



MARA UNIVERSITY OF TECHNOLOGY

**Faculty of Administrative Science and Policy Studies
Bachelor in Administrative Science (HONS)**

PRACTICAL REPORT

**A Study on Functions of Employment Services Division in Sarawak
Labour Department**

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INTRODUCTION

This report will discuss about organization background, function, objectives, mission and vision in the first chapter. In the second chapter, is the summary of tasks done during the practical training. For the third chapter, includes the analysis of one of the division in Sarawak Labour Department which is Employment Service Division. This chapter is emphasizes on functions of Employment Services Division and analyze the strength and weakness of the function. In the chapter four is recommendation which will discuss about some issues in the department and ways to solve the matters. Finally, the last chapter is a conclusion of this report.

1.1 ORGANIZATION BACKGROUND

The Department of Labour Sarawak was established by the state of government of Sarawak on 26 of July 1960 with staff strength of only six persons. Under the Inter-Governmental Committee (IGC) Report 1962, the Director of Labour Sarawak is directly responsible to the Minister of Human Resource through the Secretary General on the administration of labour matters in Sarawak. With the formation of Malaysia, Department of Labour Sarawak was placed under the jurisdiction of the Ministry of Human Resource.

On the 1st July 2003, Employment Services Section of The Manpower Department was merged with Sarawak Labour Department. The name 'Jabatan Buruh' was change to 'Jabatan Tenaga Kerja Sarawak (JTKSWK). There are six branches of Sarawak Labour Office, which includes Kuching, Sibu, Miri, Bintulu, Sri Aman, Limbang, Sarikei, Kapit, Marudi, Serian, Bakun, Kota Samarahan, Seratok, Betong, Mukah and Lawas.

Basically, there are six divisions in the Sarawak Labour Department, namely, Management Service Division, Enforcement Division, Standard Labour Division, Employment Service Division, Research and Information Division and non-resident employment division. Each division play significant roles in make sure the department objectives, mission and vision being achieve and to provide highest quality services to the customers.

1.2 ORGANIZATION OBJECTIVES:

The objectives of Sarawak Labour Department can be divided into four main objectives.

- 1) **Safeguard the interest and the welfare of the industrial community.** It is to ensure our labour in the states of Sarawak know their rights and making sure that they are protected by those laws.
- 2) **Ensure that priority of employment opportunities is given to thy local citizens.** This is to reduce the rates of unemployment in the states.
- 3) **Assist industries to improve their competitiveness in facing the challenges of globalization.** As we are in the era of advanced technology, the department will try to adapt the technology in managing department information such as the use of HRMIS, online complaints, online registration for person with disabilities and video conference to connect with other branches.
- 4) **Create an industrial community that is well-versed in labour laws and labour matters towards a labour environment that is conducive for investment and industrial development.** The department target is to be the department that is emphasize and specialize in labour matter.

1.3 ORGANIZATION VISION:

Sarawak Labour Department vision is to be the main catalyst towards excellent human resources management in the private sector.

1.4 ORGANIZATION MISSION:

Sarawak Labour Department mission is to develop a productive industrial community, knowledgeable, disciplined, caring and responsive towards change in the labour environment.

1.5 DEPARTMENT POLICY:

Department policy can be categorized into three categories, namely quality policy, motto and philosophy.

- i. Sarawak Labour Department **Quality policy** is committed to handling all kinds of labour complaints for the sake of creating a harmonious environment in ensuring customer satisfaction which is to be improved continuously.
- ii. Department of labour Sarawak **motto** is to ensure that the services of department is constantly excellent, officers and staff are at all times required to exercise their creative minds to carry out their duties and responsibilities.
- iii. Sarawak Labour department **philosophy** is clarifies the role of department as a mediator between employees and employers in

maintaining industrial harmony as this department is to ensure people rights are preserved.

1.6 ORGANIZATION FUNCTIONS

Sarawak Labour Department has three main functions which are legislation and advisory, administration and enforcement and employment service. Firstly, in term of legislation and advisory, this department is **responsible to determine the labour policy in the states and to give advice on labour legislation and labour matters** such as manage labour complaints and labour case and labour issues in th states of Sarawak.

The Sarawak Labour Department is restricted under certain provision and laws such as Employment Information Act 1953, Weekly Holidays ordinance, Internal Security Act 1960, Internal Security Regulations 1960, Workmen's Compensation 1952, Wages Councils Act 1947, Wages Regulation Order (Sarawak) shops Assistants 1972, Labour Ordinance, and Private Employment Agencies Act 1981.

Secondly, in term of administration and enforcement, the department function is to **enforce labour laws and to consider and decide on applications and licenses and as well as permits**. In term of administration and enforcement, this department will conduct regular workplaces inspection, to guide employer how to apply license or permits to employ non-resident and also to guide employer how to claim workers compensation.

Thirdly is the department **responsible to the registration of job-seekers and as career guidance such as organize career talk and counseling**. Sarawak Labour Department have official website that is focus on provide

information about job vacancies and other relevant information about career. The official website is JobsMalaysia.gov.my which provides many relevant information and issues especially to the unemployed and jobseekers. Among the information provided in this website are such as regarding update vacancies in government sector, employment services, walk in interview, career talk and counseling, Malaysian oversea employment management centre, career guidance and also job replacement scheme for disabled persons SPOKU (Sistem Penempatan Orang Kurang Upaya).

1.7 CLIENT CHARTER

In order to archive the mission, vision, objectives and quality policy it is important for an organization to have a client' charter to guide the organization towards quality in their services, effective and efficient. Sarawak Labour Department has ten requirements in make sure highest quality in services and customer satisfaction.

i. Complaints:

Labour complaints will be investigated and decision within 60 working days from the date receipt case.

ii. Labour case:

Workers' Claim will be enquired into and decision made within 90 Workingdays from date of claim receipt case.

iii. Workmen's compensation:

To issue assesement:-

a) Temporary Disablement cases

Assessment shall be issued within 2 weeks from the date of receipt of complete documents.

b) Partial Disablement cases and permanent total:-

Assessment shall be issued 2 weeks from the date of receiptof complete documents.

c) Fatal cases:-

Assessment shall be issued 2 weeks from the date of receipt of complete documents.

iv. License to employ non-resident employee under section 119 of Labour ordinance:

(a) Letter of approval in principal

to produce letter of approval in principal (AP) decision within 2 months from the date of receipt of completed application.

(b) New license under AP and replacement license

New license and replacement license should be issued within 2 weeks from the date from the date of receipt of completed application.

(c) Renewal license

Renewal license shall be issued within 2 weeks from the date receipt of completed application.

v. Labour permit:

Decision of labour permit application will be made within 3 weeks from the date of receipt of completed application.

vi. Public complaints:

To give feedback within 3 working days after receipt of completed complaints.

