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**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**  
**BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)**

**PRACTICAL TRAINING REPORT**  
**(ADS666)**

**LABOUR DEPARTMENT SARIKEI**

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## CHAPTER 1: INTRODUCTION TO THE ORGANIZATION

This chapter will focus on the organization. It includes the background of the organization, vision, mission, objectives, quality policy, organizational structure, core services, client charter and location of the organization.

### 1.1 BACKGROUND OF THE ORGANIZATION

The Department of Labour, Sarawak (JTKSWK) was established by the state government of Sarawak on 26<sup>th</sup> July 1960 with staff strength of 6 persons. Labour Office, Kuching was set up 9 years later followed by other 10 labour offices around Sarawak as of below:

<b>Division</b>	<b>Date of establishment</b>
Kuching	1 <sup>st</sup> January 1969
Miri	1 <sup>st</sup> January 1972
Sibu	1 <sup>st</sup> January 1972
Limbang	1 <sup>st</sup> January 1973
Sri Aman	1 <sup>st</sup> January 1974
Kapit	1 <sup>st</sup> January 1974
Sarikei	5 <sup>th</sup> August 1974
Bintulu	1 <sup>st</sup> July 1979
Marudi	1 <sup>st</sup> April 1986
Serian	29 <sup>th</sup> December 1989
Bakun	16 <sup>th</sup> June 1997
Kota Samarahan	16 <sup>th</sup> September 2009
Saratok	16 <sup>th</sup> December 2009
Lawas	16 <sup>th</sup> December 2019
Mukah	4 <sup>th</sup> January 2010
JobsMalaysia Centre Kuching	25 <sup>th</sup> January 2010
Betong	14 <sup>th</sup> June 2010

Table 1.1 Labour Offices around Sarawak and dates of establishment

Source from: <http://www.jtkswk.mohr.gov.my>

Under the Inter-Governmental Committee (IGC) Report 1962, the Director of Labour Sarawak is directly responsible to the Minister of Human Resources through the Secretary General on the administration of labour matters in Sarawak.

With the formation of Malaysia on 16<sup>th</sup> September 1963, Department of Labour Sarawak was placed under the jurisdiction of the Ministry of Human Resources, or Ministry of Labour as it was known at that time.

On the 1<sup>st</sup> July 2003, Employment Services Section of The Manpower Department was merged with Sarawak Labour Department. The name 'Jabatan Buruh' was changed to 'Jabatan Tenaga Kerja' (JTKSWK).

As for Labour Department of Sarikei which was established 11 years after the formation of Malaysia, situated at Jalan Bangunan Kerajaan operated on the first floor of government building and later moved to ground floor of the same building in 2013. As of now, Labour Department Sarikei has been operating with currently 16 staff strength with additional 2 contract service staff, which joined in since February 2014.

## **1.2 VISION**

The vision of Labour Department Sarawak is to become the main catalyst towards excellence in private sectors labour management.

## **1.3 MISSION**

The mission of Labour Department Sarawak is to strengthen the labour administration in upgrading the welfare of employees, interest of employers and widen job opportunities in fulfilling the needs of labour market.

## **1.4 OBJECTIVES**

The objectives of Labour Department Sarawak are listed as below:

**1.4.1** To safeguard the interest and the welfare of the industrial community

**1.4.2** To ensure the priority of employment opportunities is given to local citizens

**1.4.3** To assist industries to improve their competitiveness in facing the challenges of globalisation

**1.4.1** 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.

## 1.5 QUALITY POLICY

The Department of Labour Sarawak 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.

## 1.6 ORGANIZATIONAL STRUCTURE OF ORGANIZATION

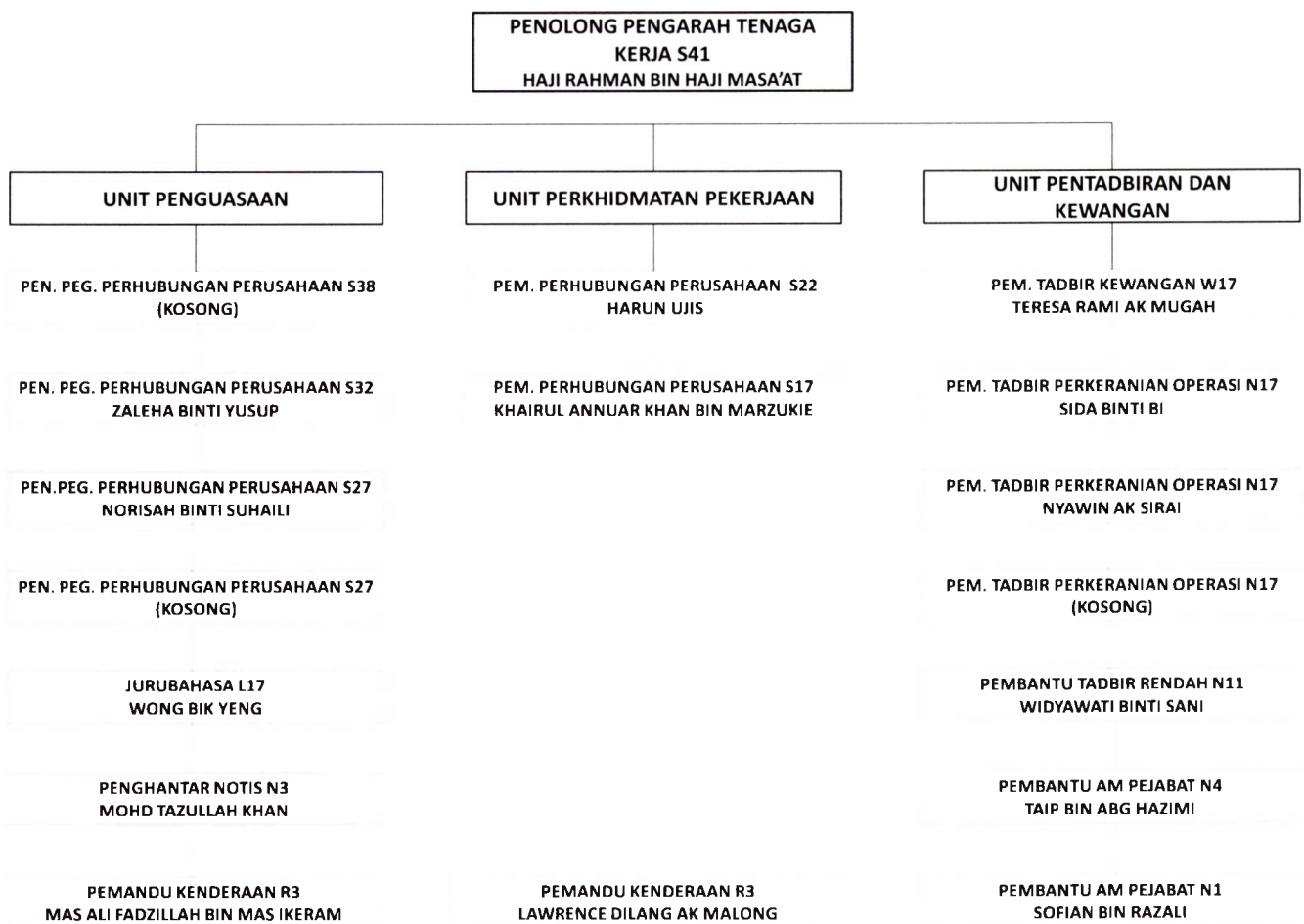


Chart 1.1 Organizational structure of Labour Department Sarawak, Sarikei branch as of February

2014. \* Source from: Labour Department Sarikei (2014)

## **1.7 CORE SERVICES**

Core services of Labour Department are divided into 5 specific jobs related groups as listed below:

### **1.7.1 Employer**

**1.7.1.1** Application for Private Employment Agencies License

**1.7.1.2** Application to employ non resident employee

**1.7.1.3** Submission of the returns of particulars of non-resident employee

**1.7.1.4** Application for permit under Labour Ordinance

**1.7.1.5** Submission of retrenchment report

**1.7.1.6** Inspection of workplaces

**1.7.1.7** Providing employer guidelines to claim workers compensation

### **1.7.2 Employee**

**1.7.2.1** Labour case

**1.7.2.2** Labour complaints

**1.7.2.2** Providing guidelines for workers compensation claim

### **1.7.3 Jobseeker**

**1.7.3.1** Employment services

**1.7.3.2** Malaysia Overseas Employees Management Centre (MOEMC)

**1.7.3.3** Career talk and counselling

**1.7.3.4** Walk-in interview

### **1.7.4 Disable person (OKU)**

**1.7.4.1** Application for Business Incentive Assistance Scheme for disabled person

**1.7.4.2** SPOKU

### **1.7.5 Private Employment Agency**

**1.7.5.1** Providing guideline for private employment agencies

**1.7.5.2** Handling any issue of employment agencies' licenses

**1.7.5.3** Submission of monthly report on private employment agency

**1.7.5.4** Maintenance of records by private employment agency

## **1.8 CLIENT CHARTER**

### **1.8.1 Complaints**

Labour complaint will be investigated and resolved within one (1) month from the date the complaint is received.

### **1.8.2 Labour case**

Worker's claim will be enquired into and decision made within three (3) months from the date of the claim is filed.

### **1.8.3 Workmen's compensation**

To issue assessment:

#### **1.8.3.1 Temporary disablement cases**

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

#### **1.8.3.2 Partial disablement cases and permanent total**

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

#### **1.8.3.3 Fatal cases**

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



#### **1.8.4** Licence to employ non-resident employee under Section 119 of Labour

Ordinance:

##### **1.8.4.1** Letter of approval in principle (AP)

To produce letter of approval in principle (AP decision within two (2) months from the date of receipt of completed application.

##### **1.8.4.2** New licence under AP and replacement licence

New Licence and replacement licence shall be issued within two (2) weeks from the date of receipt of completed application.

##### **1.8.4.3** Renewal licence

Renewal licence shall be issued within two (2) weeks from the date of receipt of completed application.

#### **1.8.5** Labour permit

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

#### **1.8.6** Public complaints

To give feedback within three (3) working days after the receipt of completed complaints.

The Department of Labour Sarawak achievement report which is the latest one was released on 31<sup>st</sup> January 2014. The report was established as per the client charter that has been pledged to by this department. (refer to Table 1.2)

DEPARTMENT OF LABOUR SARAWAK ACHIEVEMENT REPORT UNTIL 31 <sup>st</sup> JANUARY 2014			
<b>Labour Complaint Achievement Report</b>			
<b>Total Case Settled</b>	<b>Settled Within 1 Month</b>	<b>Achievement Percentage</b>	<b>Note</b>
17	15	88.2%	-
<b>Labour Case Achievement Report</b>			
<b>Total Case Settled</b>	<b>Settled Within 3 Months</b>	<b>Achievement Percentage</b>	<b>Note</b>
82	81	98.8%	-
<b>Labour Permits Approval Achievement Report</b>			
<b>Total Decision</b>	<b>Decision Within 3 Weeks</b>	<b>Achievement Percentage</b>	<b>Note</b>
19	11	57.9%	-
<b>Licence to Employ Non-Resident Employee Achievement Report</b>			
<b>a. New &amp; Replacement License Issued</b>			
<b>Total Decision</b>	<b>Decision Within 2 Weeks</b>	<b>Achievement Percentage</b>	<b>Note</b>
473	473	100%	-
<b>b. Renewal Licence Issued</b>			
<b>Total Decision</b>	<b>Decision Within 2 Weeks</b>	<b>Achievement Percentage</b>	<b>Note</b>
434	434	100%	-

Table 1.2 Department of Labour Sarawak achievement report until 31<sup>st</sup> January 2014

\*Source from <http://www.jtkswk.gov.my/clientcharter>

**Workmen's Compensation Under Workmen's Compensation Act 1952****a. Non-Fatal Cases (Temporary Disablement / Permanent Total / Partial Disablement)**

Total Case Settled	Total Case Settled Within 2 Weeks Upon Receiving Completed Documents	Achievement Percentage	Note
25	24	96.0%	-

**b. Fatal Cases**

Total Case Settled	Total Case Settled Within 2 Weeks Upon Receiving Completed Documents	Achievement Percentage	Note
3	3	100%	-

Table 1.2 (Cont'd) Department of Labour Sarawak achievement report until 31<sup>st</sup> January 2014

\*Source from <http://www.jtkswk.gov.my/clientcharter>

## 1.9 LOCATION OF THE ORGANIZATION

The Sarawak Labour Department (Sarikei branch) is located at the ground floor of Wisma Persekutuan Sarikei, Blok 2, Jalan Bangunan Kerajaan, Sarikei, Sarawak.



Figure 1.1 Location of Labour Department Sarawak (Sarikei branch)

\*Source from Labour Department Sarikei

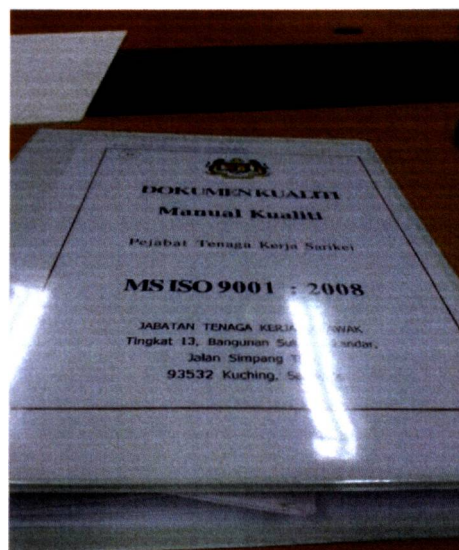
## CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

This chapter includes the report and summarization on the daily training that are extracted from the Log Book. Source of reference to trainee's practical training can be viewed in Appendix 1.

### 2.1 Week 1: 22<sup>nd</sup> January 2014 until 24<sup>th</sup> January 2014

During the first early week, the trainee was required to report attendance to practical training location, which is the Labour Department Sarikei. Trainee was then introduced to all staff in the department and this ice breaking session was monitored by the trainee's supervisor, Mr. Haji Rahman Bin Haji Masa'at, also acting as the head of department.

Later, the trainee was given first task by the supervisor to go through, read, analyze and understand the standard of procedure (SOP) on how the department operates. Documents to be looked into includes the 'Dokumen Kualiti: Manual Kualiti Pejabat Tenaga Kerja Sarikei'. This is to be done so that the trainee will be exposed to early process of learning on operations run by the department.



Picture 2.0 'Dokumen Kualiti: Manual Kualiti Pejabat Tenaga Kerja Sarikei'



Next, later that week, the trainee was given a task to plan on how to reorganize inventories and office assets which were piled up in the department meeting room and later, relocate the inventories and office assets according to plan to ensure a more spacious meeting room and systematic location of inventories and office assets. However, before all things were to be done, the trainee was briefed by Mr. Nyawin ak. Sirai (Pembantu Tadbir Perkeranian Operasi). After discussion, the trainee came up with sketch up plan on reorganization and relocation of inventories and assets.

The planned process which was to be carried out includes:

- 1) Regroup inventories or assets that are categorized under 'stok untuk pelupusan' at one place.
- 2) Remove unnecessary papers and boxes away for recycling purpose.
- 3) Regroup equipments such as electric cables, plugs, amplifiers and audio boxes (appliances of the same nature at one place)

Once the plan had been created, the actual work began. This took almost half day to be done as the meeting room which needs to accommodate all things is quite small but yet the things need to be nicely organized in systematic manner.

Other than that, the trainee was then exposed to another task on financial administration. For this particular task, the supervisor had instructed Madam Teresa Rami Mugah, (Pembantu Tadbir Kewangan) to monitor the trainee in carrying out task given. In early introduction to financial administration process of this department, the trainee was introduced to and familiarised with payment vouchers or 'baucer bayaran'.

Under payment vouchers, the trainee was required to look into the functions of having payment vouchers and how it is used in the department. This includes:

- 1) Monthly salary payment to part time workers.
- 2) Overtime claims by Labour Department staff.
- 3) Payment to KWSP.
- 4) Claim on official outstation work.
- 5) E-procurement documents, which were divided into two categories:
  - i. Pembelian terus perkhidmatan- luar talian (blue coloured form)
  - ii. Pembelian terus produk-luar talian (pink coloured form)
- 6) E-SPKB documents.

Besides that, the trainee was also monitored to do the tagging of payment vouchers. In this particular task, every payment voucher need to be included together with its required attachment based on categories. Every payment voucher and attachment that requires signatures from officers needs to be tagged with the name of their respective signee. This is to be done so that all documents are complete before file is closed.

After the task on tagging was done, the trainee was later authorised to stamp each payment voucher. It is learnt that almost all documents in payment vouchers, either attachment or even the payment voucher itself, need stamping. Stamps were also categorised to their own specification. The examples for stamping categorization are as below:

- 1) Invoice stamp
- 2) Copy certification stamp
- 3) Paid voucher stamp

The final task which was delegated to the trainee in the first week of internship was filing of payment vouchers. Also known as sorting out, this task needs to be carried out very systematically. All payment vouchers need to organise according to their numerical order starting from B0001, with the latest payment voucher number on top of the older one. Each

file containing payment vouchers that had been organised was group with 30 payment vouchers placed in each file. The file later was submitted back to Madam Teresa Rami Mugah for further action to be carried out.

