wang Runkun. We were also shocked and saddened to learn about the death of our beloved student.

Wishing his family and friends courage, strength, and love to help them through this loss.

KICK OFF 2022

PUTRA International Centre (i-PUTRA) has organised a strategy and is always ready to face the world of volatility, uncertainty, complexity, and ambiguity. i-PUTRA has set three main thrusts to achieve. It is i-PUTRA go global, i-PUTRA with community, and i-PUTRA for UPM. i-PUTRA has set a vision to become the leading centre for the internationalisation of education in Malaysia with a mission to provide meaningful contribution in reinforcing the university's reputation as an institute of international repute through a strategic global network, nurturing future global talent and providing excellent service. In achieving the mission and vision, there are four goals that are the focus: enhancing the quality of global partnerships and networks in order to rise beyond the limit of a world-class institution; maintaining inclusivity while providing quality education through mobility and student exchange programs; providing first-class services to the international community, especially regarding visa and pass matters; and becoming the pillar of support in leading the efforts to ensure the vision and mission of i-PUTRA can be achieved. In the first quarter, i-PUTRA implemented various programmes such as EKSA practice, flood mission volunteerism and benchmarking visit.

DIRECTOR MANDATE FOR 2022



Image: Prof. Dr. Suhaimi Ab Rahman shares his vision and mission towards internationalisation with i-PUTRA staff



Image: Madam Noraihan Nordin, The Head of i-PUTRA shares her new year aspiration for the office.

As we enter 2022, the first week is always the beginning of every plan, implementation, and action in every organisation or even an individual. A vital start in determining the dynamics in achieving every goal targeted.

Thus, early this morning i-PUTRA held its first "family" annual new year meeting with our Director, Prof. Dr. Suhaimi Ab Rahman, who has led the centre since last year. In the session, he shared the idea of VUCA (a leadership theory by Bennis and Nanus – to describe or to reflect on the volatility, uncertainty, complexity, and ambiguity of general conditions and situations) coherent with the current global situation. However, VUCA is where creativity emerges within limitations to find new ways beyond adaptability, and this has been shown by what i-PUTRA has achieved in 2021.

He believed that this year the centre could do better by re-visiting our vision and commitment to become a leading centre for internationalisation education in Malaysia and ensuring coherence with UPM's five key values.

The 90-minute session was indeed an aspiration where we received not only from the Director himself but also from the Deputy Director, Prof. Ir. Dr. Hasfalina Cheman, and the Head of i-PUTRA, Madam Noraihan Noordin, who shared their words of wisdom with the i-PUTRA "family" to kick off our 2022. With driven determination, we plan to strive for more and give our best service in working towards the success of the university.

FLOOD VOLUNTEER MISSION







Image: CSR from International Student

i-PUTRA continues its flood volunteering goal with foreign students beginning early 2022. Three responsibility centres, together with two non-profit organisations (NGOs), agreed to help flood victims in Bentong. PUTRA International Center, Co-Curriculum and Student Development Centre, and Student Affairs Division collaborated with Sahabat Infaq Malaysia and Khabar Bentong and agreed to provide flood mission assistance in several areas of Bentong.

At the beginning of the new year on January 2, 2022, a total of 107 volunteers from Universiti Putra Malaysia assisted in the clean-up operation at Sekolah Menengah Kebangsaan Bentong and Sekolah Kebangsaan Tuanku Fatimah. In this mission, 24 international students, along with 57 local students and 26 UPM staff, assisted the school in cleaning activities. This mission has provided experience and exposure to international and local students, especially in the aspect of providing voluntary assistance.

The NGO assisted in donating food as well as donating items such as Al-Quran donations from Nasyrul Quran Putrajaya, water, clothes, blankets, cat food and others. i-PUTRA is also not left behind by distributing donations in the surrounding areas, such as pillows and mattresses.

The entire distribution location of donations other than schools is in Taman Chegar Medang, Surau Kampung Benus, Masjid Kampung Bukit Piatus, and Kampung Teroh, Karak.

FACING THE NATURAL DISASTER AMIDST PANDEMICS



Image: Lecture on COVID-19

These last few months have been life-changing for many of us due to the pandemic and natural disasters. Our adaptability to the "old normal" has changed to the new normal that we apply now, that is, living with a virus that soon may subside according to medical advancements and technologies made available for humans.

