Effective Meeting Management System

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Abstract
The purpose of this study is to identify the benefits and advantages of implementing effective meeting management in improving the quality and effectiveness of meeting decisions. This study uses content analysis method based on some previous studies. Challenges in implementing effective meeting management systems need to be done consistently in order to have a positive impact on the performance of an organization. A system requires multiple components to be combined to ensure that the system is implemented successfully. Meeting systems that are capable of delivering encouraging results should have a consistent goal, participation in decision-making and feedback to objectives in improving organizational productivity. The author also reviews and provides an understanding of effective management systems through key aspects of basic of meetings, the role of meeting members, organizational policies, constituent factors and technological advances.
Keywords: Management, Meetings, Objectives, Productivity, Organizational Policies, Contextual Factors, Technologies

Introduction
Meetings are a form of formal communication done in a society or organization that aims to achieve a decision or to resolve any issues arising. It is an important agenda or element in an organization or implementing committee in ensuring the smooth running of any work, project or management to align with the goals and objectives of the assignment within the organization. Meetings are also a medium in which information, proliferation, and sharing of ideas, instructions, and orders are received from those who lead a team and their subordinates. According to the Kamus Dewan, the meeting is defined as a consultation to discuss something or achieve a decision, or another definition of the meeting is a formal discussion between three or more individuals to achieve common objectives through the communication process. So, in general, the meeting is a gathering held to get ideas from different groups to get a decision.

Background of Study
Some of the effectiveness of the results is dependent on the accuracy of the decision made while the rest is dependent on the action being implemented after the decision. Undoubtedly, it is common in human life that it will not run away from situations that require decision. However, the main thing in achieving a decision necessarily involves the question of strategy, basic principles and principles of an individual, society or an organization. Hence, the meeting acts as a medium to reach agreement

in an organization that involves many parties in considering ideas form a decision. Apart from being an important element that drives organizational management, meetings, or even known as *syura*, it is also a medium for organizational members to exchange views and ideas, improve communication, improve communication quality and build sense of belonging to the organization.

According to Greta (2006), meeting organizations need to have a consistent and structured form. Well-planned and well-managed meeting management systems not only contribute to the effectiveness of decisions made but will also encourage members to contribute effectively to meetings. A good meeting management system must also have and fulfill the features of effective meetings that have clear agenda and schedule that are clearly and thoroughly implemented to be efficient and effective. There are various purposes for a meeting to be implemented in an organization, but most importantly it is a method of completing an urgent task or problem; communicate and disseminate new information, ideas or important plans to members of the organization simultaneously; make important decisions or mandates about the organization and plan a strategy or principle related to the program or activity to get new ideas to carry out such activities; create consistency in action and meetings are held for auditing purposes. Hence, meetings can generate new ideas, make decisions easy, build team spirit, enhance socialization and provide platforms for sharing of views (Briggs and Vreede, 1997).

Effective management of meetings involves two key components, the first to organize, facilitate and hold effective meetings. The second component is to determine the meeting as appropriate to the time and situation and the type of meeting that the system leader must attend. Normally meetings based on effective management systems which are needed to provide information for team members in order to do good work; allowing creativity; contributing to staff motivation and incentives; and build commitment, cohesiveness and community effort towards the goals and vision of the system (Advisory, 2011). In addition to the clear purpose of the meeting, Gail (1995) states that effective group meetings can be achieved using the electronic mind-set system. In line with the development of technology and information, meetings conducted with technology engagements such as online meetings via video for conferences involving distance and time problems as well as information file sharing using online applications (*Whatsapp, Telegram*) altogether contribute to the effectiveness of meetings by saving time, reduce costs and increase the level of understanding between members of the organization.

Problem Statement

The role of organizational committee and meeting members towards the effective meeting management system should be more proactive in order to achieve the highest effectiveness of the implementation of the system. The issues that are often encountered during the meeting must be dealt with wisely to avoid repeating mistakes. Lewis (1998) points out that some of the problems affecting the meeting include not meeting the agenda, lack of focus, time-wasting, lack of action plans and hidden agenda dominated by some members of the meeting. There are many meetings with poor member attendance or meeting members running out throughout the process. When a group idea is ignored at a previous meeting and continues to be dominated by some passionate group members, then others will lose their spirits and make less appearances.