All in all, for the first week of practical training, the supervisor and the department as a whole was very welcoming and committed to expose the student with new training experience and knowledge that they have. Evidenced throughout the first week of internship, the department has delegated their trust and responsibility especially in exposing the trainee with financial flow of the department, which was deemed confidential, yet need to be exposed to the trainee as the most basic and important part of a department is its financial and accounting unit.

## **2.2 Week 2: 27<sup>th</sup> January 2014 until 31<sup>st</sup> January 2014**

In this second week of practical training, the trainee was mostly exposed to repeated task, mainly on tagging, stamping and filing of payment vouchers as each payment voucher is produced daily and the maintenance as well as updating process for the vouchers also needs to be done daily. Also in this particular week, only four days were accounted for working days as Friday (31<sup>st</sup> January 2014) was the start for Chinese New Year public holiday.

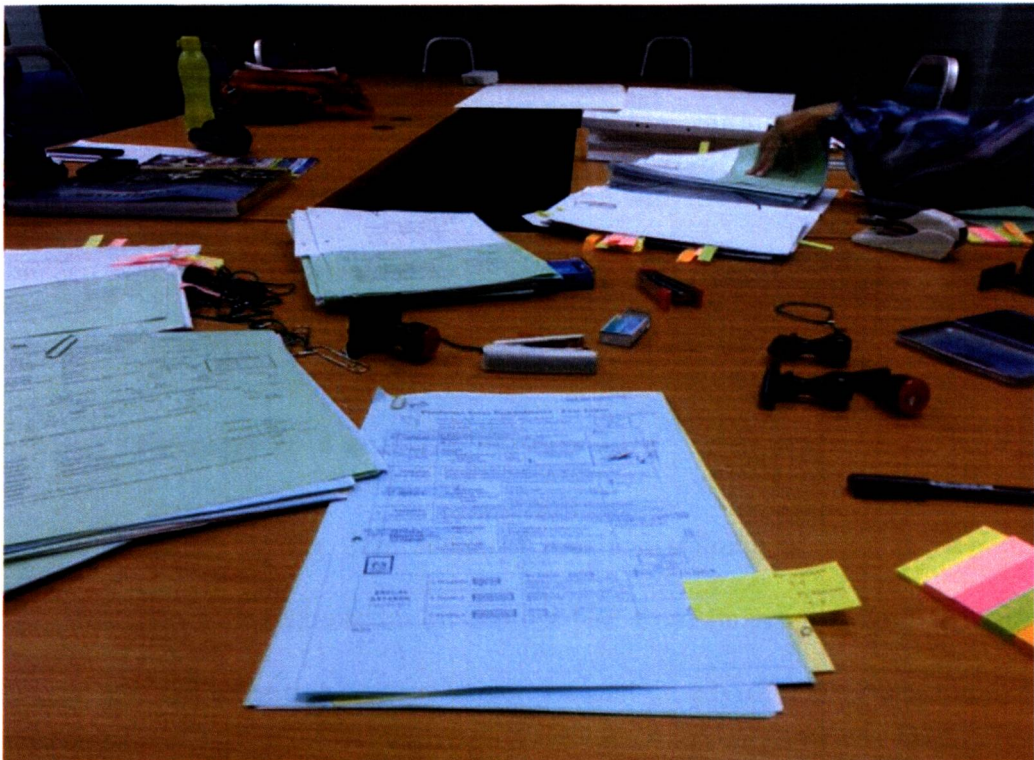
Explaining further on task schedule in this second week, the trainee was delegated to continue the tasks on stamping, tagging and filing of payment vouchers as more payment vouchers were printed out by Madam Teresa Rami. As of 28<sup>th</sup> January 2014, up to B0256, or 256 payment vouchers were filed up and the number will keep increasing.



Next, as the trainee is getting familiarised with tasks on payment vouchers, the trainee was then briefed by Madam Teresa Rami on compulsory attachments that to be presented in each different category of payment voucher (categories of payment vouchers were listed in week 1). For example, for E-procurement documents, either pembelian terus perkhidmatan- luar talian or pembelian terus produk- luar talian, both need to be attached together with followings documents:

- 1) Company's licence certification
- 2) Copy of receiver account
- 3) Copy of order letter

According to Madam Teresa Rami, necessary attachments are very important to be presented together with payment vouchers to avoid ethical issues, misuse of department fund and ease future referencing



Picture 2.1 One of E-procurement documents (pembelian terus perkhidmatan- luar talian) with attachments and tags.

Next, another task was given by one of labour department staff, Mr. Tazullah Khan later during the second week of internship. This particular task was included as one of the tasks delegated to the trainee from enforcement unit of the department.

The task given to the trainee was to check on details of 'surat akuan penerimaan bayaran' for two labour suit compensation coded with:

- 1) KBR/PTK/ST/2013/0017
- 2) KBR/PTK/ST/2013/0018

Details that need to be checked were on list of names of those whom compensation is to be paid, their identity card numbers and the compensation amount that they received. Once the task was done, it was later submitted back to Mr. Tazullah Khan.

For the second week of practical training, what the trainee could conclude is that each unit of the department has its own specific function and every task that is carried out is based on each unit specialization. Also during this second week, the trainee was given early opportunity to be exposed with different units and functioning of the department and learn how enforcement runs their operation on labour suit cases that involves employees and employers.

### **2.3 Week 3: 3<sup>rd</sup> February 2014 until 7<sup>th</sup> February 2014**

Whereas during the third week of practical training in Labour Department Sarikei, the trainee was exposed with another task from financial administration unit. However, this time, the task had no longer focused on payment vouchers but centred to dealing with vote book and invoice files instead. For this task, the trainee was authorised to analyse and went through both files, make note if there are missing

documents on monthly recorded expenses to be inserted into the file. It was noted that vote book and invoice files were maintained monthly by this department (see Appendix 2). Next, the trainee was then required to do the stamping of the vote book and invoice documents with certification and signatures from Head of Department, Mr. Haji Rahman Bin Haji Masa'at and Pembantu Tadbir Kewangan, Madam Teresa Rami Mugah.

Apart from that, the trainee was assigned with task to compile, collect and transfer information on demographic particulars of participants from job seekers' profiles under 1Azam (Azam Kerja). The 1 AZAM, an abbreviation for 'Akhiri Zaman Miskin' by the government, was carried out by labour department in the form of labour initiative through a program called the Business Matching (2PK). This program's jobseekers' demographic details were based on last year's 2PK program.

Before demographic information on participants was extracted, the participants were categorised as below:

Male	Female
Self employed male	Self employed female
Unemployed male	Unemployed female
Male working in private/public sector	Female working in private/ public sector

Some of the information extracted from each participant's profile includes:

- 1) Overall number of participants
- 2) Overall number of participants by gender
- 3) Marital status
- 4) Race
- 5) Level of education
- 6) Age

All compiled data were then transferred into a single form provided by Madam Sida Bi.

Next, the trainee was asked to join a management meeting of the department by the supervisor. It was noted that the management meeting was the first one conducted for the year 2014. Then, the trainee was asked to formally introduced herself to all staff who attended the meeting, observe the flow of the meeting, how everything progress and each staff response. Some of the issues discussed were on:

- 1) Previous minutes
- 2) Dividing task among members
- 3) Coming events which include Jerayawara, Business Matching and 3PK (Refer to Appendix 3)

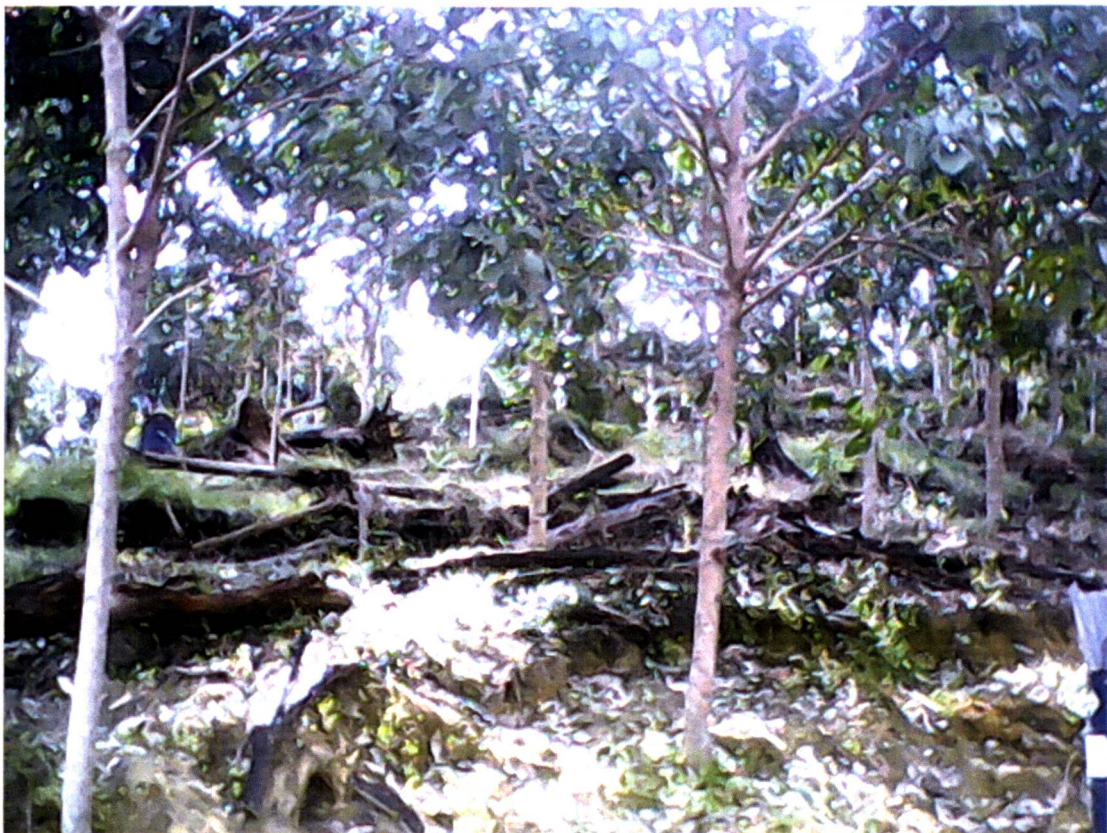
During the second half of the meeting, the trainee was then given new opportunity to be at the front counter to deal with customers and answering phone calls.

Later still in the third week of practical training, trainee was assigned with the task under enforcement unit to do inspection on client's or applicant's farm, a prerequisite for application for approval principle (AP). The trainee then accompanied Labour Relation Officer, Madam Zaleha Yusop to Evertake Farm in Bintangor, to run inspection process and collecting data of the farm. This was done following client's application on permits to hire 17 Indonesian workers to work in client's land of rubber estate. Inspection requires data on acres of land that the client own, the land title, main plants on land, current foreign workers the clients are hiring and so on.



Last but not least, during the third week of practical training, the trainee was still assigned with continuous tagging and stamping of payment vouchers. Other than that, the trainee was also assigned with the task of sorting out file on copies of staff bank accounts, copies of companies' licences and their bank account copies according to alphabetical order.

In a nut shell, for this third week of practical training, the tasks were getting challenging yet exciting, though there were tasks that the assignee were already very familiar with.



Picture 2.2 Inspection with regards for Application for Approval Principle (AP) in Evertake Farm, Bintangor

## 2.4 Week 4: 10<sup>th</sup> February 2014 until 14<sup>th</sup> February 2014

Next, as practical training progressed to the fourth week, the trainee was assigned the task of extracting and transferring information of E-kasih participants from E- Kasih online system into Microsoft office excel. It is noted that Labour Department Sarikei is accountable to E- Kasih participants residing in areas including Pakan, Bintangor, and Julau. Information of all E- Kasih participants from these areas were extracted out from the online system and into the Microsoft Excel. This information were later printed out and handed over to Mr. Khairul Annuar Khan, staff from employment unit of the department, to be later screened to look for new participants for the coming 2PK Business Matching 2014 program.

Also in the fourth week, the trainee was instructed by Enforcement Officer, Madam Norisah Suhaili, to make phone calls to participants registered under E- Kasih program. The participants from Sarikei and Bintangor were classified into two distinct categories of those living in poverty and absolute poverty for each area. The purpose of making phone calls was to inform and to invite them to attend 2PK Business Matching program. This particular program organised by Labour Department Sarikei, will b held on 20<sup>th</sup> February 2014. This will require full cooperation and attendance from participants as in this program later, the participants will be briefed on how to make resume, and match which work is compatible based on their academic qualification.

Later, based on the printed data from the online E- Kasih system earlier, the trainee this time was asked to do a sorting out of participants based on their addresses. In other words, participants will further be divided into smaller groups based on their respective area of living. For example, as the list of E- Kasih participants from Sarikei

and Bintangor got mixed up in the same list as extracted from the online system, the trainee needs to break down the participants' respective addresses into their own respective zones. The rationale of this task was to ease the task of Pembantu Sambilan Harian (PSH) officer to pay a visit to each participant's place as well as to reduce time reaching participants' places, considering the E- Kasih Azam Kerja, the Business Matching program that will be conducted very soon.

Besides that, later during this fourth week, the trainee was once again invited to join management meeting. The trainee role in that particular meeting was still the same as the previous role, as an observer (assigned by supervisor cum chairman of the meeting). During this meeting, the main issue discussed was on establishing a new committee who will be in charge on data compilation including statistics on level of current employment in Sarikei (a smaller scale) which will later be presented to the Resident of Sarikei.

To conclude this fourth week of practical training, the trainee was grateful to has been given great opportunity to be exposed to a variety of tasks from various units of labour department. This will later become a valuable and useful training experience to be applied later in real working environment in the future.

## 2.5 Week 5: 17<sup>th</sup> February 2014 until 21<sup>st</sup> February 2014

Moving on to the second last week of practical training, the fifth week, the trainee was assigned with fewer tasks as compared to previous weeks. During this particular week, the trainee was assigned with repeated task of sorting out the list of E-Kasih participants. Unlike previous week, this time around, the sorting out process focused on participants living in Julau and Pakan areas. Nonetheless, categorization of participants was still the same, which is divided into poverty and absolute poverty groups, as what listed in the E- Kasih online system. Finished task was then submitted to Mr. Khairul Annuar Khan for further action.

Then, also during the fifth week of practical training, the trainee was once again assigned by the Enforcement Officer, Madam Norisah Suhaili to make phone calls to remaining participants from Julau and Pakan areas based on their phone numbers in the details filled in through the online E- Kasih system. However, this task took times to be accomplished as the trainee was having difficulty retrieving phone numbers from the online system. This is due to the fact that out of 20 participants listed in the list of E- Kasih system for both Julau and Pakan areas, only 4 participants filled in their phone numbers in the space provided. The difficulty was later resolved by PSH officers who invite participants in person.

Later, together with fellow colleague, in conjunction with a briefing for employers on Program Azam Kerja that will be conducted on 27<sup>th</sup> February 2014, the trainee was asked to make phone calls to all private sector employers that have been identified all around sarikei area, with addition of 2 employers and another 2, each from Bintulu and Miri respectively. Employers whom businesses cover various ground



of industries including landscape, forestry, farming, timber and food processing industries were then invited to attend the particular briefing.

This briefing which will be organised by Labour Department Sarikei will be participate by employers alike. In addition, in this briefing, employers will be given exposure on how to lend a hand together with government to help job seekers or household listed in E- Kasih around Sarikei to gain employment opportunities in the effort to pull them out of poverty. Phone calls were made to ensure that all invitation letters sent to employers (participants) via fax reach them. It was also made to make sure that all employers make a quick reply on their attendance confirmation as soon as possible by replying to the fax.

In conclusion for this fifth week, the trainee had seen these tasks as quite simple as these had been done the week before. Yet, it was still deemed as challenging after all considering the fact that soft skills especially communication skill are important especially in dealing with different people. For example, making phone calls require the trainee to understand the importance of having to master different languages, especially English. This is all crucial in order for the assigned task to be carried out successfully and message were conveyed and received by other people.

## 2.6 Week 6: 24<sup>th</sup> February 2014 until 28<sup>th</sup> February 2014

During this final week of practical training, which is the sixth week, the Enforcement Officer, Madam Zaleha Yusop had passed a list of containing 74 employers' addresses and phone numbers to the trainee. With regard to the IAZAM: Taklimat Azam Kerja that will be held on 27<sup>th</sup> February 2014, the trainee was instructed to make phone calls to all employers listed in the list. The purpose of calling was to remind the employers to submit their confirmation on attending the briefing as the due date for attendance confirmation will be closed.