In facing these challenges and the recent involvement of the centre in disaster relief aid, we have invited UPM Occupational Safety and Health Management Office (OSH) Director Dr. Rafee Baharuddin on December 23, 2021 to give an insightful lecture on COVID-19 prevention and safety at the workplace. The session was attended by i-PUTRA staff together with the Deputy Director, Prof. Ir. Dr Hasfalina Cheman, and the Head of i-PUTRA, Madam Noraihan Nordin.

EKSA KICK-OFF BRIEFING @ I-PUTRA



Image: EKSA Briefing



Image: Group discussion by zone

On Friday, February 18th 2022, the i-PUTRA The Conducive Public Sector Ecosystem (EKSA) committee held a comprehensive briefing on EKSA implementation conducted by the Head of i-PUTRA, Madam Noraihan Noordin. The briefing included a group discussion among staff on 2022 planning to achieve EKSA goals.

The EKSA is not designed to replace existing 5S practises, but rather to enhance them by assisting in the creation of a pleasant working environment.

TIME FOR EKSA COMMUNAL WORK!



Image: Removal All Old Paints



Image: Director of i-PUTRA Participates in the Activities

On 11th of March 2022, i-PUTRA has begun its efforts in implementing EKSA. Some of the activities that have been undertaken are to remove all old paints and re-painting the walls. This effort is to ensure that our clients are satisfied with the conducive environment that we provided other than the essential services.

EKSA or the Public Sector Conducive Ecosystem (EKSA) was introduced in January 2014 as a rebranding initiative of the Public Sector 5S regarding the need to highlight a quality and conducive workplace to be more relevant to the public departments/agencies in Malaysia.

PUTRA BENCHMARKING VISIT TO PKKSSAAS

UPM



Image: Staff PKKSSAAS and i-PUTRA Pose for a Group Photo

A great day to end our Friday by visiting Pusat Kebudayaan dan Kesenian Sultan Salahuddin Abdul Aziz Shah (PKKSSAAS) on March 4, 2022. This visit is our first EKSA benchmarking visit in 2022, which has given our team various new inspirations to develop and learn from another centre pertaining to the implementation of EKSA.



Image: Visit Zone Resak



Image: Visit Zone Jati

BENCHMARKING VISIT FROM KPBKL



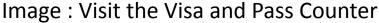




Image: Visit the Activities Room

We are honoured to have received a benchmarking visit from Kolej Profesional Baitulmal Kuala Lumpur (KPBKL) earlier today. The 3-hour visit consisted of sharing sessions of both institutions' background, roles, and a site visit to our visa and pass counter. Leading the entourage were Mrs. Rokiah, the KPBKL Registrar, Mr. Nor Asrad Hamzah, the Assistant Registrar, and Ms. Nor Aida Sapuan, the Head of the International Student Management & Administration Unit (ISMA).

Our guests were greeted by Prof. Dr. Suhaimi Ab Rahman, Director of i-PUTRA, Madam Noraihan Noordin, Madam Ida Suhaila, Head of Global Engagement, Mr. Abdul Razif Abdul Razak, Head of Visa and Pass, and Ms. Nadia, Head of Mobility section.

STAYING LEGAL IN MALAYSIA, CHALLENGES FOR STUDENT

A student who is studying abroad must always be careful with his/her student pass. The student pass is considered as the most important thing when one is abroad. If the student pass has expired, you will be considered as illegally staying in Malaysia and have a high possibility of being deported back to the home country.

The student must always keep in mind to renew their visa accordingly. It is advisable for them to do the renewal visa 2 months before the expiry date to avoid any inconveniences. Student also must always keep updated with the latest information from the Education Malaysia Global Services (EMGS) and Immigration Department of Malaysia. The information will be updated accordingly based on the situation and current issues. Students always find it difficult to stay legal in terms of their visa because there are busy with the ongoing classes and some of them stay outside of the campus area, making it harder to commute to renew their visa.

Other problems faced by the students are academic related issues. The students need to always maintain a CGPA of average 3.00 in order not to have visa issues in the future. This is because, when the CGPA is lower than average, the immigration will not approve the renewal of student pass as that is the minimum requirement for approval. Also, deferred students cannot stay in Malaysia during their deferred period as it will jeopardise their visa application later. Also, for attendance report, the students must always maintain 80 percent attendance per subject to proceed with the student visa approval.