1.8 ORGANIZATION LOGO

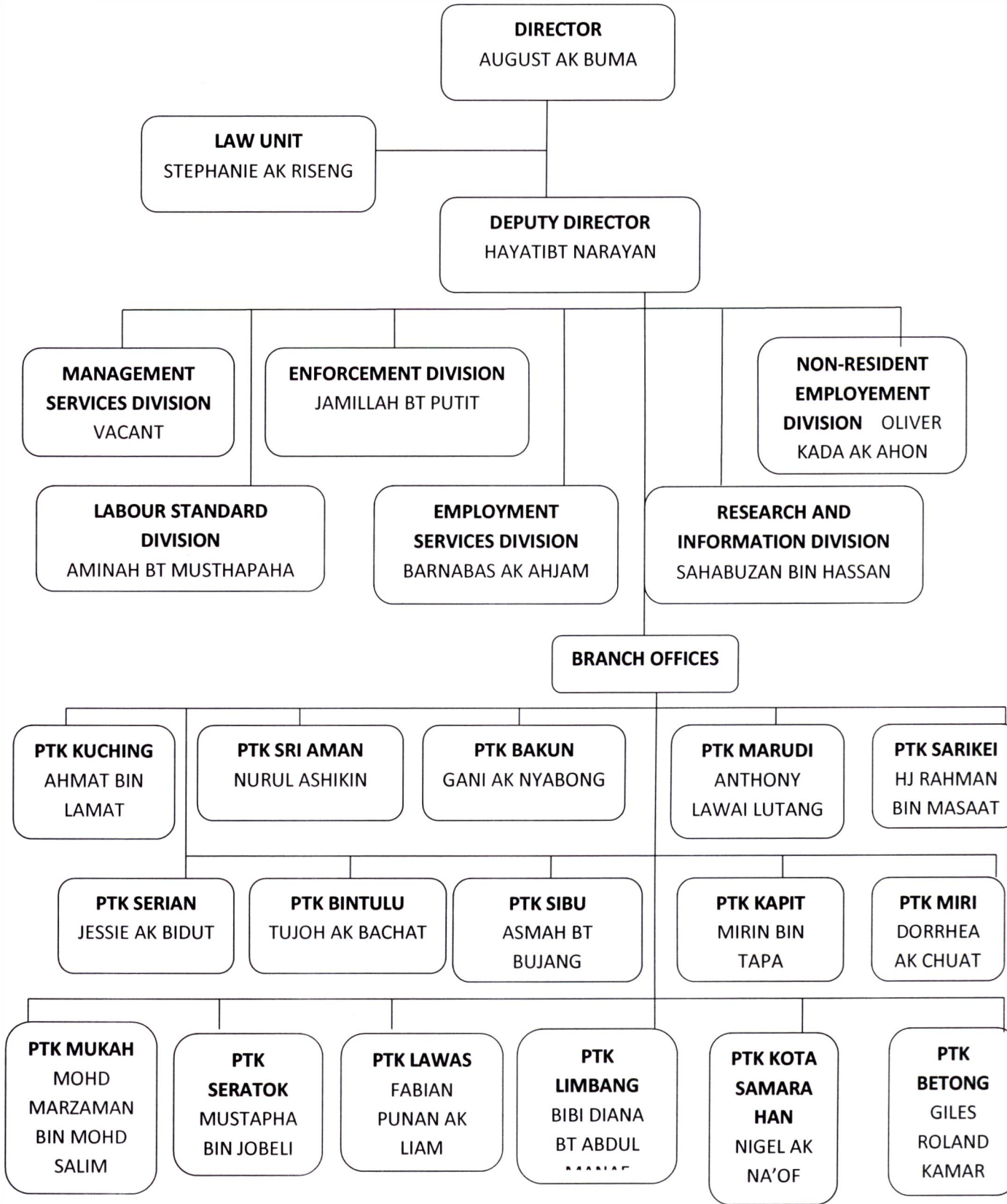


This is an official logo of Sarawak Labour Department. The color of this logo is the combination color of Malaysia and Sarawak flag.



This is official link of Sarawak Labour Department.

1.9 ORGANIZATION STRUCTURE



SCHEDULE OF PRACTICAL TRAINING TASKS

This chapter discusses about daily work or tasks done and it is based on weekly summary. Every week I am work with different division and supervisor in charge also change every week. For the first week, I am attached under Management Service division. For the first week, every day I am under new supervisor. In the second week, I am attached under Enforcement division and supervisor in charge is Mr. AndomLadie. In the third week, I am attached under LabourStandars Division and under Madam Asmarina Othman supervise. For the fourth week, I worked in Employment Service Division and under Mr. Bruno Jong Kim Luing. For the final week, I am attached to Non-Resident Employment Services and under Mr. Oliver KadaAkAhon supervise for a week.

2.1 First week (Management Service Division)

Date	Exact Nature of Work Done	SupervisorsRemarks
30/1/2012 Monday	<ul style="list-style-type: none"> Type the Sarawak Labour Department chart Type detail calculation 	Miss Siti Amirra Bt Mohamad
1/2/2012 Tuesday	<ul style="list-style-type: none"> Write memo Type the review about travel cost 	Mr Bidi Ak Kuan
2/2/2012 Wednesday	<ul style="list-style-type: none"> Discussion about (TPA) TatacaraPengurusanAset 	Madam Martha Ak Sawun
3/2/2012 Thursday	<ul style="list-style-type: none"> Discussion about function of service and staffing unit Read legal procedure relates to this unit 	Madam Hammimah Bt Awang
4/2/2012 Friday	<ul style="list-style-type: none"> Discussion about HRMIS application in this department Read HRMIS (Human Resource Management Information System) manual 	Madam Rafidah Bt Agus

For the first week, I am attached at Management service Division, which everyday under different supervisor. There are several things that I learned while worked at management service department. Under Management Service Division, I've been given opportunity to work with different section which are administration section, asset management section, financial section, and personnel and staffing section.

Firstly, learned about use of punch card in the organization and been exposed to the Sarawak Labour Department organizational chart as well as the work process flow of the organization as a whole. Besides that, I am learned to write proper memo to Sarawak Labour Department Branches based on the organization format and as instructed. Under the financial unit, I have learnt how to calculate the travel cost incurred in the causes as provided. Under asset management, I been expose to the asset management process work flow, procedure on how to manage, dispose the asset in the organization.

Apart from that, in term of personnel and staffing, Sarawak labour Department is still new in adapting the HRMIS system which are, they only apply three modules which are performance management (PM), personal record management and asset declaration. Under performance management, the personnel must update their current achievement such as promotion and any other achievement. For the personnel record management it includes detailed such as length of services, salary, position and other data about the personnel.

As for the asset declaration, the personnel must fill in the compulsory information such as how much their salary, asset own by them, and other information such as their loans. In term of staffing and service unit, I also read a few legal procedures relates to staffing and service unit such as SuratPekelilingPerkhidmatanBilangan 15 Tahun 2008 which specifies about the use and purpose of BukuPerkhidmatanKerajaan that every single staff should have it.

The BukuPerkhidmatanKerajaan is about detail information of the personnel since the first day of their service and the other details includes their achievement during their services. Besides, I also read PekelilingPerkhidmatanBilangan 17 Tahun 2007 and PekelilingPerkhidmatanBilangan 2 2008 which is regarding the term and condition of contract of service.

2.2 Second Week (Enforcement Division)

Date	Exact Nature of Work Done	Supervisor Remarks
6/2/2012 Monday	<ul style="list-style-type: none"> Read few legal procedures (Labour ordinance (Sarawak chapter 76, Kaedah-Kaedah Buruh Yang Telah Diwartakan, Panduan Perlesenan Agensi Pekerjaan Swasta. 	Mr. Andom Ak Ladie
7/2/2012 Tuesday	<ul style="list-style-type: none"> Discussion about function of enforcement division. 	
8/2/2012 Wednesday	<ul style="list-style-type: none"> Participate in the consultation session with employer and employee union. 	
9/2/2012 Thursday	<ul style="list-style-type: none"> Read legal procedures (Employment Act 1955 and Malaysian Labour Laws) 	
10/2/2012 Friday		

In the second week, I was attached at enforcement division, which under Mr. Andom Ladie supervision. For the first I have to read several legal procedures and law that relates to this division which is more about legal procedure that which both employee and employer have to be familiar with. Such legal procedures are Labour Ordinance (Sarawak Chapter 76), Kaedah-Kaedah Buruh Yang Telah Diwartakan and Panduan Perlesenan Agensi Pekerjaan Swata.

Second day, I had discussion with Mr. Andom about the list of work, the function of the enforcement division.

On the Third day, I have opportunity to participate in the consultation session with employers and Employees Union which led by Madam Jamillah, who

is Head of Enforcement Division. The consultation session is about a draft of proposed amendment to Labour Ordinance (Sarawak Chapter 76). Before that, need to register participants for the consultation session. The consultation purpose is to provide detail to the employees and employers which part of the provision they don't understand or clear about.

Apart from that, I also read about Employment Act 1955 and a few cases from A Handbook of Malaysia Labour Laws. This is for me to understand how the labour cases are being judges based on their wrong act.

In Enforcement Division, the staff conduct a lot of analysis of the case that been report by any party regarding the complaint on labour case such as in term of unpaid wages, sexual harassment in workplace and working hours. The staff need to be investigate the case before decide on any decision. That why, this division is corporate with Law Unit to perform their tasks. Sometimes, this division also has to do field works such as inspection and investigate if there any report relates to labour case.

2.2 Third Week (Labour Standard Division)

Date	Exact Nature of Work Done	Supervisors Remarks
13/2/2012 Monday	<ul style="list-style-type: none"> Read function and list of tasks that this division does. 	Madam Asmarina Bt Othman
14/2/2012 Tuesday	<ul style="list-style-type: none"> Read Workmen Compensation Act 1952 	
15/2/2012 Wednesday	<ul style="list-style-type: none"> Read labour Ordinance (Sarawak Chapter 76) 	
16/2/2012 Thursday	<ul style="list-style-type: none"> Read Private Employment Agencies Act 1981) 	
17/2/2012 Friday	<ul style="list-style-type: none"> Read Sarawak Labour Department client charter and the achievement of this department. 	