According to Madam Zaleha Yusop, so far, more or less 40 participants have confirmed their attendance to the briefing. Out of 74 employers listed, Labour department was expecting for at least 50 employers to come. At the end of the task, the trainee managed to make phone calls to all employers listed in the list, with 49 employers confirming their attendance via faxes. The attendances were increased to 50 employers at later that week.

Next, under the supervision of Mr. Khairul Annuar Khan, the trainee was assigned with the task to assist new job seekers who wanted to register into Jobs Malaysia online database. For this task, the trainee was asked to help 2 job seekers to fill in related particulars into the online form in Jobs Malaysia website. Some of the details that need to be filled in by job seekers into that online system include:

- 1) Personal particulars
- 2) Academic qualifications
- 3) Field of work that job seeker is interested in
- 4) 5 posts or jobs that job seekers wish to apply for

Once all particulars and details required had been filled in into the online database system, the important particulars will be printed out free of charge and later was given to the job seekers themselves for their own record.

Also during the final week, the trainee was once again assigned to be at the front counter to deal with customers and answering phone calls made to the department.

Other than that, the trainee was then again assigned with the task of sorting out of payment vouchers. However, this time, the purpose of sorting out specific vouchers from the files was to prepare for audit process that will be coming over to the department next week. It was noted that audit officers Sibu National Audit Department will be coming to the auditing process. As according to the order letter produced by Sibu National Audit Department, there were 6 specific payment vouchers that they wished to audit, in which the amounts of the 6 specific vouchers ranged from as small as RM300 to the biggest value of RM40, 000.

Later that week, once again, the trainee was assigned to make phone calls to employers that have sent their letter of reply of confirmation to attend the briefing on Taklimat Azam Kerja which was scheduled this week. Task had been successfully carried out.

Next, the trainee was involved in the briefing on Taklimat Azam Kerja which was organized at the Bangunan GunaSama Jalan Persekutuan, where the office of Labour Department is also located. More than 50 employers attended the briefing and this had outnumbered the department's original target of just 50 employers. The briefing which lasted for about an hour was conducted by 2 officers from Kuching

Labour Department office. The briefing was overall a success as it had received an overwhelming response from employers and their representatives alike.

In addition to this final week of practical training tasks, the trainee was asked to make a photocopy of order letters citing the audit process that is scheduled on 9<sup>th</sup> March 2014. Once the order letters were photocopied, they were sort out into audit file.

Last but not least, the trainee later was assigned with another inspection task with regard to application for approval principle (AP). Together with Enforcement Officer, Madam Norisah Suhaili, the trainee went to U-Farm in Julau and Kien Chiong Farm in Bintangor. Similar to previous task on AP, the purpose of this inspection was to collect information on clients' firms in order for them to be granted endorsement and approval to apply for foreign workers to work on their farms. The forms for AP application can be viewed in Appendix 4.





Picture 2.3 The surroundings of U-Farm in Bintangor was riched with rubber and palm oil plantation



Picture 2.4 One of the Labour Department officer (left) on inspection duty of U-Farm for AP together with U-Farm's owner (right)

All in all, the six weeks of practical training have exposed the trainee to many useful experiences and hand on knowledge on working experience especially in related field relevant to the study. The trainee was given vast opportunity to practically see how knowledge that has been learnt in class is applied to the real practice, in this case is the Labour Department practice. For example, the practice on log book and audit process has enabled the trainee to reflect what has been theoretically understood in class and how it is use in real work experience, specifically in managing financial activities of government department.

## **PRACTICAL TRAINING ANALYSIS**

In this chapter of training analysis, specific focus will be stressed on the practice of Human Resource Management (HRM). To do so, the trainee will have to produce and establish linkages between the scopes of Human Resource Management into the task that had been assigned during the period of practical training. Hence, this analysis will try to look into the application of Human Resource Management practice through procedures in applying for licence to employ non resident employee. Therefore, relations between Human Resource Management scopes and the particular procedure will be highlighted by looking into scopes comprising of recruitment, selection, legal considerations and corporate social responsibility.

### **3.1 DEFINITION OF HUMAN RESOURCE MANAGEMENT**

As cited by Nickson et al. (n.d.), the term Human Resource Management has been in vogue for over 20 years with controversies raging about the term actually means in theory and practice. Storey (2007) believes that Human Resource management seeks to achieve a competitive advantage through the strategic deployment of a highly committed and capable workforce using an array of cultural, structural and personnel techniques.

On the other hand, Heneman et al. (1983) defined human resource management as a set of activities or functions that are designed to influence the effectiveness of an organization's employees. It is the recruitment, selection, development, utilization, compensation and motivation of human resources by the organization (Fadel, 2012). Whereas according to Haslinda (2009), human resource management is the process of managing human talents to achieve organization's objectives. Though definitions may be slightly varied among researchers, all agreed that human resource management

revolves around workforce, employees and the deployment of their functions as part of organization to achieve organization's success.

As per the trainee's own experience, during practical training period in Labour Department Sarikei, the trainee understood that human resource management is of great importance to the department. In fact, the department has obliged human resource management to be fused together in enforcement unit together with labour relations. It must be understood here that human resource works together with labour relations in Enforcement Unit, especially when it comes to hiring non resident employees to work in employment sectors.

According to an interview conducted with Labour Relations Officer working in Enforcement Unit, Madam Zaleha Yusop, she cited that the procedure in applying for licence to employ non resident employee is governed under Human Resource. Applicants, or in other words, potential employers who wish to apply for the licence need to know this as it involves majorly on employment, which means recruitment and corporate social responsibility.

### **3.2 INTRODUCTION ON PROCEDURE OF LICENCE TO EMPLOY NON RESIDENT EMPLOYEE**

According to the guidelines produced by Labour Department of Sarawak in 2010 regarding the application for licence to employ non resident employee, employers who wish to employ them are obligated to apply through Labour Department of Sarawak (including all branches available in Sarawak). This procedure is governed by Section 119 of Labour Ordinance (Sarawak Chapter 76). In addition, it is to be noted that non resident employees which employers wish to employ are



defined in their own specific categories as governed by Section 2 of the same ordinance.

### **3.2.1 DEFINITION OF EMPLOYEE**

As extracted from Section 2 of Sarawak Labour Ordinance (Chapter 76), 'employee' is defined as follows:

“Employee” means any person or class of persons –

- (a) included in any category in the Schedule to the extent specified therein; or
- (b) in respect of whom the Minister makes an order under subsection (7) of section 2A;

#### **[Subsection (2) of section 2]**

##### **Employee**

1. Any person, irrespective of his occupation, who has entered into a contract of service with an employer under which such person's wages do not exceed two thousand five hundred ringgit a month.\*

2. Any person who, irrespective of the amount of wages he earns in a month, has entered into a contract of service with an employer in pursuance of which –

- (a) he is engaged in manual labour including such labour as

an artisan or apprentice:

Provided that where a person is employed by one employer partly in manual labour and partly in some other capacity, such person shall not be deemed to be performing manual labour unless the time during which he is required to perform manual labour in any one wage period exceeds one half of the total time during which he is required to work in such wage period;

- (b) he is engaged in the operation or maintenance of any mechanically propelled vehicle operated for the transport of passengers or goods or for reward or for commercial purposes;
- (c) he supervises or oversees other employees engaged in manual labour employed by the same employer in and throughout the performance of their work;
- (d) he is engaged in recruiting employees;
- (e) he is engaged in any capacity in any vessel registered in Malaysia and who -
  - (i) is not an officer certificated under the Merchant Shipping Acts of the United Kingdom as amended from time to time;
  - (ii) is not a holder of a local certificate as defined in Part VII of the Merchant Shipping Ordinance 1952; or
  - (iii) has not entered into an agreement under Part III of the Merchant Shipping Ordinance 1952; or
- (f) he is engaged as a domestic servant.

*\* Extracted from Section 2 of Sarawak Labour Ordinance (Chapter 76)*

As to relate this to human resource management, from trainee's point of view, it is of vital importance that each human resource officer in the Labour Department to fully understand the regulations stipulated in Sarawak Labour Ordinance on the definition of employee. This is due to the fact that officer will be the one who will guide employers as well as to manage non resident workers' agencies in the application procedures for employing non resident employees. In other words, optimum deployment in terms of human resource officer's skills and understanding as

stressed out in human resource definition earlier is the vital part to implement the regulations in the law.

### **3.2.2 TYPES OF APPLICATION**

According to Labour Department (2010), there are four types of application listed under production of licence to employ non resident employee. It is noted that though these are considered as types of application, however, each type goes by sequence. In other words, employer needs to go to the first type of applications before proceeding to the next one. They are listed as below:

#### **3.2.2.1 Letter of application for Approval Principle (AP)**

Letter of application for Approval Principle (AP) is a written approval to enable employer to get non resident employee in which the total number of employee has been fixed. Here, it is compulsory for employer to apply for AP before licence application can be taken into consideration.

Subsequently, once AP has been approved, employer needs to bring forward his or her application for licence under AP within AP's valid period and by attaching together required forms.

#### **3.2.2.2 Licence under AP**

Application for licence can only be produced after employer is endorsed with letter of AP. This licence shows information pertaining to names and other personal details of non resident employees that have been identified.

Licence that is not collected from Labour Department within three (3) months from the production of the licence will be declared as null and the number of employees in the licence will be deducted from the total number of non resident employees applied under AP. Any licence under AP can only be replaced once.

#### **3.2.2.3** Renewal of licence

When the validity of a licence is about to expire and yet employer still unable to hire resident employee (local worker), employer is allowed to renew the licence.

Application to licence renewal must be submitted to Labour Department office within two (2) months from the date of expiry of the licence.

#### **3.2.2.4** Replacement of licence

Replacement of licence can be applied if certain amount of non resident employees will not enter Sarawak to work with the employer.

Licence replacement will only be issued if:

- (a) That particular non resident employee has not enters Sarawak border;
- (a) Original licence under AP has not been collected from Labour Department.

The explanation on employee as well as the type of application in order to apply for the licence to employ non resident employee is an important part of introduction. The understanding of these two components will later shape how greater understanding as to the flow of operation on the whole procedure while applying the licence as well as how human resource management is involved along the way. In a short word, guidelines on employees that are to be hired and types of application needs to be understood by mainly three major players, namely; employer who wishes to employ non resident employee, employment agencies and the Labour Department itself through the role of its human resource officer.

### 3.3 RECRUITMENT

According to Snell and Bohlander (2007) in Zaman (2012), recruitment is defined as the process of positioning those individuals who might join an organization and heartening them to apply for current and anticipated job openings. On the other hand, Ofori and Aryeetey (2011) argued recruitment as a process of generating a pool of applicant to apply for employment in an organization. The same ground of argument on recruitment is also given by Noe et al. (2007), where the researchers believe that recruitment directed organization's actions with the primary purpose of identifying and attracting potential workers. In other words, as for the definition of recruitment, it is understood that recruitment involves the process attracting applicants, who are potential employees to apply for jobs offered by organization.

Further on, as cited by Ofori and Aryeetey (2011), sources of recruitment are either internal or external which source the organization will use depend on the human resource needs and objectives of the organizations, as all the sources has its merits and demerits. As explained by Riley (2012), internal recruitment is applied when an organization wants to fill vacancies from within its existing workforce. This is supported by Dessler and Varkey (2008) where they later cited that an organization can hire internal candidates through job posting, rehiring former employees and succession planning.

In the contrary, Riley (2012) argued that external recruitment occurs when an organization looks to fill the vacancy from any suitable applicants outside the business. This could be made possible through various ways. External candidates can be hired via the Internet, advertising, employment agencies, temp agencies and alternate staffing, offshoring or outsourcing, executive recruiters, on demand

recruiting services (ODRS), college recruiting, referral and walk-in interviews (Dessler and Varkey, 2008).

Based on the trainee's knowledge and experience during the practical training with regards to application for employing non resident employees by respective employers; applicants, or in this case, potential employers will go through recruitment process. However, the most important part here is the methods of recruitment. It is vital to stress here that all recruitments made in regards with the application for the licence to employ non resident employee is only done through external sources. By referring to the argument and examples on alternatives to external sources of recruitment given by Dessler and Varkey (2008) above; advertising, walk in interviews, Internet recruitment and employment agencies are four important methods used within the scope of the procedure to apply for the licence.

In the following discussion on early procedure in applying for the licence later, methods pertaining to external recruitment will be discussed and linkage between the procedure in applying for the licence to employ non resident employee via Labour Department and recruitment as one of the scope under human resource management will become clearer.

As we enter into discussion on what is the probable linkage between recruitment and procedure to apply for licence to employ non resident employee, we will embark in the familiarization on the procedure before applying for licence to employ non resident employee. According to Labour Department (2010), there are mainly four actions that will employers need to go through or get done with before proceeding with the application of the licence to employ non resident employee.



First and for most, employers who wish to apply for the licence will have to contact the nearest Labour Department office for the purpose of advertisement draft checking. Other than that, employers will have to inform the interview date for potential candidates that will apply for vacancies offered by a particular organization. This interview date also takes into consideration those potential employees that will attend the interview through walk in. In addition, employer is obligated to conduct interview for their respective vacancy in Labour Department office on the certified date. The most vital principle here is that these actions are taken to advertise and acknowledge job vacancy to local potential worker or so called resident employee first hand before any application to employ non resident employee is to be made.

Besides that, it is of vital importance to stress here that the main purpose of advertisement draft checking is so that later, employer can advertise his or her organization's job vacancy via mass media and printed media. Whereas for certification and early confirmation of interview date is to inform labour department office that there will not be any clashes of interview with other organization being held in the same day at the labour department office as this will cause confusion to potential workers who will attend to the interview.

Secondly, also according to Labour Department (2010), employer will need to advertise job vacancy in 2 (two) local newspaper in both Bahasa Malaysia and English newspaper for 1 (one) day, on Sunday based on the format given via advertisement draft checking earlier. In addition, employer need to also advertise their job vacancy through RTM in accordance to the agreed broadcast schedule. The broadcast schedule include particulars on advertisement rate based on package, advertisement script, booking contract, payment method, delivery and date of broadcast as well as broadcast proof. (Refer to Appendix 3.1)

The third action that needs to be considered by employer before he or she can proceed to apply for licence to employ non resident employee is to register his or her organization's job vacancy via the website of *jobsmalaysia.gov.my*. JobsMalaysia is a website hosted by government in which Labour Department is responsible for it. This particular website with the purpose of providing employment seeking opportunity enables all Malaysians to register themselves into the website (JobsMalaysia online database) and will be given opportunity to choose a variety of job posts based on applicants' interested field of works. On the other side, employer who wishes to recruit resident employee to fill vacant post in their organization is obliged to register the vacancy in the website to allow job seekers online to apply and later attend the interview for the particular vacant post. In other words, this is also called the utilisation of internet recruitment.

The fourth action that needs to be done by employer before applying for the licence is to ensure that non resident employee that he or she wish to hire, possess compatible qualification and experience or better than that of characteristics offered in advertisement made to the locals. This, according to Labour Relations cum Human Resource officer in Enforcement Unit of Labour Department Sarawak, Madam Zaleha Yusop, needs to be done to ensure that hiring process of non resident employee will convey positive benefits not only to filling vacant post offered by organization, but also to match suitable skills and knowledge so that recruitment process will be fruitful when it comes to selection later.

Hence, as all four actions have been discussed, it is now a clear path how the actions are related to recruitment process especially in terms of the sources to recruitment. Based on trainee's knowledge, employer is obliged to be highly dependent on four major sources of external recruitment, namely; advertising, walk in

interviews, employment agencies as well as internet recruitment. In fact, the functions of each sources of recruitment here are even more specific. For example, as what has been discussed above, the external methods come in complementary with each other. Methods of advertising walk in interviews and internet recruitment via [jobs.malaysia.gov.my](http://jobs.malaysia.gov.my) are specifically directed to recruitment for local Sarawak workers where the locals are given first hand opportunity to fill vacant posts offered by organization. On the other hand, employment agencies method is meant to recruit non resident employee. From this point on, then only employer can start to apply for the licence to employ non resident employee.

### **3.4 CORPORATE SOCIAL RESPONSIBILITY**

Corporate social responsibility (CSR) found itself in the spotlight in 1951 when Frank Abrams, chairman of the board for Standard Oil of New Jersey, published an article in Harvard Business Review where he stated that is was business' obligation to conduct the affairs of the enterprise to maintain an equitable and workable balance among the claims of the various directly interested groups, a harmonious balance among stockholders, employees, customers, and the public at large (Frederick, 2006).

Corporate social responsibility, abbreviated as CSR, is defined by Mondy (2010) as the implied, enforced, or felt obligation of managers, acting in their official capacity, to serve or protect the interests of groups other than themselves. Other than that, corporate social responsibility is the overall stakeholder relationship of the corporation with all of its social stakeholders which include customers, employees, communities, owners/investors, government, suppliers and competitors (Khoury et al., 1999). As argued by Woodward- Clyde (1999), CSR has been defined as a 'contract' between society and business wherein a community grants a company a license to

operate and in return the matter meets certain obligations and behaves in an acceptable manner.