In addition, the attitudes and temperament of the meeting members are also a factor of effective meetings that cannot be achieved successfully. For example, there are aggressive members who in turn cannot control emotions during meetings due to disagreement with the ideas presented. There are also members who talk too much so that other members cannot keep their focus until the end of the meeting. A passive member who lacks the idea and members with a clash of personalities who commit misunderstanding during a meeting is also a problem for an organization to achieve the effectiveness of the meeting.

The study of Vincent et al., (2015) states some of the key factors that affect the effectiveness of the meetings, which are organizational policies, unproductive meetings and contextual factors. For organizational policy related to the meeting, it involves the expected number of members, quorums, agenda items, meeting procedures and methods used to make decisions. Unproductive meetings usually involve the following reasons: the agenda of the meeting is not followed consistently, the choice of inappropriate meeting place, the unwelcome layout of the arrangement, the unspecified meeting period and the lack of references. Contextual factors affecting effective meetings comprise family, community and national events, infrastructure, weather changes, economic situation and internal facilities.

Objective of Effective Meeting Management System
The objectives of the effective meeting management system should be to:
1. to manage meetings more efficiently and effectively
2. to complete or coordinate the work of a program
3. to solve problems and issues arising quickly and effectively
4. to ensure that a decision is made unanimously

Problem Solving
The requirement of effective management of meeting within the organization is undeniable.
It turns out that most organizational leaders want a good and smooth meeting. Skills to manage meetings, develop thinking, motivate and transfer ideas to others with positive actions are critical assets in management practice. The effectiveness of meetings should be seen through the diversity of benefits to the organization as a whole system. Hence, the solution that can be taken to secure an effective meeting is the implementation of an effective meeting management system.

Among the key principles in the meeting are clear agenda and objectives; the meeting starts and ends in accordance with the timetable; physical and environment comfort; have a meeting call notice; members with expertise; discussions positively; effective chairman role; effective role of secretary; accurate meeting minutes and effective follow-up. Effective meetings will increase organizational productivity. Meetings that are too long and endless should be avoided so that members do not feel bored and avoid trauma. Among other methods that can be implemented is to perform the shortest possible meeting. This can be accomplished when the preparation is done in such a way as to provide a more focused agenda and to address the issues as well as the members focusing on and fully cooperating during the meeting.

Keys to effective meetings should be driven by an organization itself. Keys and methods that can be taken to achieve an effective meeting must have a notice of the meeting. While the

organization cannot run from an emergency and sudden meeting, the best meeting is to have notice of the meeting because the meeting will be more successful when the members present are ready with the item and agenda of the meeting. Careful planning and preparation also encourages the effectiveness of meetings where the meeting has a clear purpose, the participants involved knowingly clear the responsibilities, the items and agenda of the meeting being followed consistently and setting the time frame for the meeting to end the meeting according to the resolution. If these effective meeting keys become the practice of an organization, the meeting should be time-consuming and accelerate the work thus ensuring the smooth running of the meeting as each member of the meeting plays a good role (Advisory, 2015).

In addition, solutions that can be done can also be implemented by utilizing the advancement of existing technology by holding a paperless meeting. This method is not impossible to do because of today's digital technology such as tablets and android, minutes of meetings can be presented using these tools that are believed to be able to improve the service faster and more efficiently, but instead serve as an alternative to paper-saving and save cost and time of paperwork (Bulletin Mutiara, 2013). In addition, most overseas school systems are undergoing a process of exploration of technology utilization for more efficient and effective meetings. Teleconferens methods are generally the main means of using technology through video conferencing; Web-Ex; Adobe Connect; texting; document sharing; online collaboration; and Podcasts. Although teleconferens have disadvantages such as number of participants and limited time and lack of interaction information, but virtual meetings can eliminate cost and travel time, reducing lost time and job disruption can also connect multiple people separated by distance or time. Some points out that virtual meeting are more productive, sharpening the focus of the discussion and determining the purpose of the meeting (Advisory, 2015). Therefore, organizations wishing to use this method should provide a fully equipped facility and infrastructure with the latest technology facilities so that meetings are held in a comfortable and seamless environment. ICTs should also be used positively to improve management not only meetings but also organizations as a whole.