On the third week, I don't have much work because most of the staff in the Sarawak Labour Department is involved in the conference for the whole week. Fortunately, I have opportunity to discuss with Madam Asmarina about the task, and responsible of this division to make sure Sarawak Labour Department able to achieved it objectives, mission and vision. For the beginning, I have to read and understand the list of task and the process and procedure involved in this division.

Secondly, I read certain legal procedure that need to be applied in this division and summarize it, such as the Compensation Act 1952, Labour Ordinance (Sarawak Chapter 76), Private Employment Agencies Act 1981.

In addition, I also read Sarawak Labour Department client charter and compare to it achievement based on yearly analysis to see whether they achieved

the short term objectives and to make sure Sarawak Labour department is on the right track and able to achieved their goal.

Labour standard division a task is mainly emphasizes on manage the labour complain such as late payment of wages by employer, wrongful deduction wages, unpaid public holiday wages, employer not paying the compensation, unfair labour practice or discrimination in workplace, sexual harassment in workplace and private employment agency operating without license. For those employers or employees that want to make compliant, it is easy because they can go to Labour Office or through online.

2.3 Fourth Week (Employment Services Division)

Date	Exact Nature of Work Done	Supervisors Remarks
20/2/2012 Monday	<ul style="list-style-type: none"> Read list of tasks that this division does. 	Mr Bruno Jong Kim Luing
21/2/2012 Tuesday	<ul style="list-style-type: none"> Read about (3P) Program PenempatanPekerja and Program AzamKerja 	
22/2/2012 Wednesday	<ul style="list-style-type: none"> Read about MS ISO 9001:2008 	
23/2/2012 Thursday	<ul style="list-style-type: none"> Read about MS ISO 9001:2008 and its implementation in this department 	
24/2/2012 Friday	<ul style="list-style-type: none"> Explore jobsmalaysia website (CIC) Career Information Center. 	

In the fourth week, feeling more comfortable and familiar with the organization rules and regulation, how they do their task, the process flow in the organization. This week, I was attached in the Employment Services Division, under Mr. Bruno Jong supervision. For the first day, I was given the list of task and function of the employment service division in the Sarawak Labour Department. It is for me to understand the function of this division and so that I will not be confused. There are two main function of Employment Service Division, which are plan and regulate activities regarding labour matters such as training need, job placement programme as well as provides special scheme for disabled person. Secondly, this division function is to gather updated data and information regarding labour matters such as employment rate in Sarawak, number of vacancies, job

opportunity and also gather monthly statistic. Mr Bruno explained to me in detail about the function of this division and he also gave me the article about the activities that they implement in order to make sure Sarawak Labour Department archived their goal and objectives.

Second day of the week, I read in detail about the programme that this division organize and implement to ensure this division able to achieved it target. I been explore about 3P programme (Program PenempatanPekerjaan/Job Placement Programme) and Program AzamKerja. This programme is designed to address the issue of retrenchment following the global economic crisis also affected Malaysia in 2009. The focus of this programme is to help retrenched workers to get new job.

There are three main purpose of the programme, firstly, diversify with job placement close cooperation with partners jobs (employment partners) that the employer and the Private Employment Agencies (APS). Secondly, promote skills training among the job seekers, displaced workers and other target groups. Thirdly, to be a local service center to find job seekers and potential employers in offering employment and enabling customers to Ministry of Human Resource to obtain information faster and more integrated.

Apart from that, this division also just implements and practices MS ISO 9001:2008 in managing their document. This implementation is aims to guide Sarawak Labour Department to increase knowledge and understanding of public

sector agencies on the standard requirement in implementing the Quality Management System (QMS).

Apart from that, JobsMalaysia website is the most important element in Labour Department because through website is the most effective medium to communicate with job seekers especially to update any information regarding job opportunity. JobsMalaysia is an automated job matching system provided by the Ministry of Human Resource. It is one out of three core modules under the Electronic Labour Exchange (ELX). The main objective of this system are firstly, to improve the mobilization of the nation's human resources and to ensure that manpower utilization is optimized through the systematic matching of job seekers to job vacancies. Secondly, to be one-stop centre for labour market information that will be accessible to the public, both locally and overseas, including Malaysian students studying abroad and potential foreign investors.

2.4 Fifth Week(Non-Resident Employment Division)

Date	Nature of Exact Work Done	Supervisor Remarks
27/2/2012 Monday	<ul style="list-style-type: none"> Filing Participate in Mesyuarat Jawatankuasa Lokalisasi 	Mr Oliver Kada Ak Ahon
28/2/2012 Tuesday	<ul style="list-style-type: none"> Filing Key in LMD (Labour Market Data) 	
29/2/2012 Wednesday	<ul style="list-style-type: none"> Filing Record approved AP (approval Principal) in the system 	
1/3/2012 Thursday	<ul style="list-style-type: none"> Filing Read work process for non-resident employment in Malaysia. 	
2/3/2012 Friday	<ul style="list-style-type: none"> Filing Read the guideline and procedure for employ non-resident in Malaysia. 	

The function of this division is mainly focus on managing application of application in approval (AP) for non-resident employment. Apart from that, this division also manages for the renewal license to employ non-resident employee to work within their company.

For the beginning, I had discussion with Head of Non-Resident Employment Service Division, Mr Oliver Kada Ak Ahon about the function of this division and it significant toward the Sarawak Labour Department. After that, I also fortunate because have the opportunity to participate in Mesyuarat Jawatankuasa lokalisasi

for the non resident employment services. This meeting is about to approved or disapproved those who applied for license to hire non resident workers in their company according to certain criteria. In the meeting, we have argue about 100 of license application need to decide whether to approve the license or instead. This is the great experience because this is the first time I have the opportunity to participate in the meeting.

In this division, I also learn about filing system and every day I have to do the filing as instructed by the staffs. I learned how to open file, closed file, and arrange the file in order according to the MS ISO 9001:2008 principle. I. Besides, I also learn how to key in data of Labour Market Data (LMD). LMD is which detail about applicant application for application in approval (AP). This means the record in LMD have to be updated to know the current status of the AP either it is approves, rejected or in consideration. In addition, I also have to do the data record or key in the same data regarding those license application and AP that have been approved to make sure all the document are easy to search in the future.

Besides that, I also read the work process of this division for me to understand in detail how they do their task and work. For the fourth and last day attached in this division, Mr Oliver just ask me to read and understand about the work process in this division. As i have discussion with Mr. Oliver, I can understand that, there is important of the Labour department to have a control about the recruitment between local people and non-resident to avoid imbalances of foreign workers work in Malaysia. There is a quota of how many foreign workers can work

within our country, because job opportunity in this country is priority for the local people.

ANALYSIS

This chapter emphasize on the analysis of the functions of Employment Services Division work process. This includes explanation of this division functions and analyze the strength and weakness of the functions.

3.1 EMPLOYMENT SERVICES DIVISION

As I have worked at different division at Sarawak Labour Department during my practical training, I would like to focus on one area of tasks as I had cover during the practical training, focus on the Service Management Division because I have learned a lot while I was instructed to work with the personnel at that area. First of all, the staffs give me clear explanation regarding their job description, the scope of work, and the task that I should perform.

They have conducive working environment and the staff have high cohesiveness and I am grateful able to work together with them even though just for a week. They demonstrate to me how their administration process, procedure and the system within the department.

Employment service division are responsible to analyze and gather data statistic about employment rate in Sarawak, as well as their function is important to the jobseeker as well as for the person with disabilities that seek for job. There are two main function of Employment Service Division are to plan and regulates activities relates to labour matters and to gather monthly statistic.

Apart from that, this division also provided website to provide guidelines for those jobseekers and updated vacancy information. I was attached in this division for a week, and there a lot of new things and knowledge I gained from this practical training. Hence, I choose this division to be analyzed.

I would like to relate my analysis with the concept or theories which is the importance of human resource management and planning. To be specific, to study the approach and method Sarawak Labour Department use in their human resource planning to achieve the department mission and vision, which is I analyze the task and function of Employment services division. The Human resource planning means the process determining the human resource needs of an organization and ensuring that the organization has the right number of qualified people in the right jobs at the right time and right place.

3.1.1 ANALYSIS OF PROVIDE JOB REGISTRATION AND JOB PLACEMENT FOR JOBSEEKERS FUNCTION

In term of to plan and implement activities, this division is responsible to provide job registration and job placement for jobseekers as to minimize the unemployment rate. Besides, this division also provides career guidance for employee, employer and jobseekers. Labour Department have their own website which is www.jobsmalaysia.gov.my which is the main purpose is to do job matching electronically to mobilize the workforce through the job matching systematically as well as for the job seekers to update any vacancies.