Some scholars may have different arguments when it comes to the scale of stakeholder in which the social responsibility is covered. However, when it comes to this practical training analysis, definition of corporate social responsibility by Khoury et. al (1999) is deemed as the most compatible one. As outlined by Labour Department Sarawak (2010) in its guideline for the application of licence to employ non resident employee, obligations of employer towards stakeholders during the application process. Based on the trainee's knowledge gained during practical training, parties or so called stakeholders that link directly to employer during and after the process of licence application are non resident employees and the government.

However, to be able to understand the link, we will first need to explain on the term of *social contract*. As cited by Mondy (2010), social contract is defined as a set of written and unwritten rules and assumptions about acceptable interrelationships among the various elements of the society. Like a legal contract, the social contract often involves a quid pro quo (something exchanged for something) and it illustrates the interrelationships between an organization with individuals, government, other organizations and society (Mondy, 2010). Hence, it can be concluded that social contract supported the principle that an organization holds responsibilities towards others. In this case, we will be focusing on the responsibility of organization (through the actions of employer) towards non resident employee as individuals as well as responsibility to government.

### 3.4.1 Responsibility of employer (organization) towards non resident employees (individuals)

Employer represents organization has obligations towards his or her employees. Mondy (2010) argued that to the extent that individuals' expectations are acknowledged as responsibilities by the organization, they became part of the social contract. To demonstrate this into the procedure of applying licence to employ non resident employee, as stipulated in guideline produced by Labour Department (2010), first and for most, employer as regarded as an organization, cannot impose any fiduciary charge to non resident employees either to bring them inside of the state to employment place or to send them to their native land. Next, before any non resident employee is to be send back to his or her native land, employer needs to pay all salary and valid payment to them.

Other than that, it is also obligated for the employer to send back any non resident employers working for his or her organization if the employees are ill. This is so done as to avoid contagious diseases and illness may be varied. Nonetheless, as non resident employees are also covered under worker's compensation act 1952, he or she might be compensated based on verification of illness. This obligation is complement with employer's responsibility to fund the transportation cost to send back their non resident employees to their respective native lands.

Other obligation of employer towards non resident employee that they expect to employ is that the employer or his representative needs to wait for their respective non resident employees at legal point of entry to this country

and accompany them to their place of employment. Other than that, Accommodation needs to be provided for the non resident employees.

### **3.4.2 Responsibility of employer (organization) towards non resident employees (individuals)**

As listed out in the guideline provided by Labour Department (2010), once employer has gain licence for the employment, the employer is obligated to fund for the cost for transportation of non resident employees from legal point of entry to the place of employment in Sarawak.

Next, employer is also obligated to send home non resident employees from place of employment to their native land. Employer will be acknowledged that this obligation also covers for existing non resident employees who run away from their place of employment. This responsibility is put on employer's shoulder until the non resident employees who work for him or her leave the country, even though the validity of the licence is already expired.

According to Section 119 of Sarawak Labour Ordinance, in the obligation to give out information and statement, an employer is obligated to give out information on non resident employee hired by him or her within a period of fourteen (14) working days and other statements when it is requested by government agencies. These agencies include Labour Department and Immigration Department.

As per the trainee's own knowledge during practical training, the guideline in applying for the licence are regarded as among corporate social responsibility obligated to an employer as representative or organization due to the fact pertaining to the social contract made by the organization who wishes to employ them. In fact, any actions by



non resident employee, for example, running away from place of employment gives impact to organization itself, as what known as interrelationship and the organization will be held responsible.

Corporate social responsibility exercise towards government (in this case Labour Department) is fairly important and cannot be taken for granted. As a part of human resource management, corporate social responsibility plays a crucial part to reflect organization commitment in not only employing non resident employees, but as well as to avoid or at least control negative issues from occurring.

As non resident employees, in other words also known as foreign employees involve international issue, thus utilizing the application of the licence and at the same time conducting best recruitment methods in accordance with the guidelines listed out by Labour Department, it is then proven that human resource management possess great linkage with procedure pertaining to applying for licence to employ non resident employee.

## **CHAPTER 4: RECOMMENDATIONS**

In accordance to the analysis that had been made in Chapter 3, this following chapter will discuss about the strengths, weaknesses and recommendations for improvement for procedure analysed in Chapter 3.

### **4.1 STRENGTHS OF THE PROCEDURE OF LICENCE TO EMPLOY NON RESIDENT EMPLOYEE**

Before going further, the trainee will explain on three important outstanding strengths that support this procedure of licence application.

#### **4.1.1 STRICT REGULATIONS**

As what could be seen from analysis of the procedure to apply for the licence, strict regulations are imposed into the application for the licence. These regulations, including rules and laws, governed under Section 119 of Sarawak Labour Ordinance (Chapter 76) underlined that every procedure and step to be taken into consideration when applying for licence to employ non resident employees need to be in line with the law that governs it. For example, in Section 2 of Sarawak Labour Ordinance obligated the employee to know about the definition of employee. The rationale behind this is to educate the employer, or in other words, the applicants to about the early information of what categories of employees that they wish to employ.

Other example could be in term of procedures that should be undergone by applicants before proceeding to apply for licence. In this sense, for instance applicants need advertise their organization's job vacancies via local newspapers and mass media, which is through radio broadcast. The rationale behind this procedure is to ensure that employment opportunity will be given to local job seekers as a priority before seeking for non resident employees to work with them. Consequentially, this strict procedure provides Labour Department of Sarikei with an ultimate way to provide employment opportunity to local people in Sarawak. Most importantly, this strict regulations and procedures also bring about a very crucial strength in controlling the flow of foreign workers into the country itself.

#### **4.1.2 EFFICIENT SERVICE**

Efficiency itself is sometimes simply defined as doing things right. in term of procedure to apply licence to employ non resident employee, the service that is provided by labour department has been regarded as an efficient one, which makes it one of the strength of this procedure. This procedure's efficiency can be seen from the medium it used to ease applicants in applying for the licence. For example, the usage of internet has made things easier.

Through Sarawak labour department home website of <http://www.jtkswk.gov.my>, the department has utilizes the accessibility of internet as a medium to upload compulsory forms for employers who wish to apply for the licence. For instance, the department has uploaded the form of

application for letter of approval in principle (AP) to employ non-resident employees under section 119; Labour Ordinance Sarawak is uploaded into the website. With this technological approach, it saves a lot of time for applicants without even going to the department itself just for the sake of collecting required forms.

#### **4.1.3 ENCOURAGE PRIVATE SECTOR ROLES IN PROVIDING EMPLOYMENT OPPORTUNITY TO THE LOCALS**

As discussed in Chapter 3 analysis, the procedures for licence application is first made based on the basis of priority in filling up job vacancies, but also to give first hand opportunity to local job seekers or resident employees to fill up vacant posts. This is clearly spear headed by the department especially through four actions that should be done by employers before applying for the licence. In this sense, employers who are also potential applicants (employers are regarded as applicants only when they have already done with four actions yet cannot find any job seekers interested for the vacant posts advertised).

For example, in procedures before the application, employers are obligated to advertise their vacant post in organizations via local newspaper both in Bahasa Malaysia and English newspapers on Sunday. Other than that, they are also obligated to broadcast their vacancies through radio. The purpose of this is for sure to give first opportunity to local job seekers to fill up the job posts rather than letting non resident job seekers to fill up vacant posts. This way, Labour Department helps to trigger private sector to lend a hand in

providing employment opportunity to the locals, help reduce the rate of unemployment especially around Sarikei town as well as to help in controlling the number of influx of foreign workers into the state.

## **4.2 WEAKNESSES OF THE PROCEDURE OF LICENCE TO EMPLOY NON RESIDENT EMPLOYEE**

In contrast with the strengths, the trainee also found few weaknesses that exist in the procedure of licence application. These weaknesses are explained below.

### **4.2.1 TIME CONSUMING**

First and for most, the overall procedure in this application is time consuming. Taking into considerations of what applicants need to consider and do before, during and after application until the licence is issued, each step in each stage requires time to accomplish. For example, before advertising job vacancies in local newspapers and radio, applicants need to follow the conditions and terms given not only by radio broadcasters, but there are also certain requirements on how advertisements are to be designed before they are publish in local newspapers.

One of the requirements is that advertisement on vacancies needs to be published in local newspapers on 1 day on weekend, which is Sunday. However, considering if an applicant apply for the procedure on Monday and was asked to advertise only on the following Sunday, it already consumes up a lot of time. To make matters worse, some organizations may be really in urgent

need of employees, so every day that passes by is also considered as a loss to their organizations.

Other than that, as the procedures of applying licence is governed under Sarawak Labour Ordinance, that makes the procedures to be very detail and all attachments need to be presented. Or else, the application will be stuck at one stage. For example, in applying for approval principle (AP) endorsement, applicants need to attach altogether 10 attachments. Before AP is endorsed, a Human Resource Officer from Labour Department will set an appointment date for inspection in a particular employer or also called applicant's employment place. However, it is to be noted that the appointment date is set only within a month before the AP is taken into consideration for endorsement. This is indeed time consuming and some employers could not afford to wait this long.

#### **4.2.2 MOST APPLICANTS LACK KNOWLEDGE ON PROCEDURE**

As what has been experienced by the trainee during practical training at Labour Department Sarikei, it is realised that applicants, in other words, the employers who wish to apply for non resident employees to work in their organizations don't actually possess sufficient knowledge on the overall procedures of applying for the licence. Though the department has their own website, however the full guidelines on how and what applicants should do before, during and after applications are not included together. Though internet usage is utilised, however the utilization is limited only for uploading required attachments and forms for applying the licence.



Hence, to get full knowledge and clearer information on the application for the licence, employers usually will approach the department directly for guidelines. In other words, though the department provides the home website browsing to ease employers in their application, it can be regarded as ineffective if employers keep coming to the department seeking for further information instead of turning to the Internet which suppose to ease their way.

#### **4.2.3 INADEQUATE NUMBER OF STAFF**

Other than the two weaknesses, other factor that contributes to the weaknesses in this procedure is insufficient number of staff to handle the procedure. To begin with, the overall staff strength of Labour Department Sarikei is 16 persons. Out of 16 staff strength, there is only 2 staff that holds the position of Labour Relations Officers. However, as Human Resource functions are also fused under the responsibility of Labour Relations Officer, they also have to be responsible for the overall implementation and overall process of this licence application procedure. From providing guidelines to applicants, to inspection of organizations' work place, submitting AP application to headquarters, as well as handling labour cases; these are all under responsibility of only 2 persons.

This inadequate number of staff clearly affects the time taken to assist applicants in completing the application for licence. From trainee's own experience during practical training, it is learnt that an officer need to do inspection for more than 6 organizations a month where all applicants applying for AP are farm owners. However, the farms vary in term of main products.

For example, a palm oil estate is allowed only to have certain amount of non resident employees for each hectare. However, limitations of the amount of non resident employees allowed in rubber estate farm are different than that of palm oil estate. With various organizations to be inspected each month that requires different specifications as well as other responsibilities as Labour Relations Officer cum Human Resource Officer, having only 2 staff to handle it all is clearly inadequate, which in turn contributes to time consuming applications as well as red tape processes.

### **4.3 RECOMMENDATIONS FOR IMPROVEMENT**

In order to resolve the weaknesses in this procedure for employers to apply for licence to employ non resident employees, the trainee has suggested three alternatives as discussed below.

#### **4.3.1 ESTABLISH A ONE STOP CENTRE FOR LICENCE APPLICATION**

Firstly, as a solution to counter back weaknesses outlined above, especially for a resolution to solve the allegedly time consuming procedure, the trainee suggested that the department to establish a one stop centre for the purpose of overall procedures of the licence application. This can rather be regarded as something new yet logically applicable. For example, in procedures for applying the licence to employ non resident employees, Labour Department can work together with other responsible agencies and parties including Immigration Department, Employment Agencies and broadcasting

representatives. These parties should be sectioned in one centre or office to reduce time consumed by the applicants or the employers to apply for the licence.

Now, this could be made possible as the government is already moving into new paradigm shift by putting agencies in one stop centre, for instance, the IMOCC. As Labour Department itself is a government owned department, this will ease them. The already existed one stop centre can be used as a model to establish a one stop centre specifically for the licence application. However, unlike IMOCC, the trainee suggested Labour Department to have selected officers from each agency or parties together in an office so that the responsible person is always available to assist applicants instead of using connected phone calls from line to line. Obviously, this helps applicants to fulfil their needs just by going to one place without having to go here and there just for a piece of information. In other words, this is worth to be called a great time saving recommendation.

#### **4.3.2 DIVERSIFY MEDIUM TO EDUCATE PEOPLE ABOUT PROCEDURE**

Secondly, the trainee suggested that the department could diversify their medium of communication to educate people, in this case the employers, to thoroughly understand the whole procedures. This second recommendation is claimed as an alternative to solve the problem of lack of knowledge and awareness about what, how and what the application and the licence are about. To date, it is noted that the obvious main medium for Labour Department to inform applicants about the procedures is through the utilization of internet via

their website. Other medium of communication and education is that the applicants will approach the officers in Labour Department for information of the licence application. In this sense, information and knowledge sharing on the procedures of licence application is made possible when applicants or employers go to the department themselves.

From above, we know that Labour Department is utilizing two existing methods to educate people, that is through the Internet and applicants themselves go to the department to collect information. However, in this case, communication medium to educate employers can be diversified in term of having a road show where officers will have seminars, workshop or exhibition around the state of Sarawak. Though this way may be considered as too costly, however, Labour Department is compensated with the best opportunity to educate employers about the procedures instead of having blurry and incomplete applications submitted every time to their office which also delay their work.

Thus, it must be considered that costly doesn't mean it will not produce good result. Perceptually, the trainee thinks that if employers who want to apply for the licence are equipped with required knowledge on the procedures, the officers can reduce the problems of incomplete application, reduced time consultation and providing guidelines and control the flow of immigrants into the state, which is worth the costly alternative.

### **4.3.3 INCREASE NUMBER OF STAFF TO HANDLE PROCEDURE AND SEND FOR TRAINING**

Last but not least, the trainee wished to suggest that in order to compensate the problem of inadequate number of staff to handle many tasks, the number of staff should be increased. However, in this suggestion, the department should not stop only at the stage of recruitment and selection. In fact, increasing the number of staff is just the beginning of this alternative. Once staff is recruited and selected, the particular staff needs to be send to training to be multi tasking to handle the various procedures.

The rationale for training is that, a staff that is new to working environment in the department for sure is not familiar of all tasks to be done, not to mention handling the procedures for applying the licence to employ non resident employees. Increasing number of staff alone could be irrelevant and inapplicable if the staff is unable to handle the procedure. This is why training is needed once recruitment and selection process are completed.

Adding number of staff and later adding value to the skill of the staff is indeed relevant in order to help reduce the burden of other existing staff especially in handling the procedures for applying licence to employ non resident employees. A skilled staff can subsequently help to provide better guidelines for applicants, accomplish work task faster and of course saves up a lot of time for the procedures to be completed until the end. For example, in AP application, Labour Relations Officer is obligated to do an outstation work, which is to inspect applicant's work place and collect information. In this situation, staff with less knowledge and skill might have much more time spent

on one inspection as compared to skilled staff. With training, staff will have less time to absorb and apply knowledge, which in turn, eases their job and increase their own knowledge and skill.



## **CHAPTER 5: CONCLUSION**

This chapter provides conclusive statements for every previous chapter in this report. This include conclusion for introductory chapter, schedule of practical training chapter, chapter on analysis, recommendations chapter and last but not least, overall conclusive statement for this report.

### **5.1 CONCLUSION FOR CHAPTER 1: INTRODUCTION TO LABOUR DEPARTMENT**

In this chapter, the trainee has included detail information about the organization which hosted trainee's practical training, the Labour Department Sarikei. Having to undergo 6 weeks of internship in this government department, trainee has been familiarised with the organization as a whole. These include Labour Department Sarikei's staff, which ministry the department is currently in, vision, mission, objectives, policy, the organizational structure, functions, and their client charter as well as organization's location.

From this introductory chapter to Labour Department Sarikei, it can be concluded that Labour Department is a governmental department specializes in human resource, especially in term of employment and labour relations. Generally, throughout this introduction, one is understood that this department deals with human capital, focusing both on foreign and domestic employment into the state as well as labour complaints and labour court cases. All in all, the trainee believe that introductory chapter is important so that readers get an early picture about the questions of what, how, where, when and who involve in the organization.

## 5.2 CONCLUSION FOR CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

On the other hand, this chapter on schedule of practical training provides insight of the overall activities that had been undergone by the trainee during practical training in Labour Department Sarikei. This chapter listed out details on activities of the trainee based on weekly basis. This started from the first week (22<sup>nd</sup> January 2014 until 24<sup>th</sup> January 2014) until the final week of practical training (24<sup>th</sup> February 2014 until 28<sup>th</sup> February 2014).