On top of that, financial constraint is another factor that makes staying legal in Malaysia harder. Most of them are not working as it is not permissible to do so while studying. They need money to pay for tuition fees as well as for surviving their stay in Malaysia. Some of them also bring in their dependents, which makes it harder for them to survive. If the students do not take the issue seriously, they might have a problem of overstaying, in which they need to pay more to stay legal. This will only make it more difficult for them financially.

In short, the students must be more serious about anything related to their visas to stay legal in Malaysia. They need to always be update with the latest information, stay vigilant with the validity of the pass, and always maintain the CGPA and attendance report to be able to experience and undergo opportunities in Malaysia. There are a lot to discover in Malaysia, and it is a once in a lifetime experience for student to feel.

Prepared by: Mr. Abdul Razif Abdul Razak and Miss Farah Liyana Binti Abd Halim

HISTORY OF MALAY LANGUAGE

Beginning of the eighteenth century, it has been felt to precede any description of the Malay language with an introduction of the history it spread a communication over a more extensive area. They mark the beginning of the flourishing of the empire of Srivijaya, which for centuries played an important role in the history of Southeast Asia.

There can be little doubt that in this apparently strong kingdom the Sanskrit language was well-known as the contemporary and later Javanese kingdoms. But whereas in Java the oldest inscription is in Sanskrit, it is remarkable that the Sumatran king of those days preferred to use their local language for the royal edicts. Sriwijaya was especially important as a trading center, as it was on the main sea-route between India and China and probably Malay was the language of trade in its ports, as it has been ever since in this part of the world.

After World War II, the British changed the policy of making English as medium in the education system. Modern Malay originated in the 19th century which is Munsyi Abdullah's work considered to be the beginning of the modern Malay language era because of its natural classical Malay language form. Prior to British colonization, the Malay language achieved a high position serving as an intermediate language, administration, literature and medium of instruction in Islamic education centres. .



Image: The Sultanate of Malacca: The Center of Trade

When Malaysia achieved independence, Article 152 of the Federal Constitution established Malay language as the national language.

Article 152 of the constitution explains that the Malay language known as the official language is the language that cannot be disputed on its functions and its role as the national language. The position of the Malay language as the official language stabilised further with the National Language Act 1967. Its importance as a language of knowledge and the medium of teaching and learning has also led to the Education Act 1961 (revised 1996). But at the same time other languages used by other races in Malaysia are free to be used such as Mandarin by the Chinese and Tamil by the Indians. Apart from that, English had still dominated the language in the trade and industry sector in the country. The Malaysian Government also encourages its people to master other international languages particularly, in tourism and international trade.

Prepared by : Siti Nursyakirah

BAHASA MELAYU: GREETINGS

The Malay language is the mother tongue of Malaysians. It is also known as Bahasa Malaysia and Bahasa Melayu, or BM for short, as to how the Malaysians call it. If you are not born Malay, don't be afraid to learn it because Bahasa Melayu is a very easy language to learn!

Hai - Hi

These words are quite self-explanatory since it is universally used. In Malaysia, the locals would articulate 'Hello' and 'Hai' whenever they greet people. The way it is articulated is exactly how it is pronounced in English.

Apa khabar? – How are you?

The word *apa* means **what**. It is a question word in the Malaysian language context. *Khabar*, alternatively, refers to **news** in Bahasa Malaysia. When put together, *apa khabar* means **how are you**.



How To Reply?

What should you reply in return if someone asks that question to you? In Bahasa, if someone asks apa khabar, you should answer "khabar baik (I'm fine)" in return.

Khabar baik – I'm fine

Khabar means **news** and **baik** means **good**. Thus, that phrase means good news. Overall, it implies that **you're good/ fine**. Sometimes, Malaysians love to drop the *khabar* in front and only state *baik* as an answer, especially in a casual context



In Malaysia, this is mostly how these expressions are used:

- 1. Selamat pagi when you wish to greet someone in the morning
- 2. Selamat tengahari when it's noon (normally around 12:00 p.m)
- 3. Selamat petang typically used around 2 p.m and it extends until 6.59 p.m.
- **4. Selamat malam** when you want to sleep
- 5. Selamat tinggal/Babai when you want to bid someone goodbye

An important tip if you are new to Bahasa – we don't use **selamat malam** to greet! When do you say it then? Well, **selamat malam** is usually used when you want to bid someone a good night before going to bed.