JobsMalaysia portal provides facilities for job seekers to seek suitable jobs and for employers to get their right candidates. Job seekers can do online job application while employers can manage the applications using JobsMalaysia portal. All these facilities are accessible to all levels of users with no charge.

In my opinion, the function of jobsmalaysia.gov.my website is a successful approach to attract jobseeker to register and update on any vacancies, especially among the fresh graduates. The effectiveness of this www.jobsmalaysia.gov.my portal is through this system, jobseekers can apply for jobs and employers can manage the job applications received. And these facilities are free. Apart from that, they also organize activity such as carnival pekerjaan, program Azamkerja and 3P programme (Program Penempatan Pekerjaan/Job Placement Programme)

The facility is free but not all of the jobseekers, employees, employers and other users know the existence of the portal and function of the portal. Besides, not

all of the people know how to explore the facilities. The exposure of this portal is still lacking.

From the feedback obtain also, there is respondent comment the portal is not updated and the portal is not friendly user in fact the portal is complicated. Therefore, the department should try to improve the system for the convenience of users.

3.1.2 ANALYSIS OF PROVIDE CAREER GUIDANCE FUNCTION

In term of provide career guidance, the staff under this division regularly organize talk, dialogue, jobs carnival and seminar regarding the jobsmalaysia.gov.my website, provide information regarding services and opportunities in Malaysia to any school and higher education institutions. This will bring advantage to the participant because they will able to understand different between how is the recruitment process done in public and private sector as well as the advantages and disadvantages in both sector. This career guidance main focus is to encourage new generation especially to join in public sector. Apart from that, the talk, seminar and dialogue is to help them, to equip them with sufficient knowledge about the current statistic of the employment rate, job opportunities and how they face the problem in searching for employment.

The significance of providing career guidance for job seekers especially is to equip job seekers for job search skills, provide useful information to firms about the type of energy higher education institutions for school leavers, conduct short courses for job seekers as well as provide advice on various types of job and prospect. Another importance of having this career guidance is also to provide counseling services to help job seekers make better career decisions and also helping them to understand themselves better graduates through inventory.

In my opinion, the seminar, talks about career is not attractive programme as the new generation is more active and not interested in the one way communication. This type of programmer not suitable to attract more graduates

and it is more suitable for older people which is more convenience with one way communication.

From the feedback of this career talks, the talks is bias which is promotes vacancy in public sector only. Hence, the department should review the talks or programme that been implement to identify the weakness and improved it in order to achieve department objectives.

3.1.3 ANALYSIS OF PROGRESS VISIT FUNCTION

Under providing career guidance, this department also practice progress visit to the place where they been give talk and seminar about career guidance. This is as to evaluate and measure feedback from the participant. Usually, the staff will make progress visit to obtain feedback, to see whether the seminar is effective or instead. The level of effectiveness also can be measure by the number of registration applicant in the jobsmalaysia system.

So far, the number of people register within the system is increasing. The progress visit also to target on which place or institution that get more applicant interests to join in so that Sarawak Labour Department can expose more information that they need and guide them.

Besides, this visit is important for this division to regulate activities and to target audience to encourage them to join in the public sector. By doing the progress visit, this division able to know their strength and weaknesses in conducting seminar and talk about promoting their purpose of the seminar. The progress visit is essential for the programme evaluation and as s measurement of the programme level of effectiveness.

The weak point of this progress visit is the number of feedback obtain is limited and it is hard to measure the effectiveness as the respond from the participants is limited. Apart from that, the progress visit is not conduct frequently by the officers because they just rely and depend from the online feedback.

Therefore, the department is lack in term of collecting information directly but rather depends on online feedback which is limited and not the entire respondent of participants of the programme implemented will comments the programme.

3.1.4 ANALYSIS OF 3P PROGRAMME (JOB PLACEMENT PROGRAMME)

3P is a programme designed to address the issue of retrenchment following the global economic crisis also affected Malaysia in 2009. The focus of this programme is to help retrenched workers to get new job. This programme is also open to the unemployed graduates, school leavers, youth and special groups such as persons with disabilities (PWDs), single mothers, former drug addicts, former prisoners and pensioners. In line with the implementation of the Training and Placement programme (Train and Place) by the MHR, the 3P is accompanied by the training provider appointed by MHR to offer training opportunities to target groups to improve their skills.

This 3P programme is a systematic approach in term of job matching which can reduce time consuming as well as reduce cost. This programme contribute to positive impact towards economy, provides employment to those who needed and as well as for the employer to search for suitable candidates in their organizations. This programme is very useful especially during the economic downturn whereby many of organization will retrench their workers.

The significance of such programme is to enable Labour Department to achieved mission and vision as the Employment Services Division for local service centre to find job seekers and potential employers in offering employment and enabling customers to Ministry of Human Resource to obtain information faster and more integrated. As a result, this can promote skills training among jobseekers.

The weak point of the programme is active only when there is economy downturn or unstable. But, when the economy is stable such programme deactivated for a while. Besides, they also stop conduct their research and job placement. This will lead to uncontrolled of employment rates at certain time because the economy is changing and unpredictable.

Therefore, the department should have a consistent research about the employment pattern and prepared for unexpected outcomes as the economy and environment is keep changing. This is to ensure balance supply of job vacancies and an employment rate in the country is under control.

3.1.5 ANALYSIS OF SPOKU (SISTEM PENEMPATAN ORANG KURANG UPAYA)

In term of to help those person with disabilities, Sarawak Labour Department have special scheme for them to apply for jobs which is SPOKU (Sistem Penempatan Orang Kurang Upaya). SPOKU is an application developed by MOHR (Ministry of Human Resource) to help the handicapped and people with special needs to search for jobs that match their qualification and physical capabilities. Upon registration, these individuals are given special assistance to find matching jobs. This is in line with the government campaign of "The Caring Society" to provide equal opportunity for everyone to contribute to the society and country.

There are several of SPOKU advantages, such as online registration anytime and anywhere without having to personally visit the Labour Department offices; job matching is done online by the system, job matching results are notified to job seekers online and this system show suitable career choices according to their capabilities and needs.

Apart from that, to help and protect people with disabilities, Sarawak Labour Department also provides service which is SBGP-OKU (Business Incentive Assistance Scheme for Disabled Person). This service is open to all disabled person who runs a business and wishes to expand his or her business. To apply this incentive, the applicant must be disabled person registered with Department of Social Welfare and has operated a business for at least a year. In order to receive

grant, an applicant must submit a project paper and the project must envisage the employment of at least one disabled person in his business expansion.

With this system application, it can help those person with disabilities does not left behind and are able to contribute to Malaysian economic. This application had help and understands the needs of these people with disabilities and it is very effective methods.

The weakness of the scheme or services for the disabled person is lack in term of exposure. Furthermore, their employment for disabled also limited because not of the organization is willing to recruit person with disabilities in their organization.

In addition, the person with disabilities facing difficulties because use to depends on government assistance. Hence this is hard to encourage them to involve in any sector.

3.1.6 ANALYSIS OF MOEMC (Malaysia Overseas Employees Management Centre)

Besides, Sarawak Labour Department also provides services to those overseas employees which are MOEMC (Malaysia Overseas Employees Management Centre) which purpose to coordinate the delivery of employee to work overseas as well as to strengthen protection against problems and complaints of citizen's employees overseas. The function of this division in this service is to regulate activities to provide guidelines and advice to the employees regarding their problem.

In my opinion, this will make sure our employees who works overseas feel secure and their rights are being protected if there any problems occur. By having this centre, it can reduce bureaucracy in term of managing problem and complaints occur in overseas. Hence, it also contributes to effective and efficiency of human resource management of Labour Department.

The disadvantage of the Malaysia Overseas Employees Management Centre is the centre is ineffective as the labour case and labour complaints is not all of the case being reported to this centre. Meaning to say, local people who work overseas doesn't rely on this centre.

Therefore, the department should expose the function of this centre overseas or otherwise the centre is just waste. The MOEMC should be representation of the local people who work overseas.

3.1.7 ANALYSIS OF APPLICATION OF LICENSE FOR PRIVATE

EMPLOYMENT AGENCY FUNCTION

Apart from that, this division also manages matters relating to application of license for private employment agency. This service is open to any person who wishes to obtain a license to carry out a private employment agency. The applicant must provide particulars of the company, share holders, guarantors, information of the agency and a working paper regarding detailed information about the purpose of the agency establishment. There are certain documents that needed in order to apply for the license which have to comply with Private Employment Act 1981, such as applicant must be form a private limited or limited company only, copy of company registration certificate, copy of memorandum and articles of association, letter of good conduct, and statement that is not a bankrupt and other relates supporting documents.