Based on the trainee's own knowledge and experience, this chapter highlighted the one of the most important part of this practical training report. Based on the activities that have been done, the trainee believes that the supervisor as well as the organization has assigned tasks that are related to trainee's field of knowledge. In fact, the trainee is equally grateful that all the tasks given have been accomplished successfully.

To conclude, the trainee strongly believes that the organization has give in their top cooperation and commitment to make their organization a perfect ground for the trainee to gain knowledge on real work experiences and to see how theories are applied into practical in that organization throughout six weeks of practical training. Though some activities were repetitive and some are deemed very challenging, the trainee thinks that this is of grave important to enable the trainee to see how real working environment really looks like.

### 5.3 CONCLUSION FOR CHAPTER 3: PRACTICAL TRAINING ANALYSIS

Undeniably, this chapter holds the most important part of the practical training, with the previous chapter as its early foundation to support this chapter on analysis. Basically, practical training analysis tested trainee's knowledge on how to relate activities or tasks that had been assigned to him or her during practical training with theoretical knowledge that are learnt in classroom through subjects and syllabus. For this, the trainee had chosen the task on procedure to apply for licence to employ non resident employee and to relate this task to what have been studied theoretically in class. For this case, the trainee has chosen to relate this procedure with the aspects of human resource management (HRM).

In conclusion, the trainee really agrees that this chapter is the most challenging of all chapters. The reasons for this is that, in order for the trainee to produce logical relationship between theory and practical, the trainee had to look into scholarly articles, definitions and terms that are supported by previous researchers of scholars. Other than that, the trainee also believes that in order to reasonably relate human resource management with procedure to apply for licence to employ non resident employee, the trainee had to go in depth into the procedure and to possess a great understanding on the procedure itself.

All in all, the trainee can conclude that this chapter was indeed the most challenging one, yet very interesting in term of the challenges itself. It opens a way for the trainee to really understand what he or she has been doing throughout the practical training period and how does it relates to what have been studied in class. At this point, the trainee has been given a great opportunity to see things through a whole new perspective.

#### **5.4 CONCLUSION FOR CHAPTER 4: RECOMMENDATIONS**

Whereas for this chapter, it includes the strengths, weaknesses and recommendations that needs to be suggested by the trainee pertaining to what have been discussed in previous chapter on analysis. To conclude, this chapter gives an opportunity for the trainee to state the strengths and weaknesses for the procedure to apply for licence to employ non resident employees. This chapter allows the trainee a degree of freedom to express trainee's own ideas on how actually the trainee views the overall process of the licence application.

Not only that, the trainee is also given an opportunity to give a set of alternatives as recommendations to improve the procedure. This somehow, makes the trainee realised that it is important to be a part of the process in order to give a precise and thorough evaluation on it based on rationale arguments. In a nutshell, this chapter provides an overall evaluation of what have been discussed all these while, being compressed in one chapter under recommendations.

#### **5.5 OVERALL CONCLUSION**

All in all, it has been a great privilege that the trainee has been given an opportunity to be able to undergo practical training in Labour Department Sarikei. It also has been a priceless experience to be a part of the organization, harvesting all knowledge that the trainee could get from the organization in practical. Having a practical training there has opened the trainee's eyes and mind widely towards new perspective towards the real working environment and a bit of knowledge of what to expect when the trainee steps to real work. This applies especially for the field of study that the trainee is in, which is a very valuable experience for future use indeed.C

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FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI  
UNIVERSITI TEKNOLOGI MARA










BORANG PERJUMPAAN DENGAN PENYELIA  
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : MALISA BINTI BASMAWI  
NO MATRIK UiTM : 2012418008  
NO KAD PENGENALAN : 910902-13-5450  
PROGRAM : AM228/AM225\*  
NAMA PENSYARAH PENYELIA : MISS NONI HARIANTI JUNAI01

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\* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan



Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	13 / 3 / 2014 THURSDAY	1.30 PM		Submit report chapter 1
2	24 / 3 / 2014 MONDAY	9.50 AM		discuss on draft chapter 2
3	28 / 03 / 2014 FRIDAY	9.45 AM		submit draft chapter 2
4	02 / 04 / 2014 WEDNESDAY	9.30 AM		① Draft on chapter 3 was discussed. ② Draft on chapter 1 was returned to student for amendment.
5	11 / 04 / 2014 FRIDAY	10.00 AM		① submit amended report chapter 1. ② Submit draft chapter 3
6	25 / 04 / 2014 FRIDAY	9.50 AM		Submit Draft Chapter 4 Recommendations
7	28 / 04 / 2014 MONDAY	02.00 PM		① submit draft on chap. 5 conclusion ② submit Amended draft on chap 3 analysis
8	16 / 05 / 2014 FRIDAY	08.30 AM		① Submit Final draft (overall report)
9	05 / 06 / 2014 THURSDAY	08.30 AM		submit hardcover practical report
10				

\* potong yang tidak berkenaan

Sila gunakan lampiran jika ruang sediada tidak mencukupi

# APPENDIX 1



**UNIVERSITI TEKNOLOGI MARA SARAWAK**

**PRACTICAL TRAINING**

**LOG BOOK**

1. Student's name: Malisa Binti Basmawi
2. Date & Place of Birth: 02 September 1991 / Kabong, Sarawak
3. UiTM No.: 2012418008
4. Program: FACULTY of Administrative Science and Policy Studies
5. Year: 2014 Part: 5
6. Home address: 12/149 Kampung Hulu, 94650 Kabong, Betong, Sarawak.
7. Address during practical training: PPR U1426 Lorong 7, 232  
Taman Susur Jambay, 96100 Sarikei
8. Place of training: Jabatan Tenaga Kerja Sarikei
9. Name of Supervisor in-charge: Haji Rahman Bin Haji Masqat  
(Penolong kanan Pengarah Tenaga kerja Sarikei)
10. Duration of training: From: 22 January 2014 to 28 February 2014

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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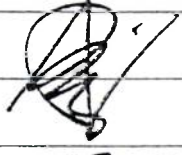

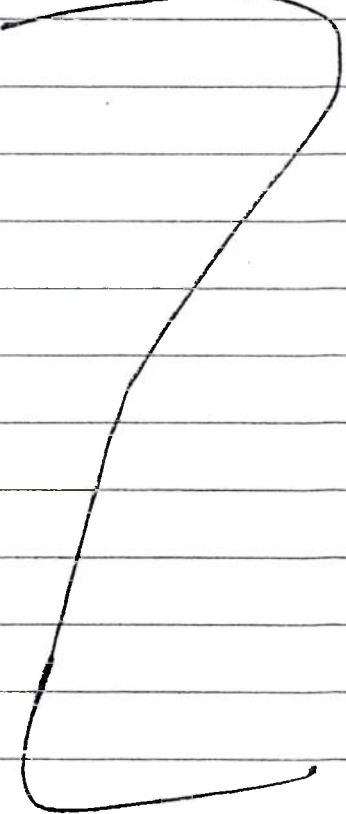
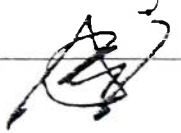
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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014	<p>① Met and introduced <del>ourselves</del> myself to all staff at Jabatan Tenaga Kerja (JTK) Sarikei branch.</p>	<p>888th of from showing good interest and commitments</p>
	<p>② Training location: Labour Department, Sarikei.</p> <p>Task given by Haji Rahman Bin Haji Maracit</p> <p>Went through, read and analyze and understand the SOP of JTK Sarikei, through documents such as:</p> <p>" Dokumen kualiti: Manual kualiti Pejabat Tenaga Kerja Sarikei "</p>	<p>forwards the open tasks</p> <p></p> <p></p> <p>28/1/20</p> <p>HJ RAHMAN BIN HJ MASA'AT PENOLONG KANAN PENGARAH TENAGA KERJA SARIKEI S41</p>
	<p>comment / opinion:</p> <p>A good introduction and kick start for us as practical students who are very new to working environment.</p> <p>I personally believe that by going through the SOP give student a brief idea on how the department operates and what to expect <del>at</del> during practical training.</p> <p>In my point of view, given the responsibility to go through the SOP, reflects that JTK welcomes <sup>my</sup> presence as a practical student, seeking new knowledge through real situation.</p>	<p></p> <p></p>



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EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

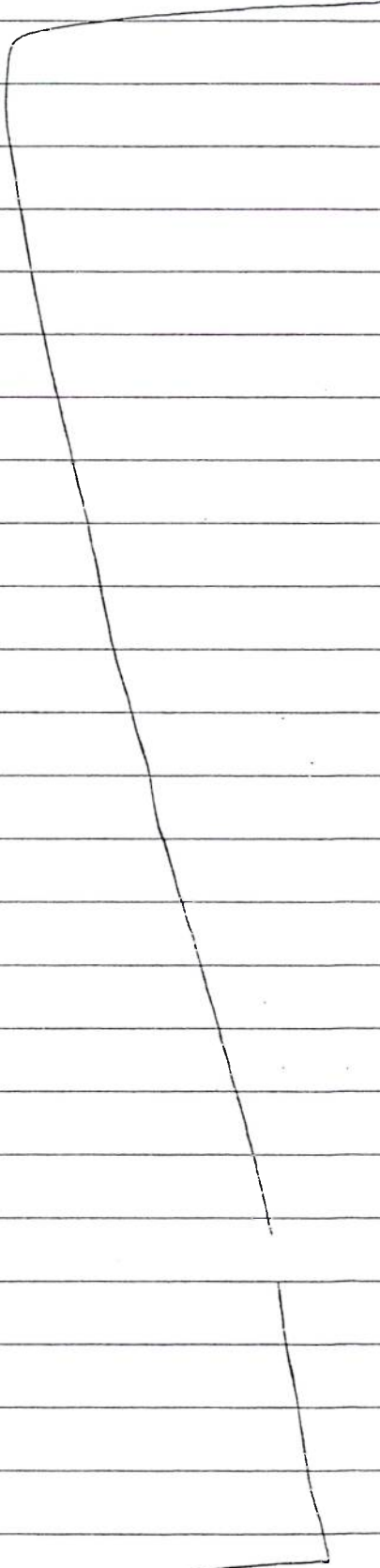
cables, plugs, amplifiers Appliances of same nature at one place.

→ carried out the plan.

My comment /opinion:

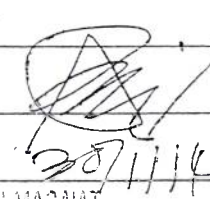
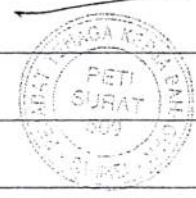
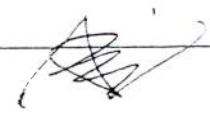
I strongly believe that the task that had been given to me is very rational and a useful experience as I had been directly exposed with an opportunity on planning of an office setting, from planning to execution of a task.

I can say that this is fairly important for future use to face real work situation where jobs / tasks need to be done in the right manner, of high quality and achieved desired outcome.

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>with necessary attachments/documents.</p> <p>Every document that needs signature is tagged with the name of its respective signee.</p>	
	<p>③ stamping of payment vouchers or "baucer bayaran".</p> <p>- Almost all documents in payment vouchers need stamping. Stamps are categorized to their own specification (stamps for invoice, stamp for copy certification, verification from accounting unit, stamp for already paid vouchers, etc..)</p>	
	<p>④ Filing of payment vouchers.</p> <p>- All payment vouchers were organized systematically according to numerical order, with the latest PV number on top.</p> <p>- Each file containing organized payment vouchers was grouped with 30 payment vouchers in each file.</p>	
	<p>My comment / opinion</p> <p>According to Mr. Haji Rahman, as the Head of department, the task on payment vouchers was given to expose me as</p>	





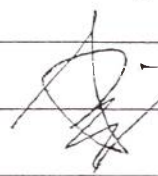
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
m/2014	Training location: Labour department, Sarikei.	Students spend
	<p>① The task on stamping, tagging and filing of payment vouchers were continued as more payment vouchers were printed out by Madam Teresa Rami (Juru Tadbir kewangan)</p>	good interpersonal skills with other members of this office and well converse with the task
	<p>② Another task given by Mr. Tazullah Khan, was asked to check the details on "surat akuan penerimaan bayaran" for suit cases:</p>	given by the staffs.
	<ul style="list-style-type: none"> <li>- KBR/PTK/ST/2013/0017</li> <li>- KBR/PTK/ST/2013/0018</li> </ul>	 HJ RAHMAN BIN HJ MASAAT PENOLONG KAWAN PENGARAH TENAGA KASAR SARIKEI S41
	<p>details that we checked were on:</p> <ul style="list-style-type: none"> <li>- names of those whom compensation were to be paid.</li> <li>- IC number.</li> <li>- compensation amount.</li> </ul>	
	<p>comment / opinion.</p> <p>Able to see what and how enforcement really works, especially industrial relation issue involving suit cases that was handled by JTK.</p> <p>As we might later work in HR field or Industrial Relation field, this is indeed useful.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
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2014 Training location: Labour Department, Serikei

① In addition to tagging, stamping and filing of payment vouchers @ "baucer bayaran", my task was to examine and ensure all needed documents supporting the payment vouchers are presented.

Good Cooperation and Understanding with training mate.



- Major documents that were supposed to be compulsorily attached to payment vouchers but were often missed out by applicants include:
- Company's licence certification (pendaftaran syarikat)
  - copy of receiver account (muka depan buku akaun penerima)
  - copy of order letter (surat arahan)

HJ RAHMAN BIN HJ MASAAT  
PENOLONG KANAN PENGARAH TENAGA KEHUBUNGAN  
SARIKEL S41

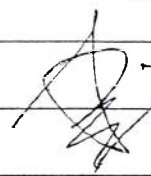

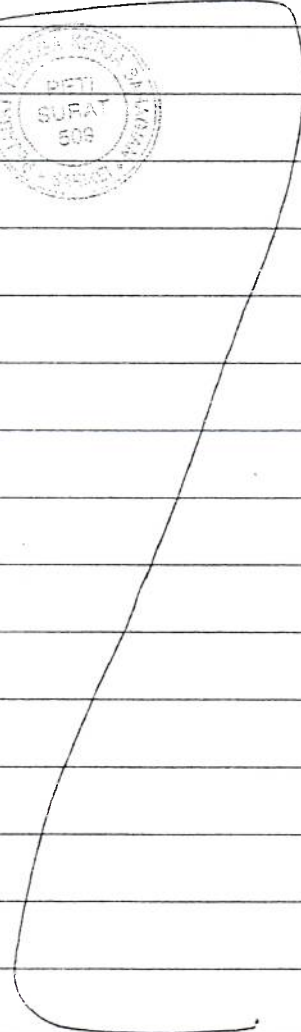


My comment/opinion:  
Interesting task. I get to know the procedures to supply goods and services to government department, especially Labour Department Serikei.

*View this as valuable training experience*

That every financial flow and the movements of government money need to be recorded and follow the standard procedure.