The role of members in the meeting was also seen as slightly affecting the effectiveness of the meetings. The findings reveal that meetings at organizations have led to better communication and thus driving human relationships among workers in the workplace. The meeting has been a forum for resolving conflicts and disputes. Experience sharing among members and departments can be improved when meetings are well-conducted (Vincent et al., 2015). In addition to the chairman and the secretary who should perform the role well, the role of members in the meeting can be categorized into two main classes such as individuals and groups. Among the responsibilities and roles of individuals is to turn off mobile phones or personal assistant (PDAs) at meetings; come meeting in a state of ready; focusing, participating in meetings in a constructive and active environment and providing brief and relevant views. The group's responsibility is to provide guidance to help the group stay focused and to complete timely work; establish agreement on how to work and interaction; useful throughout the meeting to ensure that they are always on track and alter the inappropriate and useful behavior at the end of the meeting to ensure the effectiveness of group work.

Other than the role of the members of the meeting, another possible solution is to be guided by the Industrial Revolution 4.0. Industry-based Revolution 4.0 based on Cyber Physical Systems (CPS)

involving the use of computing, communication and technology control in a collaborative effort to achieve real-time sensing, production systems, dynamic controls and cloud computing (PPI Malaysia, 2018). All of these technologies can be applied in an effective meeting management system. Among the key aspects to meeting the challenges of the Industrial Revolution 4.0 to be in line with the effective management system of the meeting particularly in the field of education is the mastery of the 4C element; Critical Thinking & Problem Solving; Communication; Collaboration and Creativity. These four values can be practiced through the following actions: sharpening complex solution skills, enhancing oral and written communication skills, strengthening as a leader and team member, enriching yourself with emotional intelligence and taking advantage of all the opportunities and being constantly creative. If meeting members prepare themselves for all these actions, an effective meeting management system is expected to be implemented with full commitment and dedication that will drive the organization towards providing the best and sustainable services.

Research Impacts
The implementation of the meeting management system effectively affects the individual, organizational staff and organizational administration either in terms of individual attitudes or achievements. Implementation of this system if performed properly and managed in an orderly manner, an individual can improve his own weaknesses and improve his / her self-esteem and personality. The individual will be on time and will not attend the meeting as they are always willing to attend the meeting. The result of the notification of the meeting also resulted in the meeting members being able to draw up the task in accordance with the next priorities of the meeting attended running on the agenda provided. The meeting will also commence and end in a timely manner where individuals and staff of the organization can complete routine work on time. This will result to high discipline and time appreciation. Convenient environment and adequate physical facilities and infrastructure make every individual organization have a high motivation when performing tasks. Organizations and companies will be managed in a harmonious setting as each individual enjoys and feels when performing their duties. A positive discussion can be implemented as each individual understands their roles and strives to control negative attitudes when meeting to commit to developing an effective meeting management system. Follow up actions are expected to be effective as well as minutes of meetings that are produced accurately and conform to the agreed management system format.

Additionally, through the implementation of an effective meeting management system, it provides various advantages that will benefit the organization's employees. Among them are members of the meeting can differentiate meetings according to their priorities and to attend only the necessary meetings. Time, cost and energy can be saved from meetings that are less important. Meetings that are guided by this system will also yield more than desired members. Participants of the meeting should also follow and perform the follow-up action more seriously. Conversations and interactions during discussion can also be enhanced by the availability of this system. Participation of participating members will be increased and members who leave the meeting during the meeting can be reduced.

Conclusion
An effective meeting management system can be an alternative to solving problems and issues arising and driving sustainable management if it is practiced in an effort to improve the quality of

productive and effective meetings. The proposed measures and rules to form this system should be implemented with full commitment by members of the organization to prove its effectiveness on management and administration systems. Modern technologies that provide humanitarian aid and efficiency are utilized with preparations to meet the challenges of the Industrial Revolution 4.0 to help people manage daily tasks. This technology also contributes to improving the quality of life and enhancing human cognitive and physical abilities in improving human life. Therefore, an effective meeting management system needs to be implemented in every organization to ensure that every planning and action can be successfully implemented to ensure the efficient management and administration of the organization and provide the best service in a safe and comfortable life.

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