After that, the private employment agency also need or required to submit the monthly report of registration and placement of job seekers in the manner and within the period specified by the Director of Labour. Besides, every private employment agency shall maintain records of registration of workers, records of vacancies, placement of workers and fees collected. The records shall be preserved for not less than twenty four months after the recording for the purpose of inspection.

By imposed such terms and condition for those employers who wish to issue or apply for the private employment agency license, it can reduce misuse of license for other illegal activities such as for human trafficking which is not a new

issues in our country. By conducting frequent inspection, this will ensure the private employment agencies hire legal workers and fulfill all requirements to operate private employment agencies.

Application of license for private employment agencies is very much depends on the officers of this department in approving the license and conduct inspection. In this case, the officers who responsible for the approving the license and conduct inspection must be accountability and integrity and as well as practice transparency in the transaction. If the officers is involves in bribery and didn't conduct the inspection then it will create another serious problems such as the private employment agencies is illegally operate.

For this function, the level of effectiveness is depends on the officers in this division. If the officer is irresponsible, it will lead to serious consequences such as bad record of this department, corruption, and the department unable to achieve organizational objectives.

3.1.8 ANALYSIS OF SUPERVISE AND MONITOR THE IMPLEMENTATION OF MS ISO 9001:2008 IN SARAWAK LABOUR DEPARTMENT FUNCTIONS

In addition, another function of this service employment division is to supervise and monitor the implementation of MS ISO 9001:2008 in Sarawak Labour Department. MS ISO 9001:2008 means a written document standard that describes the guidelines and basic requirement in management system. This implementation is aims to guide public sector to increase knowledge and understanding of public sector agencies on the standard requirement in implementing the Quality Management System (QMS).

There are positive impacts towards the organization as well as the staff that implement this quality management in managing their file system because it in simple and easy to search for the file we need because the file or documentation is organize and as well as efficient way of documentation.

Other positive benefits of this ISO implementation towards the department are connection of quality management system to organizational processes, requirement for the establishment of measurable objectives at relevant functions, and being oriented towards continual improvement and customer satisfaction which include monitoring customer satisfaction as a measure of system performance.

As the implementation of this MS ISO 9001:2008 is still new within the department, the disadvantage of the system is there is limited of resources and guidelines to practice it fully.

Besides that, the weakness of this implementation is it is standardize because only employment services division and non-resident employment services division practice this documentation. Meanwhile, the other division not started yet the practice of the MS ISO 9001:2008 in managing the department information.

3.1.9 ANALYSIS OF PROVIDES OPERATION ROOM FOR THOSE RETRENCHMENT WORKERS DUE TO ECONOMIC DOWNTURN FUNCTION

Moreover, another activities that been implemented by Sarawak Labour Department is provides operation room for those retrenchment workers due to economic downturn. There are few roles plays by Sarawak Labour Department in make sure those workers which their employment being terminate by their organization. Retrenchment refers to an act of organization legally terminating the contract of service of the employees in a situation where the company considers that such action is requires in order to restructure the organization's to suit its operational objectives.

Firstly, is to make sure those organization that have job vacancies for the laid off workers. In order to do the job matching, Sarawak Labour department responsible to search for which organization those have job vacancies, and provides list of qualified candidates to match with the job and to be interviewed by the employer. Besides, this department will invite employers that have job vacancy within their organization to join job carnivals for them to search for the right and qualified candidates to suit with the job vacancy.

The disadvantage of the operation room is it is time consuming in term of conducting the job matching. Apart from that, the operation room also increases cost of organizational expanses due to workers didn't get employ by any

organization. It will contribute to high expenses and time consuming to search for job vacancies for those laid off workers.

The other weakness of this operation room is the laid off workers will depend much to the department to conduct job matching for them. The department has to develop effective strategy to deal with the weakness of the operation room in order to achieve department objectives.

3.1.10 ANALYSIS OF INSPECTION OF PRIVATE EMPLOYMENT

AGENCIES FUNCTION

This division also responsible to regularly inspect the private employment agencies instead of manages their license application. A private employment agency is required to submit the monthly report of registration and placement of job seekers in the manner and within the period specified by the Director of Labour.

This report must be submitted and received by the Director within the period he specifies. Every private employment agency shall maintain records of registration of workers, records of vacancies, placements of workers and fees collected. The records shall be preserved for not less than twenty four months after the recording thereof for the purpose of inspection.

This inspection must be done regularly to make sure the private employment agencies are complied with the law and regulations to avoid any problem occur. Thus, inspection will also ensure that the private employment agencies understand their responsible and if they have any issues they can directly talk to the officer who do the inspection.

The inspection also contribute to positive impacts for both parties because frequent inspection able to build good relationship between the private employment agencies and Sarawak Labour Department. Hence, the both parties able to work together in a harmonious environment.

The weakness of this function is if there is possibility for the employment agencies provide inaccurate data or records for the department to be review and analyze. The department should investigate the private employment agencies in order to obtain accurate result.

Apart from that, the officer's integrity also questionable in term of conducting inspection because most of the private employment will try to corrupt the officers for their self interest. This function should practice transparency in conducting the inspection.

3.1.11 ANALYSIS OF GATHER MONTHLY DATA AND STATISTIC

FUNCTION

In term of this division to gather monthly data and statistic relating to job vacancies and registration of job seekers, there several approach they use in order to obtain accurate data. Accurate data is very important in the human resource management and planning for the future as well as to ensure Sarawak Labour Department able to achieve their target and to reduce unemployment rates in our country. The data, statistic and information related must be updated and accurate for the division can analyze and regulate activities according to the economy situation, job opportunities availability. It is the key of successful if there are proper planning.

This division will be responsible for collecting data and prepare for statement regarding online job registration, job vacancies within the country and job placement every month. Then, they will compile all the data they obtain from branch offices to determine the effectiveness of programme they implemented.

For the people with disabilities, they also will collect data for their job registration and job placement. From the data collected, Labour department will be able to measure their effectiveness and know their weakness part and then try to solve it.

Besides that, they also collect data about their career guidance activities to make sure there is sufficient information being provided for job seekers especially as well as to ensure their activities are able to attract job seekers. In addition,

Employment services division also collect data about what kind of workforce, job description and job specification that are required by government agencies. This is to help the job matching can run smoothly and systematically by provide right capabilities and abilities of employee with the right job and right place.

Furthermore, for the human resource management, this division also gathers monthly data, statistic regarding job retrenchment especially during the economic downturn. This data would help this division to plan, regulate and implement job placement for those laid-off workers to help sustain economy and as well as to reduce unemployment rates in our country.

This function is very vital because, in human resource management, the planning process from both aspect internal and external is important so that we are in line with organization objective and able to achieved organization goal effective and efficiently. With the sufficient and accurate data we gain, we can do proper planning and able to reduce mistakes in the process.

This is to help the job matching can run smoothly and systematically by provide right capabilities and abilities of employee with the right job and right place. Apart from that, the information obtained is useful for the research and information division for the research and analyze purpose in order to predict the employment pattern as well as to forecast economy conditions.

There also certain weakness of the data collected by this division, it is in term of accuracy of the data obtained. As the function of this division id to gather

data from the customers, the data may inaccurate. It is because the division has limited time to investigate and check the data obtained one by one.

As for certain data is obtained from online registration, the data may be inaccurate and the job matching done by the department may be bias and ineffective. It is because online data is difficult to determine the data is legal and accurate. Thus, it will create problem to the department to conduct the job matching and to analyze the data obtained.

3.1.12 ANALYSIS OF COLLECT RETRENCHMENT DATA DUE TO ECONOMIC DOWNTURN AND MUST BE UPDATED MONTHLY

Apart from that, this division also responsible to collect retrenchment data due to economic downturn and must be updated monthly. This is to make sure this division obtain accurate data and able to plan and regulate activities such as 3P Programmer and Programmer Azamkerja in order to address the retrenchment issues. This data is important because it helps to identify which organization had terminated their workers and under what ground they terminated their employment. With the accurate number of retrenchment workers, then this division will need to search for job vacancy of those laid off workers.

As a result, we able to reduce unemployment rates in our country due to the systematic approach of employment system practice in this department. In order to helps the laid off workers and to maintain economy growth during the unstable economy condition, this department will need to search for organization that have job vacancy that suitable for the workers and organized job interview to search for right candidates to suit the job vacancy. This approach will be able to reduce time consuming to search for new workers for the organization that need new workers.