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014	Training location: Labour Department, Serikei	Good Cooperation and
	<p>① In addition to tagging, stamping and filing of payment vouchers @ "baucer bayaran", my task was to examine and ensure all needed documents supporting the payment vouchers are presented.</p> <p>Major documents that were supposed to be compulsorily attached to payment vouchers but were often missed out by applicants include:</p> <ul style="list-style-type: none"> <li>- Company's licence certification (pendaftaran syarikat)</li> <li>- copy of receiver account (muka depan buku akaun penerima)</li> <li>- copy of order letter (surat arahan)</li> </ul> <p>My comment/opinion: Interesting task. I get to know the procedures to supply goods and services to government department, especially labour department Serikei.</p> <p>I view this as valuable training experience that every financial flow and the movement of government <sup>money</sup> needs to be recorded and <del>follow</del> follow the standard procedure.</p>	<p>Understanding with training mate.</p> 
		<p>HJ RAHMAN BIN HJ MASAAT PEMOLONG KAMAN PENGARAH TENAGA KERJA SERIKEI S41</p> 
		

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EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

July 2014 Training location: Labor Department, Sarikei

Exposure on  
the work  
process of  
JOB Malaysia/  
Employment Site  
Unit PTK  
Sarikei done

Task: compile, collect and transfer information  
on demographic particulars of participants  
from job seekers' profiles under the I Azam,  
Azam Kerja (2PK)

- Participants were divided into categories  
as below:

Male

Female

Self employed male

Self employed female

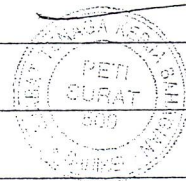
Unemployed male

Unemployed female

Male working in  
private/public sector

Female working in  
private/public sector

HJ RAHMAN BIN HJ MASRAT  
PENOLONG KAWAN PENGARAH TENAGA KERJA  
SARIKEI S41



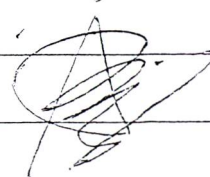
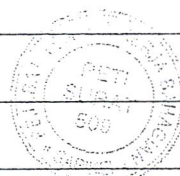
- Information extracted from each profile  
were on:

- a) overall number of participants
- b) no. of participants divided by gender.
- c) marital status
- d) Race
- e) Level of education
- f) Age

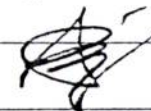

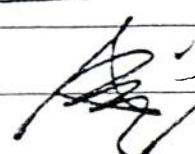
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7/2/14

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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>July 2014</p> <p>7/12</p>	<p>Training location: Labour Department, Sarikei.</p> <p>Tasks:</p> <p>① Join management meeting [mesyuarat/pengurusan]</p> <p>- I was invited to join the meeting, formally introduced myself, observed the flow of meeting, how everything progressed and how each staff responded.</p> <p>- Some of issues discussed were on:</p> <ul style="list-style-type: none"> <li>Previous minutes</li> <li>Dividing task among members</li> <li>Coming events (JPragawara, Business matching, 3P)</li> </ul> <p>② Be at the front counter (deal with customers and phone calls).</p> <p>My comment /opinion:</p> <p>I found out that a management meeting is a direct platform for each staff to voice up opinion, issues <del>and</del> with face to face communication. This is where I can really see the importance of what I have learned in class, in specification of soft skills including leadership, teamwork, communication, problem solving and time management is put into practice.</p>	<p>Student given chances to observe the process of the management meeting so that they can be expose to the real situation of what the theory and practicality of management study.</p> <p></p> <p></p> <p>7/12/14</p> <p>HJ RAHMAN BIN HJ MASJAT PENOLONG KANAN PENGARAH TENAGA KERJA SARIKEI S41</p>

- 07/02/2014

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
to id Pr ema W Na pro y th is s ng na ff of 7 SAAT SARAH TE	<p>January 2014 Training location: Labor Department, Sarikei</p> <p>Task: Tagging and stamping out of Payment vouchers</p> <p>: sorting out file of <sup>staff</sup> bank accounts' copies, company licences copies, companies' bank a/c copies according to alphabetical order.</p> <p>- The tasks were given by Madam Teresa Rami ak Mughah (Pembantu Tadbir kewangan)</p> <p>My comment/opinion: As this task has been assigned to me a few times before, I think the previous experience has made it easier for me to get done with the task. I'm very grateful to Madam Teresa Rami and our supervisor Tuan Haji Rahman Bin Haji Masqut for giving me a lot of opportunity and exposure to working experience, especially on tasks that are relevant to my field of study. I believe this training later will be proven useful <del>later</del> for me to apply in <del>real</del> as a hard-on skill when I work in the future.</p>	<p>- Practical Training progressing well</p> <p></p> <p>23/2/2014</p> <p></p> <p></p> <p>23/2/2014</p>



May 2014 Training location: Labor Department Sariker.

Good Respond.

My task:

- was instructed by Enforcement Officer, Madam Morisah to make phone calls to participants registered under the e-Kasih program. The participants originated from Sariker and Bintanger were classified into two distinct categories of those living in poverty and absolute poverty.
- The purpose of making this phone calls was to invite and to inform those participants about the "Business Matching" program. This particular program is going to be held on 20th February 2014, which then requires full cooperation and attendance of the participants as one of government's effort through Labour Department to pull them out from the vicious circle of living in poverty.

My comment / opinion:

In my opinion, though making phone calls may seem to be a simple task, but having to deal with different people and having to deliver the right message as well as to ensure that the message or



*[Handwritten signature]*



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
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23/12/2014

Training location: Labour Department, Sarikei

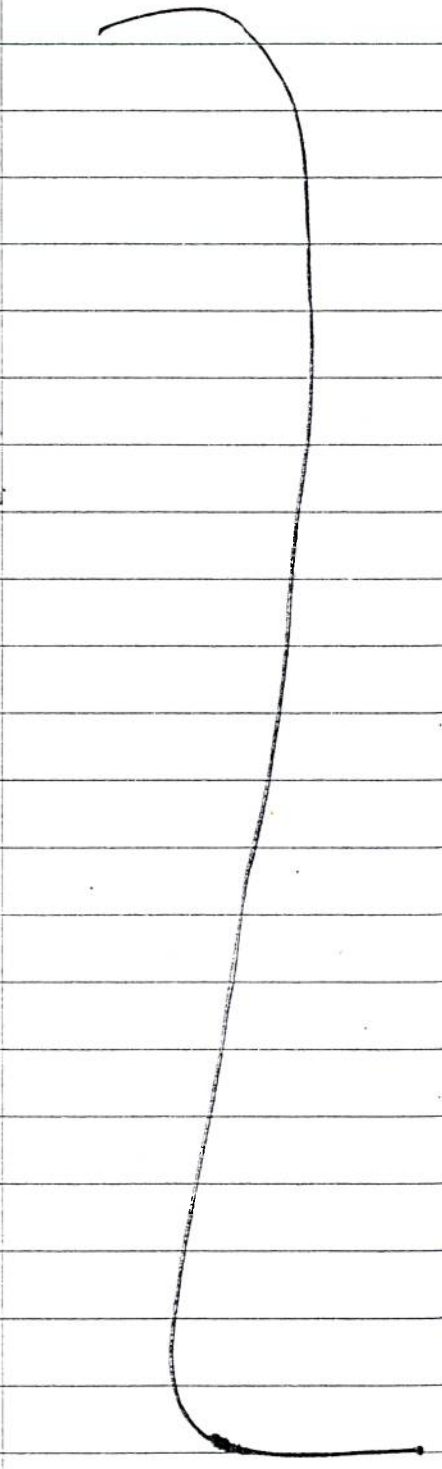
Good Respond

My task:

- Based on the data that had been printed out from the online e-kasih system and, I was instructed to do a sorting out of the participants demographically, that is according to their respective area of living. For example, as the list of e-kasih participants from Bintangor and Sarikei got mixed up into the same list, so names of participants and their respective addresses were further divided into their own specific zones.
- The rationale beneath this task was to ease the task of PSH officer to pay a visit to each participant's place as well as to reduce time reaching participants' places, considering that E-kasih Azam Kerja, the "Business Matching" program will be conducted very soon.

My comment/opinion:

- My comment on doing the sorting out of participants from E-kasih program was indeed a challenging task. It tested me on my general



*[Signature]*  
23/12/2014

13/02/2014

EMARTE

EXACT NATURE OF WORK DONE

SUPERVISOR'S REMARKS

2014 Training location: Labour department, Sarikei.

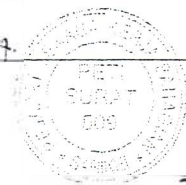
*Good Report.*

My task:

- I was invited to join management meeting. My role was that of an observer, as assigned by Head of department cum chairman of the meeting, Tuan Haji Rahman Bin Meraqat.
- Being an observer, what I could understand from the meeting was all about providing for data and information and compiling them into specific documentation through filing. The data compiled include things such as statistic on level of current unemployment in Sarikei and so on.
- Other than that, a committee was also established during the meeting to carry out compilation task.

My comment / opinion:

As I had been to management meeting previously, I found this one to be an equally important and valuable experience. I'm very honored to have been given chance to view how important a leader's role is, especially in making decision. This really boost up my confidence.



*[Signature]*

S REMTE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

My comment / opinion:

- Humbly saying, as I had been exposed and engaged with this sorting task before, it has made it easier for me to redo this task again, though the areas to be sorted out this time aren't the same as the previous task. However, frankly speaking, Julau and Pagan are areas that are definitely alien to me as I never ~~set~~ set foot there before. Luckily I managed to get help from other colleagues in the department. I am very glad and thankful to have been given this as a meaningful experience to be applied later when I myself has become a working person.

Good Respond.



*[Handwritten signature]*



SRE

EXACT NATURE OF WORK DONE

SUPERVISOR'S REMARKS

my comment / opinion:

In my opinion, making phone calls was a bit of a pressure that day due to the fact that only 4 participants ~~were~~ filled in their phone numbers out of overall 20 participants. I was very excited to see our program of Business Matching will become a successful event with full attendance. I learnt that other than phone calls, the department will pay a visit to participants' house in an attempt to make the Business Matching program a success. All in all, I can say that is a valuable experience overall for me as a student to clearly see how a department handles the flow of their particular project, in this case, the flow of Business Matching program. This kind of experience is something that I won't get in classroom because having to involve in the real situation on how a project is tackled and handled to the very end.

Good Response.



*[Handwritten signature]*

SR

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

Saniker on employment opportunity in the effort to pull them out of poverty.

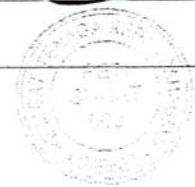
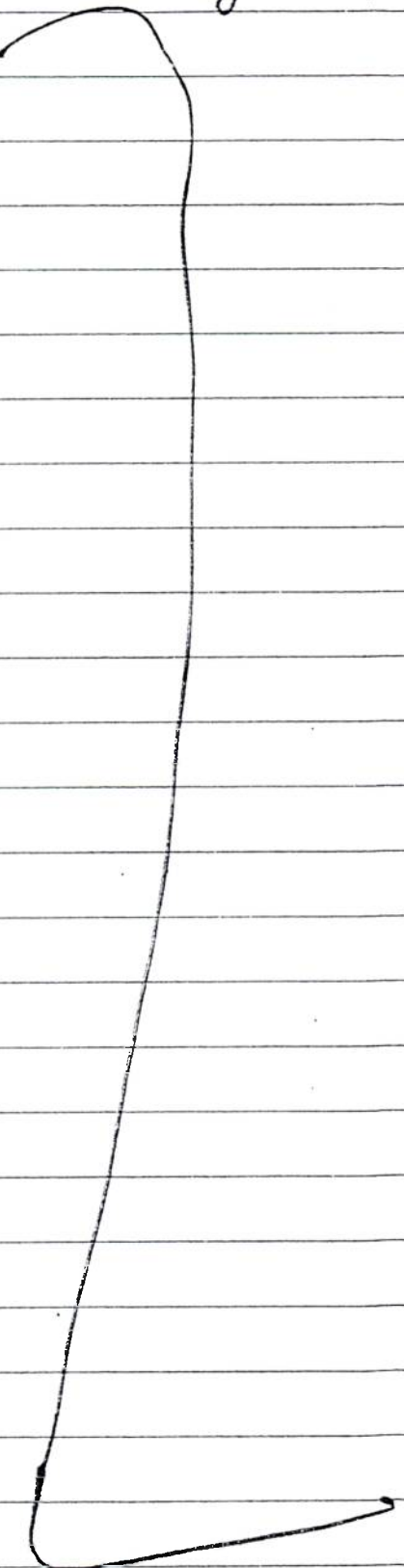
- Phone calls were made to ensure that all letters sent to respective participants via fax and by person ~~to~~ reach them.

It is also made to make sure that all employers make a reply on their attendance confirmation as soon as possible via fax.

My comment / opinion:

Personally, I think this is a very good effort done by the government through Labour Department Saniker by involving not only job seekers but as well as employment providers, that is private sector employers. I believe that by taking this initiative, this can enhance private sector companies to take part in government initiatives to eradicate poverty as well as to achieve government's aim for more than 90% private sector involvement in prospering the economy at a national level as outlined by the Economic Transformation Programme.

Good Respond -



*[Signature]*  
23/2/2014

RKS

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

the list given to us, with 49 employers have confirmed their attendance via faxes that we received and one employer ~~has~~ submitted his confirmation to the Labour Department office by hand. - that made up <sup>to</sup> 50 companies confirming their attendance to the program.

My comment / opinion:

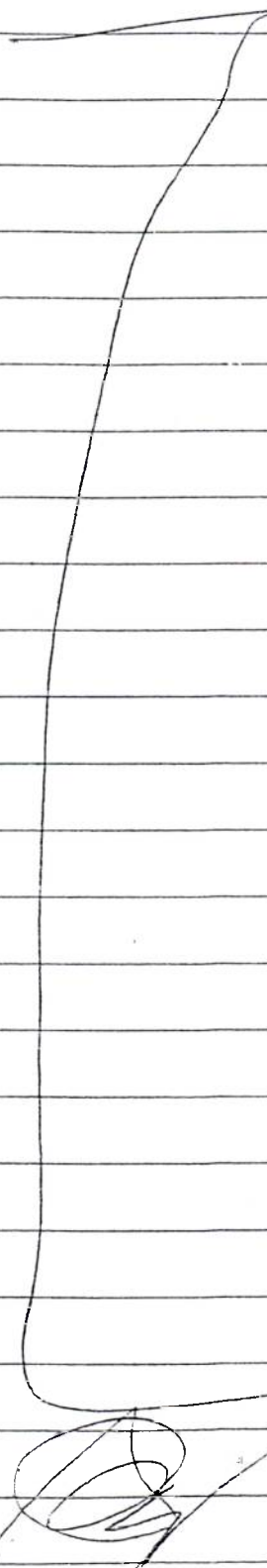
In my point of view, I did regard this as a simple task, to call and convey information to the right person and to ensure that the information or the message <sup>is</sup> received by the ~~same~~ recipient at the end of the line. Though it may seem to be like a simple task, but this is a good and hard on medium to really test the soft skills that I have and also to sharpen those skills.

In fact, I believe that this is proven useful in my practical training especially on how to communicate with people, how to convey information correctly and how to react with <sup>appropriate</sup> the ~~correct~~ response that will ~~not~~ lead to satisfying outcome or result.

Proactive  
and good  
cooperation.

28/1/2014




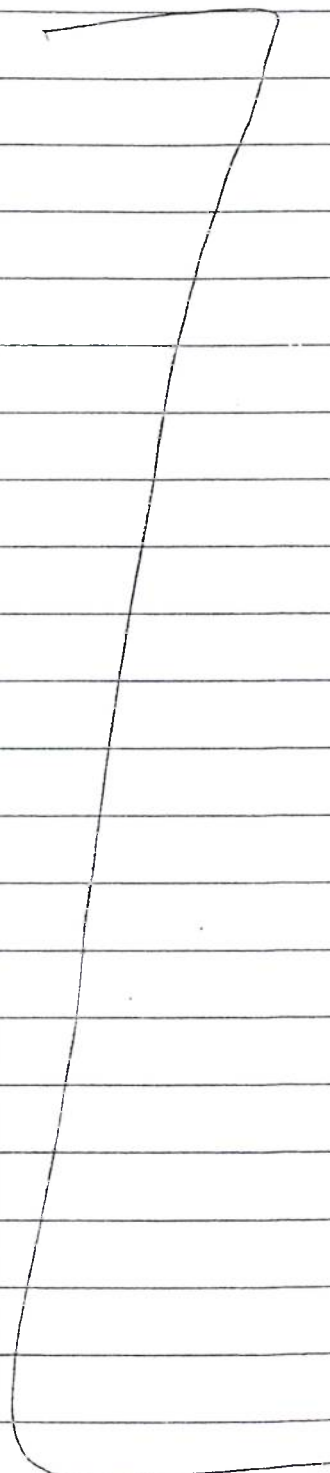
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>for their own record.</p> <p>- It was noted that it is most encouraged if job seekers register for Jobs Malaysia by going to the nearest labour Department themselves for the best assistance and guidance to complete their job application; rather than filling it in via their own (laptop, cyber cafe, etc..) as it may cause the application to be incomplete.</p> <p>My comment/opinion:  I strongly believe that this is a very useful task. Not only I'm able to practice my knowledge on being a computer conscious, I'm also able to help others when it comes to using computerised system.</p> <p>In this way, I can see the years that I spend doing assignments and various tasks using the computers come how is paid off as now I can see how far I'm good at this and being capable to assist others is a very honorable experience.</p> <p>The most important task of all was knowing the operation of the database.</p>	<p>Good  <p>Excellent</p>  </p>

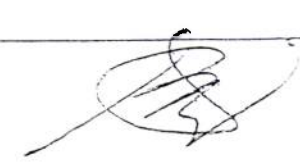
28/1/82



26/2/2014

WORKS	DATE	EXACT NATURE OF WORK DONE	SUPERVISORS RE
	February 2014	<p data-bbox="378 329 1157 447">Training Location: Labour Department, Sarikei.</p> <p data-bbox="378 469 563 513">My task:</p> <p data-bbox="378 535 1157 775">① Assigned to be at the counter, answering phone calls made by clients or other institutions or departments to the labour office.</p> <p data-bbox="378 862 1157 1059">② was asked by Madam Teresa Ramiak Magah to do a sorting out of payment vouchers (baucer bayaran).</p> <p data-bbox="378 1070 1157 1517">The purpose of doing this sorting out was to prepare specific vouchers that will undergo audit procedure. It was noted that audit officers from National Audit Department from Sibul will be coming over to the labour department Sarikei next week to do the auditing.</p> <ul data-bbox="378 1539 1157 2031" style="list-style-type: none"><li>- All 6 documents of payment vouchers were sort out from its file.</li><li>- The selection of 6 payment vouchers was made <del>to</del> specifically by the Audit Department itself through order letter (Surat arahan) issued to the labour department earlier this week.</li><li>- The selected payment vouchers include</li></ul>	<p data-bbox="1224 316 1476 404">Good job</p>  <p data-bbox="1224 2129 1476 2184">R. Ramiak</p>

