

## Event Report - Meeting with Industrial Advisor Dr. Wong Lai Ying (11-8-2022)

The Department of Business and Public Administration held a meeting with its Industrial Advisor Dr. Wong Lai Ying on 11 August 2022 at H121 from 12.30 pm-2.00 pm. Students from the Organisational Development class are selected to have the interaction session with her.

During the interaction, Dr. Wong emphasizes the importance of corporate social responsibility (CSR) especially in the education sector when there are gaps between rich and poor families. CSR provides opportunities to poor families, especially for better education. As we know some organizations focus on CSR in terms of educating the young generation about "the importance of education", especially in rural areas. Dr. Wong also discussed her past employment in Japan and the lessons she was able to draw from it especially related to CSR and education in Japan.

Apart from that, Dr. Wong further explains the idea of "profit maximization". Previously most of the young generation believe the purpose of business is to maximize the profit in the organization. However, nowadays people have a different point of view on "profit maximization" where profit is subjective and depends on the person's interpretation.

Question 1- How important are recruitment and Human Resources Management (HRM) in managing the business?



Dr. Wong explained from the perspective of "good culture" and staying in the organization. Employees remain in the organization or loyal because of several reasons, where the organization encouraged the involvement of the employees. The more involved the more feeling appreciated by the employees and the commitment shown. Other than that, people staying because they have similarities in terms of employee culture, norms, and values to the organization may lead them to stay in the organization.

Question 2- What is the best way to create passion/interest in the workplace if offered the job which not our interest or preference?



Dr. Wong urges the feeling of interest, passion, and pride in the workplace. Always focus on the contributions of your jobs and the meaning of your job. Once you understand the meaning of your jobs, you will have an interest in the job/tasks. Sometimes this feeling must be developed instead of waiting for the feeling of passion naturally. The ability to develop the feeling will guide the employees to work better and set the goal or achievements either short term or long term.

Question 3: How important administrative position for the entire organization?



Personal assistant (PA) is the basic position in every organization, however, they play an important role to smooth the organization. Without them, all coordination may fail or create problems for all stakeholders. Dr. Wong shares how important her PA to allocate time accordingly due to her pack schedule. With his assistant, Dr. Wong managed to schedule her task effectively and efficiently, the task from booking ticket flights, arrange meetings and all related to her position in various organizations.

### **Three students share their experiences.**

**Student 1:** Explain her interest in Korean drama and Dr. Wong encouraged her to use her knowledge or skill to become a translator in order to gain benefits like extra pocket money and so on.

**Student 2:** "High-risk high return" but he prefers to work in a stable environment. Dr. Wong emphasizes this idea is related to passion or interest and based on individual. The young generation prefers to have "High-risk high return" because they are so ambitious to become among the best and maximize profit. But others may have a different point of view; sustainability and continuous development. Again, ask yourself your preference and develop the idea inside yourself.

**Student 3:** Rewards are important to individuals and organizations. Dr. Wong elaborates on the meaning of reward and how reward (intrinsic /extrinsic) plays an important role to motivate employees to complete the task.

At the conclusion of the meeting, Dr. Fazilah thanked Dr. Wong for her time and sharing session with us. The meeting adjourned at 2.00 pm