The weakness of the data collected on retrenchment is not effective because it done monthly and in a month there is not much changes in the data. The data also can be obtained from the research and information division as this is their responsible to update monthly data regarding any issues relates to the economy and employment. This is duplication of work as the function to collect data is research and information division responsible.

The duplication of work will lead to slow work process and the department is not effective in the service delivery and management process. Besides that, the data it also lead to increase usage of paper in the organization as every data needed need to be in hard copy for easy to refer. This also shows that there is lack of communication between division as they didn't notice that they are work on for the same tasks.

3.1.13 ANALYSIS OF RECEIVE AND COMPILE A COMPLETE MONTHLY STATEMENT OR DATA FROM JMC (JOB MALAYSIA CENTER) AND ALL OFFICE BRANCHES FUNCTION

Another function of this division is to receive and compile a complete monthly statement or data from JMC (Job Malaysia Center) and all office branches. The data should include list of organization or company registered under Sarawak Labour Department, list of registration, list of activities conducted such as seminar, talk, and interview, list of approved license, and other related information. The information collected will be used to plan and regulate activities and as a measure of this division's performance and achievements. Due to the increasing number of applicants registered under the system, it is important for this division to update data monthly in order to obtain accurate data.

The data collected can determine the level of effectiveness of the work process done in this division, because it shows whether the activity and programme implemented are able to reach the targeted group or not. Furthermore, this division wants to ensure that those organizations and applicants registered under Sarawak Labour Department system demand and wants being fulfilled and as well as to reduce unemployment rates in our country.

Based on survey, the registrants in jobsmalaysia system is increasing and based on feedback, the registrants are satisfied with the jobsmalaysia system. It is

a need to know the current statistic of registrant so that it is easy to regulate programme and find alternatives to reduce the number of unemployment.

The drawback of the data collection from all office branches is time consuming. In the end of the month, every Sarawak Labour Department office branches should submit their monthly report from Job Malaysia Center for the head quarters to review and address the weakness of their branch office. Unfortunately, some of the branch office take time to submit their report, this lead to the review had to be postponed because of the delay in report submit to the head quarters.

Apart from that, another weakness of the function is there is lack of communication between the office branches and head quarters as they using email to communicate with each other. The head quarters only meeting with all office branches ones a year. The lack of communication may lead to misunderstanding and ambiguous of instruction.

3.1.14 ANALYSIS OF COLLECT DATA OF WORKFORCE AVAILABLE TO THE NEEDED PUBLIC SECTOR

Apart from that, this division also needs to collect data of workforce available to the needed public sector. The data is important in performing job matching to make sure the candidates that the organizations search for is the right candidates. This division will have to obtain data such as the qualification of candidates, current statistic of unemployed graduates, unemployed people and the requirement of the job and organization requirement. The information obtain must be accurate and updated in order to make sure the job matching is fit in the organization.

As a result, this division functions to reduce unemployment by implement certain plan and programme such as job clearing, job placement, job carnivals and so on. Besides that, Sarawak Labour department also have to update monthly all the statistic and data related in order to perform and implement their function to make sure those job seekers are get the right job and the organization or public sector that need workforce are able to get the right candidates to fit in with their organization. Hence, it is important for this employment service division to collect data of available workforce to help public sector to find most suitable candidate.

The weakness of being mediator for the organization and job seekers is both of them will depends to this department to conduct the job matching and other tasks for them. Furthermore, the functions also lead to match the job seekers wrongly to the organization needed because due to the limited time and resources. It is because the limited of human resource due to the division had two positions or

vacancies are available and the division is searching for the rights candidates to fill in the positions.

RECOMMENDATIONS

Recommendation refers to a proposal for course of action. Sarawak Labour Department mission is to develop a productive industrial community, knowledgeable, disciplined, caring and responsive towards change in the labour environment. Sarawak Labour Department motto is to ensure that the services of department is constantly excellent, officers and staff are at all times required to exercise their creative minds to carry out their duties and responsibilities.

There are several weaknesses can be seen within the department that will create barriers for the department to archive department objectives. The weaknesses of the department are such as in term of staff integrity, inspection method, communication, and red tape.

4.1 INSPECTION

Inspection refers to organized examination or formal evaluation exercise. Officers of Employment Services Division and Enforcement division are responsible to do inspection to private employment agencies every month. This inspection is makes sure the private employment agencies are complied with the rules and regulations.

The weakness of this inspection is there is no assurance that the officers will go to inspect the place of private agencies. It is because, as stated in their agreement between the Sarawak Labour Department and the private employment agencies it is the private employment agencies to submit their monthly report to the Labour Department. Hence, there no need for the officers to do inspection to the workplace.

As a result, if there is no inspection done, there is possibility for the private employment agencies to misused the power and take advantage of if there is no frequent inspection done. Basically, the things that the officers inspect are such as labour relation, occupational safety and other related laws.

Another weakness of inspection is in term of cooperation given by the private employment agencies. Not all of the private employment agencies will give fully corporation during the inspection. Therefore, the officers should be more strict and should imposed punishment or fine for those that refuse to cooperate with the officers.

Therefore, the inspection done by the officers should be monitor by the head of division to make sure the inspection is done regularly. The department should have a schedule of inspection and the result of inspection should be review to make sure there are no complaints and problems occur.

Apart from that, the officer also should build good relation with them in order to get good cooperation with the employers and employees at the place of inspection. As a result, both parties will get benefit from the inspection if they work together

4.2 INTEGRITY

Integrity is a concept of consistency of actions, values, methods, measures, principles, expectations, and outcomes. In ethics, integrity is regarded as the honesty and truthfulness or accuracy of one's actions. Integrity can be regarded as the opposite in that it regards internal consistency as a virtue, and suggests that parties holding apparently conflicting values should account for the discrepancy or alter their beliefs.

Most of Division within the Sarawak Labour Department responsible is dealing with the public and employers and employees, therefore the integrity of the staff is questionable. As for example, when the officers do the inspection, there is possibility of the officers to take bribe from the agencies that misused their power.

Apart from that, integrity of the staff also questionable in term of the staff accountability in completed their tasks and responsibility in order to ensure Sarawak Labour Department achieves goals and objectives. Not all of the staff is committed to their work and responsibility.

The capacity of central offices with responsibility for promoting integrity should be reviewed and strengthened where necessary. Performance contracts should give greater priority to integrity initiatives and outcomes, with clear individual accountability for results. The department should focus on leadership skills to improved this integrity issues in the department.

4.3 RED TAPE

Red tape refers to the collection or sequence of forms and procedures required to gain bureaucratic approval for something, especially when oppressively complex and time consuming. In term of work process, when dealing with tasks there are too many procedures and processes must go through to complete one task. This contributes to time consuming in complete task.

As a result, red tape make the work process more complicated and also contribute to increase expanses due to time consuming and complicated of work. Procedures and processes must be minimize in order to reduce time consuming and reduce cost so that able to complete task effective and efficiently.

The department should divided task according to the function of unit or section and the section must do the tasks within their scope only to reduce too many procedures and process that must be go through. The department also needs to improve their management in term of time take to deliver service and solve a problem. For example, when a customer make a complaints, the customer have to go through several procedures and sometimes need to go to office themselves several times before they can take any action regarding the complaints made.

This department need to improve their human resource management and as well as their strategy in order to reduce red tape so that this department can function in effective and efficient way to achieve department object

4.4 COMMUNICATION

Communication refers to the exchange of thoughts, messages, or information, as by speech, visuals, signals, writing, or behavior. Effective communication of information is important to ensure for management-employee relations. The leader or manager cannot get to work from employees unless they are communicated effectively of what he or she wish to be done. Effective communication is needed to increase employee performance and as a tool for motivate employees.

Among the programme that can contribute to effective communication in the workplace are such as orientation, training and leadership development programs should emphasize and reflect the critical role of visible and active leadership and coaching in promoting right-doing and preventing wrongdoing. Leaders and employees should receive additional support in developing the necessary skills for managing performance consistently and honestly, clear and specific so that both parties understand and able to create good relations between them.

Efforts should be made corporately, and at department and agency levels, to define and communicate the various elements of wrongdoing clearly and simply, providing specific examples wherever possible. A corporate “all of government” approach is needed, with consistent and reinforcing departmental rollouts. This should reflect the importance of identifying and tackling smaller incidents of “rule-bending” before these become larger or systemic.

4.5 Sarawak Labour Department Official Website

The Sarawak Labour Department official website which is www.jtkswk.mohe.gov.my is not updated in term of internal information and external information. The department internal information such as organizational charts, any changes information and news update are take time for the employee to update it. On the other hands, external information such as tender information and job vacancy in public or private sector also they take time to update the information in the official website.