WORKS	DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REM.
and		<p>give / to convey the idea of the government to alleviate poverty in specification of those who have registered in the e-kasih system. Interestingly, in the briefing, speaker tried to convey government effort to alleviate poverty in a blue ocean way, not only helping / giving aid materialistically to the poor but also to provide them with employment opportunity via private sector medium.</p> <p>② Photostating order letters concerning audit dated on 9th October 2019.</p> <p>③ Doing the filing of original copies of order letters that had been photostated earlier into the audit file.</p> <p>④ Went with enforcement officer, Madam Norisah Suhaini to U-Farm in Julau and Kien Chiang Farm in Bintanong. The purpose of this visit was to collect information regarding the farms that we went to. This will then be used to support their statement of</p>	<p>Good Response.</p> 



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# APPENDIX 2

Membayar Kod Perihal  
 Pej. Perakaunan 095 JANM CAWANGAN SARIKEI  
 Jab Bayar 291 KEMENTERIAN SUMBER MANUSIA  
 PTJ Bayar 101071 PEJABAT TENAGA KERJA SARIKEI

BIL	T. TERIMA T. PERAKUI T. TERIMA OLEH KEW. AP58	RUJUKAN TARIKH AMAUN(RM);	NAMA PEMBEKAL/PENERIMA PERIHAL BAYARAN	PESANAN RUJUKAN TARIKH VOT/AMANAHAH OBJEK	BAJUCAR RUJUKAN T. SEDIA T. PERAKUAN IUT. KEMUKA UTK BAYAR T. BATAL	CEK/EFT RUJUKAN TARIKH CEK/EFT DIJANA TARIKH CEK TELAH DICETAK/ EFT TELAH DIHANTAR KE BANK	STATUS
1	03/05/2013 03/05/2013 03/05/2013	0098.0087 03/05/2013 156.00	ANNA COMPANY 0098.0087/03052013 - PEMBAYARAN PEMBELIAN COP UNTUK PEJABAT	L0291101071130009 25/04/2013 B46 27299	B0046 03/05/2013	10955950014449 03/05/2013 03/05/2013	8
2	03/05/2013 03/05/2013 03/05/2013	1771 03/05/2013 1,335.70	TIONG SOON GENERAL STORE 1771/03052013 - Pembayaran pembelian bekalan pejabat	L0291101071130007 25/04/2013 B46 27103 B46 27299 B46 27199 B46 27101	B0047 03/05/2013	10955950014451 03/05/2013 03/05/2013	8
3	03/05/2013 03/05/2013 03/05/2013	4528 25/04/2013 480.00	PERFECT - FIT ENGINEERING WORKS 4528/25042013 - PENAMBAHBAIKAN KENDERAAN PEJABAT QSG 4080	L0291101071130008 25/04/2013 B46 28301	B0045 03/05/2013	10955950014450 03/05/2013 03/05/2013	8
4	07/05/2013 07/05/2013 07/05/2013	5231/04/2013 02/05/2013 258.60	HJ. RAHMAN BIN HJ.MASA AT T&T04-TUNTUTAN PERJALANAN RASMI BULAN APRIL 2013	B46 21101 B46 21104 B46 21102	B0048 07/05/2013 07/05/2013	10955950014851 07/05/2013 07/05/2013	8
5	07/05/2013 07/05/2013 07/05/2013	5392/04/2013 02/05/2013 173.00	ZALEHA BTE YUSUP T&T04-TUNTUTAN PERJALANAN RASMI BULAN APRIL 2013	B46 21102 B46 21101	B0049 07/05/2013 07/05/2013	10955950014855 07/05/2013 07/05/2013	8
6	07/05/2013 07/05/2013 07/05/2013	5633/04/2013 06/05/2013 425.00	Mas Ali Fadzillah Bin Mas Ikram T&T04-TUNTUTAN PERJALANAN RASMI BULAN APRIL 2013	B46 21102 B46 21101	B0051 07/05/2013 07/05/2013	10955950014852 07/05/2013 07/05/2013	8
7	07/05/2013 07/05/2013 07/05/2013	5905/04/2013 06/05/2013 120.00	Sofian Bin Razali T&T04-TUNTUTAN PERJALANAN RASMI BULAN APRIL 2013	B46 21104	B0052 07/05/2013 07/05/2013	10955950014853 07/05/2013 07/05/2013	8



Membayar Kod Perihal  
 Pej. Perakaunan 095 JANJI CAWANGAN SARIKEI  
 Jab Bayar 291 KEMENTERIAN SUMBER MANUSIA  
 PTJ Bayar 101071 PEJABAT TENAGA KERJA SARIKEI

BIL	T. TERIMA T. PERAKUI T. TERIMA OLEH KEW. AP58	Kod	Perihal	BUTIRAN BIL/INVOIS RUJUKAN TARIKH AMALU(RM)	NAMA PEMBEKAL/PENERIMA PERIHAL BAYARAN	PESANAN RUJUKAN VOT/AMANAHAH OBJEK	BAUCAR RUJUKAN T. SEDIA T. PERAKUAN II/T. KEMUKA UTK BAYAR T. BATAL	CEK/EFT RUJUKAN TARIKH CEK/EFT DIJANA TARIKH CEK TELAH DICETAK/ EFT TELAH DIHANTAR KE BANK	STATUS
8	07/05/2013 07/05/2013 07/05/2013	5986/04/2013 06/05/2013 228.50	TERESA RAMI ANAK MUGAH T&T04-TUNTUTAN PERJALANAN RASMI BULAN APRIL 2013	5986/04/2013 06/05/2013 228.50	TERESA RAMI ANAK MUGAH T&T04-TUNTUTAN PERJALANAN RASMI BULAN APRIL 2013	B46 21101 B46 21102	B0050 08/05/2013 07/05/2013	10955950014854 07/05/2013 07/05/2013	8
9	08/05/2013 08/05/2013 08/05/2013	485602595 24/04/2013 96.50	CELCOM(M) BERHAD 0196595293 78339106 485602595 bayaran bil telefon ketua pejabat bulan April 2013	485602595 24/04/2013 96.50	CELCOM(M) BERHAD 0196595293 78339106 485602595 bayaran bil telefon ketua pejabat bulan April 2013	B46 23102	B0054 08/05/2013 08/05/2013	10955950015126 08/05/2013 08/05/2013	8
10	08/05/2013 08/05/2013 08/05/2013	9001100022 07/04/2013 73.80	POS MALAYSIA BERHAD 8600011419 9001100022 bayaran bil pos laju Pejabat 01-31-03.2013	9001100022 07/04/2013 73.80	POS MALAYSIA BERHAD 8600011419 9001100022 bayaran bil pos laju Pejabat 01-31-03.2013	B46 23101	B0053 08/05/2013 08/05/2013	10955950015127 08/05/2013 08/05/2013	8
11	14/05/2013 14/05/2013 14/05/2013	9001126313 14/05/2013 87.85	POS MALAYSIA BERHAD 8600011419 9001126313 BAYARAN BIL POS LAJU PEJABAT 01 HINGGA 30.04.2013	9001126313 14/05/2013 87.85	POS MALAYSIA BERHAD 8600011419 9001126313 BAYARAN BIL POS LAJU PEJABAT 01 HINGGA 30.04.2013	B46 23101	B0056 14/05/2013 14/05/2013	10955950016638 15/05/2013 15/05/2013	8
12	14/05/2013 14/05/2013 14/05/2013	RPWR/04/2013 13/05/2013 397.00	PENOLONG KANAN PENGARAH TENAGA KERJA SARIKEI REKUPAN PANJAJR WANG RUNCIT BULAN APRIL 2013	RPWR/04/2013 13/05/2013 397.00	PENOLONG KANAN PENGARAH TENAGA KERJA SARIKEI REKUPAN PANJAJR WANG RUNCIT BULAN APRIL 2013	B46 21199 B46 15102 B46 27101 B46 26126 B46 28301 B46 27299	B0055 14/05/2013 14/05/2013	10955950016661 15/05/2013 15/05/2013	8
13	23/05/2013 23/05/2013 23/05/2013	4766 22/05/2013 300.00	PERFECT- FIT ENGINEERING WORKS 4766/22052013 - BEKAL TAYAR KENDERAAN	4766 22/05/2013 300.00	PERFECT- FIT ENGINEERING WORKS 4766/22052013 - BEKAL TAYAR KENDERAAN	L0291101071130012 22/05/2013 B46 26302	B0059 23/05/2013	10955950018685 27/05/2013 27/05/2013	8
14	23/05/2013 23/05/2013 23/05/2013	4779 21/05/2013 137.00	PERFECT- FIT ENGINEERING WORKS 4779/21052013 - PENYELIENGARAAN KENDERAAN PEJABAT QSG 1086	4779 21/05/2013 137.00	PERFECT- FIT ENGINEERING WORKS 4779/21052013 - PENYELIENGARAAN KENDERAAN PEJABAT QSG 1086	L0291101071130011 21/05/2013 B46 28301	B0057 23/05/2013	10955950018684 27/05/2013 27/05/2013	8



Membayar Kod Perihal  
 Pej. Perakaunan 095 JANM CAWANGAN SARIKEI  
 Jab Bayar 291 KEMENTERIAN SUMBER MANUSIA  
 PTJ Bayar 101071 PEJABAT TENAGA KERJA SARIKEI

BIL	T. TERIMA T. PERAKUJ T. TERIMA OLEH KEW. AP58	RUJUKAN TARIKH AMAUN(RM);	NAMA PEMBEKAL/PENERIMA PERIHAL BAYARAN	PESANAN RUJUKAN TARIKH VOT/AMANAH OBJEK	BAUCAR RUJUKAN T. SEDIA T. PERAKUAN I/IT. KEMUKA UTK BAYAR T. BATAL	CEK/EFT RUJUKAN TARIKH CEK/EFT DIJANA TARIKH CEK TELAH DICETAK/ EFT TELAH DIHANTAR KE BANK	STATUS
15	23/05/2013 23/05/2013 23/05/2013	651V149500 22/05/2013 415.62	UMW TOYOTA SDN. BHD 651V149500/22052013 - SERVICE BERKALA KENDERAAN PEJABAT QSG4080	L029*101071130010 21/05/2013 B46 28301 B46 26206	B0058 23/05/2013	10955950018686 27/05/2013 27/05/2013	8

Membayar  
 Pej. Perakaunan  
 Jab Bayar  
 PT.J Bayar

Kod  
 095  
 291  
 101071

Perihal  
 JANM CAWANGAN SARIKEI  
 KEMENTERIAN SUMBER MANUSIA  
 PEJABAT TENAGA KERJA SARIKEI

RINGKASAN STATUS DOKUMEN		
STATUS	BILANGAN	JUMLAH
8	15	4,684.57
JUMLAH	15	4,684.57

Nota: Status merujuk kepada status pemprosesan dokumen terkini.

# APPENDIX 3

Tarikh Program AZAM KERJA & 3P dan Jerayawara PTK Bahagian

NO.	PTK	BUSINESS MATCHING	PROGRAM 3P	PROMOSI AZAM KERJA KEPADA MAJIKAN		TAKWIM MESYUARAT BULANAN AZAM KERJA		
				JERAYAWARA	NAMA PEGAWAI	BULAN	TARIKH	HARI
1	JMC	18.02.2014				Februari	04.03.2014	Selasa
2	Kuching	18.02.2014	09.08.2014	20.02.2014	Pn Rahman Bee & Pn Emma	Mac	02.04.2014	Rabu
3	Samarahan	19.02.2014				April	30.04.2014	Rabu
4	Serian	19.02.2014	05.04.2014	10.02.2014		Mei	27.05.2014	Selasa
5	Sri Aman	19.02.2014	12.04.2014	10.02.2014	Pn Rahman Bee & Pn Emma	Jun	02.07.2014	Rabu
6	Betong	19.02.2014	24.05.2014	11.02.2014		Julai	05.08.2014	Selasa
7	Saratok	20.02.2014	16.08.2014	12.02.2014	Pn Rahman Bee & Pn Emma	Ogos	03.09.2014	Rabu
8	Sarikei	20.02.2014	17.05.2014	13.02.2014		September	02.10.2014	Khamis
9	Sibu	20.02.2014	26.04.2014	05.03.2014	En. Bruno & En. Andon	Oktober	03.11.2014	Isnin
10	Kapit	18.02.2014	10.05.2014	04.03.2014		November	02.12.2014	Selasa
11	Mukah	18.02.2014	16.08.2014	26.02.2014	Pn Rahman Bee & Pn Emma	Disember	05.01.2015	Isnin
12	Bakun	18.02.2014	23.08.2014	24.02.2014				
13	Bintulu	18.02.2014	23.08.2014	25.02.2014				
14	Miri	26.02.2014	28.06.2014	21.02.2014				
15	Lawas	26.02.2014	10.05.2014	17.02.2014	En. Bruno & En. Andon			
16	Limbang	26.02.2014		18.02.2014				
17	Marudi	26.02.2014	17.05.2014	20.02.2014				

# APPENDIX 4



Jenis tanaman/ ternakan	Luas kawasan dalam hektar	Luas kawasan yang telah diusahakan dalam hektar	Bilangan ternakan (ekor)	Matriks untuk pekerja am	Bil. pekerja sedia ada				Bil. kekosongan jawatan	
					Mahir/ Bukan Manual		Pekerja am		Mahir/ Bukan Manual	Pekerja am
					*T	*PBP	*T	*PBP		
Kelapa sawit				7 ha = 1						
Getah				4 ha = 1						
Kopi				3 ha = 1						
Teh				0.5 ha = 1						
Lada				1.25 ha = 1						
Koko				2 ha = 1						
Kebun sayur/ buah-buahan				1 ha = 3						
Ayam pedaging				3000 ekor = 1						
Ayam penelur/ Itik				2000 ekor = 1						
Khinzir/ lembu				200 ekor = 1						
Kambing				400 ekor = 1						
Kolam ikan/ udang/ ketam				0.1 ha = 1 0.4 ha = 1 pekerja mahir						
Lain-lain (Nyatakan)										



A. Jenis Permohonan	1		2		3		4		5	
	AP Permohonan Baru (kali pertama)		AP (permohonan tambahan)		Lesen Di Bawah AP		Pembaharuan Lesen		Lesen Gantian	
B. Dokumen-dokumen yang diperlukan	*M	**Peg	*M	**Peg	*M	**Peg	*M	**Peg	*M	**Peg
16. Salinan fotostat Sijil Pendaftaran Perniagaan	√									
17. Salinan fotostat Lesen Perniagaan	√									
18. Salinan Borang 49 – Return Giving Particulars in register of Directors, Managers and Secretaries/Borang 24 – Return of Allotment of Shares (Share Holders) or an extract of Company's Corporate Information from Companies Commission of Malaysia (SSM) in respect of a Private Limited or Limited Company.	√									
19. Salinan fotostat Lesen Dibawah "The Local Authorities (Reflexology And Health Establishment) By Law, 2009" daripada Majlis Perbandaran Tempatan bagi Sektor Reflexology and Health Establishment	√		√							
20. Salinan fotostat Lesen menggaji yang hendak diperbaharui							√			
21. Surat permohonan untuk mengganti lesen baru yang tidak dipungut kerana pekerja tidak akan masuk ke Sarawak									√	
22. Surat permohonan untuk memperbaharui lesen.							√			

**Petunjuk**

\*M : **Majikan**      \*\*Peg : **Pegawai (Pejabat Tenaga Kerja)**

**Untuk Kegunaan Rasmi Sahaja**

Permohonan yang lengkap bil : \_\_\_\_\_ bertarikh \_\_\_\_\_

diterima oleh Pejabat Tenaga Kerja ini pada : \_\_\_\_\_

Borang permohonan dikemukakan oleh :

Nama : \_\_\_\_\_

No. Kad Pengenalan : \_\_\_\_\_

Jawatan : \_\_\_\_\_

(Letter of authorisation dikepilkan (jika berkenaan) :

Disemak oleh (Nama) : \_\_\_\_\_

Ulaskan oleh Pegawai Menyemak : **LENGKAP**

**TIDAK LENGKAP**

*Jika tidak lengkap, sila beri komen*



**BAHAGIAN VI - PERAKUAN**  
**PART VI - DECLARATION**

19. **Saya berjanji mematuhi semua peruntukan di bawah Ordinan Buruh (Sarawak Bab 76), dan Kaedah-Kaedah yang dibuat di bawahnya dan tanggungjawab dan syarat-syarat yang ditetapkan dalam Garis Panduan yang dikeluarkan oleh Jabatan Tenaga Kerja Sarawak dari masa ke semasa.**  
*I undertake to abide by the provision of the Labour Ordinance (Sarawak Cap.76) and the Rule made there under as well as the responsibilities and conditions specified in the Guidelines issued by the Department of Labour, Sarawak from time to time.*
20. **Saya juga berjanji menghantar pulang semua pekerja bukan pemastautin yang digaji di bawah Lesen-Lesen yang dikeluarkan kepada saya jika mereka melarikan diri.**  
*I also undertake to repatriate the non-resident employees issued under Licences to me if they abscond.*
21. **Saya mengaku bahawa butir-butir yang diberi di atas sepanjang pengetahuan dan kepercayaan saya adalah betul dan benar.**  
*I declare that the particulars given above are to the best of my knowledge and belief to be correct and true.*

**Tarikh:** \_\_\_\_\_  
*Date:*

\_\_\_\_\_  
**Tandatangan/Signature**

\_\_\_\_\_  
**Nama dalam HURUF BESAR**  
*Name in BLOCK LETTERS*

\_\_\_\_\_  
**Gelaran/Designation**

**Cop Majikan/ Company's Stamp**





Tandatangan /Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelar dan Designation

Cap Manjilana/Company's Stamp

Tanggal/Date

**LAMPIRAN B KEPADA JKISWK 27A**  
**APPENDIX B OF JKISWK 27A**



Berikan terperinci aktiviti perusahaan yang dijalankan (Sila lengkapkan dan kopilkan Jadual yang berkenaan sahaja) :

Detailed particulars of business activities. (Please complete and attach the relevant Schedule only).