The employee should update the information in the website promptly because it is vital for the viewer and customer information. The employee or division that responsibility for update any changes in the website should frequently view and update any changes in the website. It is because updating the official website able to improve service delivery and department performance as the website is a tool of communication and information provider.

4.6 Duplicate of Work

Work duplication refers to a work is done or conduct repetitive or copying the work. This duplication of work will contribute to ineffective of service delivery of the department. The department is quite poor in management process and administration. It can be seen where there is duplication of work between the division and unit.

As for example, in the staffing and service unit there are two people doing the same tasks which are to record and keep the employees information. The different is one key in the data in the HRMIS and another data is record in employee services record book. The duplication of the information may inconsistent because we able to get confuse if the information recorded is not the same.

The department should reduce the duplication of work in order to increase their productivity and avoid any serious problem might occur as a result of duplication of work. The department should arrange and give tasks according to the unit and division and function in order to be more systematic in the management and administration process. This is also to avoid any workload to the employees.

CONCLUSION

As for conclusion, there are there are six divisions in the Sarawak Labour Department, namely, Management Service Division, Enforcement Division, Standard Labour Division, Employment Service Division, Research and Information Division and non-resident employment division. Each division play significant roles in make sure the department objectives, mission and vision being achieve and to provide highest quality services to the customers.

Management service division is focus on management part of the department. This division is responsible for develop strategy, do the financial planning, planning and organizing any programme regarding to enhance performance of Sarawak Labour Department to ensure short term and long term objectives able to achieved. There are several unit under this division such as services and staffing unit, administration unit and financial unit. Each unit plays essential roles in order to make the mission and vision of the department able to achieve.

Enforcement division is mainly focus on to enforce labour laws and to consider and decide on applications and licenses and as well as permits. Besides that, this division will conduct regular workplaces inspection, to guide employer how to apply license or permits to employ non-resident and also to guide employer how to claim workers compensation. This division also responsible to organize talk or seminar for employees and employers so that they understand their roles and to avoid any violation of the rules and regulation imposed.

As for the standard Labour division, this division main task is to do the inspection and managing labour complaints. The division is responsible on managing any problem or complaints made by labour and to solve their problem. Basically, they give advice and consultation to those who have problem and then they will do the inspection to investigate the workplace.

There are two main function of Employment Service Division are to plan and regulates activities relates to labour matters and to gather monthly statistic which are the current and updated data. This division is important to the Sarawak Labour Department because this division is responsible for the registration of job seeker and provide career guidance for the job seeker and to encourage them to involve in public sector. This division also have develop an official website which is jonsmalaysia portal function as provide information for the job seekers and for them to apply job vacancy.

Research and information division function as provide information and manage information needed by every staff within the department. Apart from that, the division also develop software that will make the staff easy to manage data and information. This division is responsible to do research or analysis of the labour issues and data given by customer for them to justify. With the available of technology nowadays, this division able to conduct analysis, research and develop software or system in more effective and efficient way.

Another division is non resident employment service division, which can consider the busiest division as it deal with many people every day. This division is dealing with the application made by the employers to recruit or hire non resident to work in our country. There are many process and procedures must be go through by the employers in order to hire legal foreign workers. This division often organize meeting and go for inspection at the workplace to ensure the employers are comply law and regulations of hiring foreign workers.

In term of achievement, overall the department is able to achieve their long term and short term objectives. The department is aligning with the department mission and vision. It can be seen from the client charter achievement whereby the department had maintained their good performance. The department is able to manage labour complaints within specified time and more effective ways.

The registrant in the jobsmalaysia portal also increasing because the information provided is sufficient foe them and especially for jobseekers. It is because the new generation is more convenient in technology advanced to search for information. The six divisions in the Labour Department are interacted with each other in order to achieve Department objectives.

There been improvement of Labour Department performance and productivity and it can be evaluate and measure through the yearly achievement. In the year of 2012 the department able to settled 102 cases of complaints report from the 107 cases. In term of labour cases, the department received 581 cases and manage to settle 513 labour cases within speciefies time. Furthermore, the

department manage to make final decision within specifies time whether to approve or reject labour permits application which are 37 of labour permits been approved in 2011.

Moreover, the most successful approach or method used by this department is the jobsMalaysia portal which attracts more people to register in the system. The system also provides other related information such as updated job vacancy, career guidance, employers contact information and information regarding the department programme and activities. This system is useful and friendly user and convenience for the user.

The effectiveness of this method is the system will do the job matching electronically to mobilize the workforce through the job matching systematically. The facility is free and accessible to all level of users. The employers can received and manage the job application by the jobseekers online and this can reduce cost and time consuming. Hence, this system is effective and efficient for the department and as well as for the users that wish to search for employment.

In addition, the JobsMalaysia portal also have special link for the disabilities person. This shows that the department is caring and protect those disabilities and provides employment for them. One of the Sarawak Labour Department objectives is to ensure that priority of employment opportunity is given to local citizens and the disabilities person also not exceptional. The department provides service to them which is SPOKU (SistemPenempatan Orang KurangUpaya) to help them to

search for jobs that match their qualification and physical capabilities. These individual will be given special assistance to find matching jobs.

The department also provides special scheme for the disabilities for employment opportunity which is SBGP-OKU (Business Incentive Assistance Scheme for Disabled Person). This scheme open to all disabled person who wish to operates and expand their business. This scheme main purpose is to help them to generate their own incomes.

These services is to achieve the department objectives and as well as in line with the government campaign "The Caring Society" which to provides equal opportunity for everyone to contribute to the society and country.

Sarawak Labour Department is emphasizes on employment matters and one of the department objectives is to create an industrial community that is well-versed in labour laws and labour matters towards a labour environment that is conducive for investment and industrial development. Thus, the department functions is reducing our country employment rates and ensure there is enough supply of job vacancy to citizens.

In order to make sure the department able to achieve this objectives, the department had organize and implement programme and activities to balance the supply of job vacancy and demand from the job seekers. This is importance to make sure country employment rate is under control.

Therefore most of the programme under this department is mainly focuses on three targeted group which are employers, employees, and job seekers. They

have to know their rights at the first place, because they need to understand the labour laws and appropriate solution for their problems. The programmes are such as 3P (Job Placement Programme), Jobs Carnivals, open interview, seminars of labour laws, and Program AzamKerja.

These programmes is to create awareness and as for information for them to understand the current condition of our country employment pattern. It is also for the job seekers to prepare for the unexpected or changing employment environment in the country. This strategy taken by the department will able to ensure people rights are preserved.

Due to the globalization, we cannot expect the employment pattern in the country is consistent. Therefore, the functions of Sarawak Labour Department is essential because this department will assist industries to improve their competitiveness in facing the challenges of globalization. As we are in the era of advances in technology, the department will try to adapt technology to manage information and problems.

For example the department apply the HRMIS (Human Resource Management information System), MS ISO 9001:2008, JobsMalaysia portal, online complaints and feedback from customers, online tender and video conference. These method as a responsive change towards globalization and to make sure this department able to maintain productivity and performance and as well as ensuring customer satisfaction.

To make sure Sarawak Labour Department is able to achieve its vision, mission and outcome is align with department function and objectives, the department develop code of ethics and client charter. Both client charter and codes of ethics are essential to guide the human resource to achieve department objectives. Besides, with the codes of ethics, the employees will focus on department objectives rather than individual ethics and build good relationships with each others to avoid any internal conflicts.

A code of ethics in in department is significant to ensuring the integrity, accountability and commitment of an employee towards their duties and responsibility. Besides, the department also emphasize on team cohesiveness within the department. This is importance to make sure the employees able to work together in a harmonious environment and as well as instil a positive attitudes among the employees and employers.

This department have six guidelines or requirements stated in the client charter to be comply by the employees in the department to make sure them able to achieve desire outcomes. Apart from that, by complied the client charter, it can ensure customers satisfaction and as well as to guide the department towards highest quality in their services, effective and efficient.

Another important element in the Sarawak Labour Department is department policy. The department policy also as a guideline to ensure the objectives of department are able to be achieved and make sure all employee are understand the department goals and objectives. The employees need to be told

and clarifies the role of department at the first place to make sure there is instantly recognizable their function in the department.

As a result, practical training in the Sarawak Labour Department for five weeks is a challenges experiment because there are lots of new things I learnt from the employees. I am given opportunities to explore the department work process and given chance to participate in the meeting and seminar that they organize. It is an opportunity to learn new knowledge and skills.

From the practical training, I am able to improve my soft skills and communication skills. I am able to control my nervousness when dealing with people or crowd. Apart from that, it is also as a platform for me to learn the working environment and be prepared to deal with the working environment challenges.

1. Student's name: Sharon Aileen Anak Bidi
2. Date & Place of Birth: 17/12/1988 (Sri Aman)
3. UiTM No.: 2010852864
4. Program: AM228 (Bachelor of Administrative Science (Hons))
5. Year: 2012 Part: 5
6. Home address: Room 5, Federal Flat Stampin, 93350 Kuching Sarawak.
Blog ~~kangar~~ kangar
7. Address during practical training: Room 5, Blog kangar Federal Flat
Stampin, 93350 Kuching, Sarawak.
8. Place of training: Sarawak Labour Department
9. Name of Supervisor in-charge: Miss Siti Amirra Binti Mohamad
10. Duration of training: From: 31/1/2012 to 2/3/2012

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11. Remarks: (Dean/Course Tutor)

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

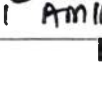

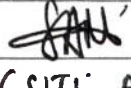
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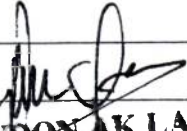
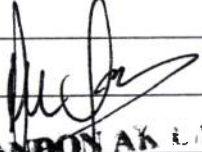
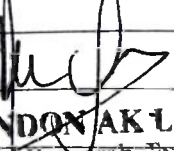
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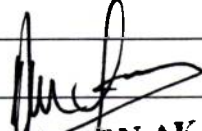
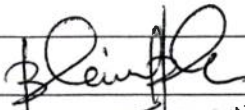
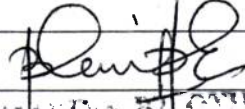
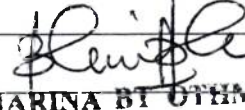
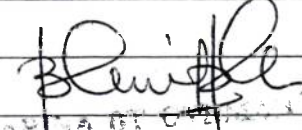
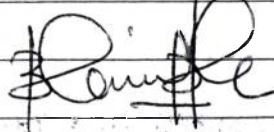
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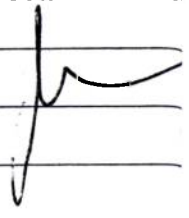
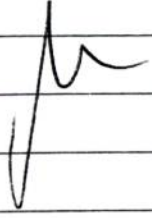

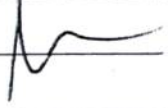
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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/1/2012 Monday	<p>Management Service Division</p> <p>1. type the detail calculation regarding the amount should be claim by Madam Zayatin, Binti Zahari</p>	 (SITI AMIRRA BT MOHAMAD) PKS 41
	<p>2. type the Sarawak Labour Department Organizational chart in detail.</p>	
31/1/2012 Tuesday	<p>1. type the review regarding the travel cost of staffs that take course at Intan Sarawak</p>	 (SITI AMIRRA BT MOHAMAD) PKS 41
	<p>2. Write memo regarding to Sarawak Labour Department regarding branch office regarding submit job service performance to headquarters.</p>	 (SITI AMIRRA BT MOHAMAD) PKS 41
1/2/2012 Wednesday	<p>1. Read through and discuss with madam Martha ak sawun about the "Tatacara Pengurusan Aset (TPA) under Pekeliling Perbendaharaan Bilangan 5 tahun 2007.</p>	 (SITI AMIRRA BT MOHAMAD) PKS 41
2/2/2012 Thursday	<p>1. Discussion with madam Hammimah Binti Awang about Function of Services and Staffing Unit.</p> <p>2. Read through few manuael which are legal procedure which are Surat Pekeliling Perkhidmatan Bilangan 15 tahun 2008 (Buku Perkhidmatan Kerajaan), Pekeliling Perkhidmatan Bilangan 17 Tahun 2007. (Penanggunggan kerja) and</p>	 (SITI AMIRRA BT MOHAMAD) PKS 41

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
	Pekeliling Perkhidmatan & Bilangan 2 Tahun 2008 (Contract of Service)	
3/2/2012 Friday	<ol style="list-style-type: none"> 1. Discussion with Madam Rafidah Binti Agus about Modules of HRMS be that already apply by Sarawak Labour Department which are Performance management (PM), Personal Record management, Asset Declaration and leave Management process. 2. Read the HRMS manual and process process involved. 	 (SITI AMIERA BT MOHD) PKS 41
6/2/2012 Monday	Enforcement Division <ol style="list-style-type: none"> 1. Read a few legal procedure :- <ul style="list-style-type: none"> - Labour Ordinance (Sarawak Cap 76) - Kerdah-kerdah Buruh Yang Telah Diwartakan - Panduan Pelesenan Agensi Pekerjaan Swasta 	 ANDON AK LADI Penolong Pengarah Tenaga Ka
7/2/2012 Tuesday	<ol style="list-style-type: none"> 1. Read & Labour Ordinance (Sarawak Cap 76) and discuss with Mr. Andon regarding the the function of & Enforcement division. 	 ANDON AK LADI Penolong Pengarah Tenaga
8/2/2012 Wednesday	<ol style="list-style-type: none"> 1. menyertai taklimat (sesi konsultasi bersama majikan dan kesatuan ke sekerja) - mengemukakan pendaftaran peraturan peserta. 	 ANDON AK LADI Penolong Pengarah Tenaga

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
9/2/2012 Thursday	1. Read the Employment Act 1955 and A Handbook of Malaysian Labour Laws	 ANDON AK LADI Pencolong Pengarah Tenaga Kerja
10/2/2012 Friday	Cuti	
13/2/2012 Monday	Labour Standard Division 1. Membaca Semula tugas and fungsi Standard Perburuhan.	 ASMARINA BT OTHMAN Pegawai Perhubungan Perusahaan S41
14/2/2012 Tuesday	1. Read the Workmen Compensation Act 1952	 ASMARINA BT OTHMAN Pegawai Perhubungan Perusahaan S41
15/2/2012 Wednesday	1. Read Labour Ordinance B (Sarawak (ap 76)	 ASMARINA BT OTHMAN Pegawai Perhubungan Perusahaan S41
16/2/2012 Thursday	1. Read Private Employment Agencies Act 1981	 ASMARINA BT OTHMAN Pegawai Perhubungan Perusahaan S41
17/2/2012 Friday	1. Read clients charter of JTKS and the achievement.	 ASMARINA BT OTHMAN Pegawai Perhubungan Perusahaan S41

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
20/2/2012 Monday	Employment Services Division 1. Membaca Penaraji tugas Bahagian Perkhidmatan Pekerjaan	
21/2/2012 Tuesday	i. membaca maklumat tentang Program Penempatan Pekerjaan (3P) dan Program Azam kerja.	
22/2/2012 Wednesday	i. Membaca tentang pelaksanaan MS ISO 9001:2008	
23/2/2012 Thursday	i. membaca tentang pelaksanaan MS ISO 9001:2008 di Jabatan tenaga kerja sawah, (bahagian Perkhidmatan Pekerjaan)	
24/2/2012 Friday	i. Membaca tentang maklumat-maklumat di laman web Pusat Maklumat Kerjaya (CIC)	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/2/2012 Monday	Non-Resident Employment Services 1. Filing. 2. Menyertai Mesyuarat Jawatankuasa Lokalisasi Bagi Pekerja Bukan Pemasfautin Yang Lain Bil 67 (04/2012)	 OLIVIA KADA AK AHON PEGAWAI PERHUBUNGAN PERUSAHAAN S. 44
29/2/2012 Tuesday	1. Filing. 2. Merekod maklumat dalam LMD (Labour Market Data).	 OLIVIA KADA AK AHON PEGAWAI PERHUBUNGAN PERUSAHAAN S. 44
29/2/2012 Wednesday	1. Filing 2. Merekod maklumat berkenaan permohonan AP (Approval Pinjal) yang telah diluluskan.	 OLIVIA KADA AK AHON PEGAWAI PERHUBUNGAN PERUSAHAAN S. 44
1/3/2012 Thursday	1. Filing. 2. Membaca proses kerja untuk penggajian Pekerja Asing di Malaysia. 3. Merekod	 OLIVIA KADA AK AHON PEGAWAI PERHUBUNGAN PERUSAHAAN S. 44
2/3/2012 Friday	1. Filing 2. Membaca proses Buku Panduan Dasar, prosedur dan syarat-syarat Penggajian Pekerja Asing Di Malaysia.	 OLIVIA KADA AK AHON PEGAWAI PERHUBUNGAN PERUSAHAAN S. 44