Jadual (i) Sektor Perladangan

Jenis tanaman/ternakan	Luas kawasan dalam hektar	Luas kawasan yang telah diusahakan dalam hektar	Bilangan ternakan (ekor)	Bil Pekerja Sedia Ada			Bil. Kekosongan jawatan
				Mahir/ Bukan Manual	Pekerja Am	Mahir/ Bukan Manual	
				*T	*PPB	*T	*PPB
Kelapa sawit							
Getah							
Kopi							
Teh							
Lada							
Koko							
Kebun sayur/ buah-buahan							
Ayam pedaging							
Ayam penelur/ Itik							
Khinzir/ lembu							
Kambing							
Kulam ikan/ udang/ ketam							
Lain-lain (Nyatakan)							

Tandatangan /Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelearan/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

Page 2

Jadual (ii) Sektor Pembuatan

Jenis Industri	Kapasiti Pengeluaran Kilang Keseluruhan	Purata Pengeluaran Sebahagian [m <sup>3</sup> ]	Bil. Deret Pengeluaran	Jenis & Bil. Mesin	Bil Pekerja Sedia Ada		Bil. Kekosongan jawatan	
					Mahir/ Bukan Manual	Pekerja Am	Mahir/ Bukan Manual	Pekerja Am
					*T	*PPB	*T	*PPB
Papan Lapis								
Venir								
Kilang Papan Laminating								
Keard Particle Board								
Dozels & Moulding								
Kilang Perabot								
Arang								
Parquet								
Kilang Batu Bata								
Jubin/ Seramik								
Fabrikasi Logam								
Fabrikasi Bukan Logam								
Lain-lain (Nyatakan)								

Tandatangan /Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelearan/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

Petunjuk

\* T - Tempatan  
\* PPB - Pekerja Bukan Pemastautin

Jadual (iii) **Sektor Pembinaan**

Projek	Tempoh projek	Nilai (RM)	% Slap	Bil Pekerja Sedia Ada				Bil. Kekosongan Jawatan	
				Mahir/ Bukan Manusi		Pekerja Am		Mahir/ Bukan Manusi	Pekerja Am
				*T	*PPB	*T	*PPB		

Tandatangan /Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelaran/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

*Pemilik*

\* T - Tempatan  
\* PPB - Pekerja Bukan Pemastautin

Jadual (iv) **Sektor Perkhidmatan**

Jenis Perusahaan	Maklumat mengenai perusahaan contohnya saiz mesin/bil. kerusi/meja/bil. pelanggan dll.	Bil Pekerja Sedia Ada				Bil. Kekosongan Jawatan	
		Mahir/ Bukan Manusi		Pekerja Am		Mahir/ Bukan Manusi	Pekerja Am
		*T	*PPB	*T	*PPB		
Kedai kopi / Restoran							
Kedai dobi							
Pusat Reflexology & Kesihatan							
Lain-lain (Nyatakan)							

Tandatangan /Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelaran/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

*Pemilik*

\* T - Tempatan  
\* PPB - Pekerja Bukan Pemastautin

Jadual (v) **Pembalakan /Perlombongan /Kuari**

Sektor/Industri	Pemilik Kawasan Konsesi	No. Lesen	Bil. Pekerja Sedia Ada		Bil. Kekosongan Jawatan	
			Mahir/ Bukan Manual	Pekerja Am	Mahir/ Bukan Manual	Pekerja Am
Pembalakan			*T	*T	*PPB	
Perlombongan						
Kuari						

Jadual (vi) **Lain-lain sektor /industri**

Sektor/Industri	Pekerjaan	Bil. Pekerja Sedia Ada		Bil. Kekosongan Jawatan	
		Mahir/ Bukan Manual	Pekerja Am	Mahir/ Bukan Manual	Pekerja Am
		*T	*T	*PPB	

*Nota: Sila gunakan kertas berasingan jika ruangan tidak mencukupi*

Tandatangan /Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelaran/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

*Perluak*

\* T - Tempatan \*PPB - Pekerja Bukan Pematautin



**Butiran terperinci aktiviti perniagaan yang dijalankan (Sila lengkapkan dan kopilkan Jadual yang berkenaan sahaja). :**

Detailed particulars of business activities. (Please complete and attach the relevant Schedule only).

Jadual (i) **Sektor Pendidikan**

Jenis tanaman/ternakan	Luas kawasan dalam hektar	Luas kawasan yang telah diusahakan dalam hektar	Bilangan ternakan (ekor)	Bil Pekerja Sedia Ada			Bil. Kekelangan jawatan	
				Mahir/ Bukan Manual	*T	*PBP	Mahir/ Bukan Manual	Pekerja Am
Kelapa sawit								
Getah								
Kopi								
Teh								
Lada								
Koko								
Kebun sayur/ buah-buahan								
Ayam pedaging								
Ayam pendut/ tuk								
Khinzir/ lembu								
Kambing								
Kolam ikan/ udang/ ketan								
Lain-lain (Nyatakan)								

Tandatangan /Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelaran/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

Page 2

Jadual (ii) **Sektor Pembuatan**

Jenis Industri	Kapasiti pengeluaran Kilang Keseluruhan	Purata Pengeluaran Sebulan [m <sup>3</sup> ]	Bil. Deret Pengeluaran	Jenis & Bil. Mesin	Bil Pekerja Sedia Ada			Bil. Kekelangan jawatan	
					Mahir/ Bukan Manual	*T	*PBP	Mahir/ Bukan Manual	Pekerja Am
Papan Lapis									
Venir									
Kilang Papan									
Laminating Board									
Particle Board									
Denims & Moulding									
Kilang Perabot									
Arang									
Parquet									
Kilang Batu Data									
Jubin/ Seramik									
Fabrikasi Logam									
Fabrikasi Dusan									
Logam Lain-lain (Nyatakan)									

Tandatangan /Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelaran/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

Petunjuk

\* T - Tempatan  
\* PBP - Pekerja Bukan Pemastautin

Jadual (iii) **Sektor Pembinaan**

Projek	Tempoh projek	Nilai (RM)	% Siap	Bil Pekerja Sedia Ada			Bil. Kebolehan Jawatan	
				Mahir/ Bukan Manusi *T	*PPB	*T	Mahir/ Bukan Manusi *T	Pekerja Am

Tandatangan/Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelaran/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

Petunjuk

\* T - Tempatan  
\* PPB - Pekerja Bukan  
Pemastautin

Jadual (iv) **Sektor Perkhidmatan**

Jenis Perumahan	Maklumat mengenai perusahaan contohnya saiz mesin/bil. kerusi/meja/bil. pelanggan dll.	Bil Pekerja Sedia Ada		Bil. Kebolehan Jawatan	
		Mahir/ Bukan Manusi *T	*PPB	Mahir/ Bukan Manusi *T	Pekerja Am
Kedai kopi / Restoran					
Kedai dobi					
Pusat Reflexology & Keihatan					
Lain-lain (Nyatakan)					

Tandatangan/Signature

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelaran/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

Petunjuk

\* T - Tempatan  
\* PPB - Pekerja Bukan Pemastautin

Jadual (v) **Pembalakan / Perlombongan / Kuari**

Sektor/Industri	Pemilik Kawasan Konsesi	No. Lesen	Bil Pekerja Sedia Ada		Bil. Kekosongan jawatan	
			Mahir/ Bukan Manual	Pekerja Am	Mahir/ Bukan Manual	Pekerja Am
			*T	*PBP	*T	*PBP
Pembalakan						
Perlombongan						
Kuari						

Jadual (vi) **Lain-lain sektor / industri**

Sektor/Industri	Pekejaan	Bil Pekerja Sedia Ada		Bil. Kekosongan jawatan	
		Mahir/ Bukan Manual	Pekerja Am	Mahir/ Bukan Manual	Pekerja Am
		*T	*PBP	*T	*PBP

*Nota: Sila gunakan kertas berasingan jika ruangan tidak mencukupi*

Tandatangan /Signature

*Penyalak*

\* T - Tempatan \*PBP - Pekerja Bukan Pemasautin

Nama dalam HURUF BESAR  
Name in BLOCK LETTERS

Gelaran/Designation

Cop Majikan/Company's Stamp

Tarikh/Date

PERMOHONAN UNTUK SURAT KELULUSAN SECARA DASAR UNTUK MENGGAJI PEKERJA BUKAN PEMASTAUTIN DI BAWAH SEKSYEN 119, ORDINAN RUIH SARAWAK APPLICATION FOR LETTER OF APPROVAL IN PRINCIPLE (API) TO EMPLOY NON-RESIDENT EMPLOYEES UNDER SECTION 119, LABOUR ORDINANCE SARAWAK (Dalam dua salinan) (To be submitted in duplicate.)

BAHAGIAN I - BUTIR-BUTIR MAJIKAN PART I - PARTICULARS OF EMPLOYER

1. Nama dan Alamat Berdaftar Syarikat : \_\_\_\_\_  
Registered Name and Address of Company: \_\_\_\_\_

No. Tel./Faks: \_\_\_\_\_ E-mel: \_\_\_\_\_

2. Alamat Pos/Postal Address: \_\_\_\_\_

3. Alamat Penuh Tempat Pekerjaan: \_\_\_\_\_  
Full Address of Place of Employment: \_\_\_\_\_

No. Tel./Faks: \_\_\_\_\_ E-mel: \_\_\_\_\_

4. Jenis Perdagangan/Perniagaan/Industri: \_\_\_\_\_  
Type of Trade/Business/Industry: \_\_\_\_\_

5. Bilangan pekerja digaji ditempatkan pekerjaan pada tarikh permohonan dibuat: \_\_\_\_\_  
No. of employees employed at place of employment on the date of application: \_\_\_\_\_

Klasifikasi Jawatan (Occupational Classification)	Swak		Sem. M/sia		Negara Asing (Negeri Lain) (Foreign Countries (Specify))		Jumlah Total	
	L	P	L	P	L	P	L	P
Eksklusif dan Pengurusan/Executive and Managerial								
Profesional/Professional								
Jurutera dan Profesional Brekuan/Technicians and Associate Professionals								
Pekerja Perkeranian/Craft Workers								
Pekerja Perkhidmatan, Pekerja Kelai & Juraijual/Service Workers, Shop and Market Sales Workers								
Pekerja Akhir Pertanian dan Perikanan/Skilled Agricultural and Fishery Workers								
Pekerja Perumahan dan Yang Berkaitan/Craft and Related Trades Workers								
Operator Lari & Mesin & Pemasang/Plant and Machine-Operators and Assemblers								
Pekerjaan Asal/Elementary Occupations								
Jumlah/Total								

6. Bilangan Pekerja Bukan Pemastautin dipohon: \_\_\_\_\_

No. of non-resident employees applied for: \_\_\_\_\_

Pekerjaan Occupation	Bilangan No.		Negari/ncgara asal Country - State Of Origin
	L	Jumlah	

BAHAGIAN II - BUTIR-BUTIR TEMPAT PEKERJAAN PART II - PARTICULARS OF PLACE OF EMPLOYMENT

7. Butiran terperinci aktiviti perusahan yang dijalankan (Sila lengkapkan bahagian yang berkenaan di Lampiran A):  
Detailed particulars of business activities. (Please complete the relevant section in Appendix A):

8. Pekerjaan: \_\_\_\_\_  
Occupation: \_\_\_\_\_

9. Kelayakan minimum yang diperlukan untuk mengisi jawatan: \_\_\_\_\_  
Minimum qualification required for the post: \_\_\_\_\_

(a) Kelayakan akademik: \_\_\_\_\_  
Academic qualification: \_\_\_\_\_

(b) Latihan: \_\_\_\_\_  
Training: \_\_\_\_\_

(c) Pengalaman bekerja: \_\_\_\_\_  
Working Experience: \_\_\_\_\_

10. Keterangan terperinci mengenai tugas-tugas pekerjaan: \_\_\_\_\_  
Detailed description of duties for the occupation: \_\_\_\_\_

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

d) \_\_\_\_\_

e) \_\_\_\_\_





**DERAF IKLAN**  
*Draft Advertisement*

(Nama, Alamat & No.Tel. Majikan) mempelawa penduduk tempatan untuk memohon  
*(Name, address & Tel. No. of Employer) invites application from local residents*

jawatan sebagai.....dalam sektor.....  
*for the post of ..... in the (sector) .....*

Bil. Kekosongan :.....  
*No. of Vacancies : .....*

Tugas :.....  
*Duties : .....*

Kelayakan :.....  
*Qualifications : .....*

Pengalaman :.....  
*Experience : .....*

Gaji pokok sebulan / sehari / sejam :.....  
*Wages per month / day / hour : .....*

Elaun (jika ada) :.....  
*Allowances ( if any ) : .....*

Umur :18 tahun dan ke atas.  
*Age : 18 years and above.*

Tempat tinggal disediakan: (Nyatakan percuma atau beberapa bayaran dikenakan)  
*Accommodation provided: (State whether provided free of charge or amount charged)*

Faedah-faedah:  
Sampingan (Jika ada) : .....  
*Fringe benefits (If any):*

Tempat pekerjaan: .....  
*Place of Employment:*

Sesiapa saja yang berminat perlu mendaftar di Pejabat Tenaga Kerja .....untuk temuduga terbuka yang akan diadakan pada .....mulai jam 9.00 pagi. (**tetapkan tarikh temuduga tujuh (7) hari selepas tarikh iklan**).

*Those interested have to register with Labour Office ..... for a walk-in interview to be held on ..... starting at 9.00 a.m. (Fix date of interview seven (7) days after date of advertisement).*

**Perhatian kepada majikan:**  
*For employer's attention:*

- (i) **Iklan yang tidak mengandungi semua butir di atas atau terlalu kecil sehingga tidak dapat dibaca tidak akan diterima**  
*Advertisements which do not contain all the above particulars or are too small so as to be not legible will not be accepted*
- (ii) **Kadar gaji yang ditawarkan kepada pekerja akan berubah tertakluk kepada Pelaksanaan Perintah Gaji Minimum 2012.**  
*Rate of pay offered to the worker may change in accordance to the Implementation of Minimum Wages Order 2012*

**PERMOHONAN UNTUK \*SURAT KELULUSAN SECARA DASAR UNTUK MENGGAJI PEKERJA BUKAN PEMASTAUTIN DI BAWAH SEKSYEN 119, ORDINAN BURUH SARAWAK APPLICATION FOR \*LETTER OF APPROVAL IN PRINCIPLE (API TO EMPLOY NON-RESIDENT EMPLOYEES UNDER SECTION 119, LABOUR ORDINANCE SARAWAK**

(Dalam dua salinan)  
(To be submitted in duplicate.)

**BAHAGIAN I - BUTIR-BUTIR MAJIKAN PART I - PARTICULARS OF EMPLOYER**

1. Nama dan Alamat Berdaftar Syarikat : \_\_\_\_\_  
Registered Name and Address of Company: \_\_\_\_\_  
No. Tel./Faks \_\_\_\_\_ E-mel \_\_\_\_\_
2. Alamat Pos/Postal Address: \_\_\_\_\_
3. Alamat Penuh Tempat Pekerjaan: \_\_\_\_\_  
Full Address of Place of Employment: \_\_\_\_\_
4. No. Tel./Faks: \_\_\_\_\_ E-mel: \_\_\_\_\_
5. Jenis Perdagangan/Perniagaan/Industri: \_\_\_\_\_  
Type of Trade/Business/Industry: \_\_\_\_\_

**Bilangan pekerja digaji ditempat pekerjaan pada tarikh permohonan dibuat: No. of employees employed at place of employment on the date of application:**

Klasifikasi Jawatan (Occupational Classification)	Swk		Subah		S.M'Sia		Negara Asing (Non-Resident Foreigners)		Jumlah Total		
	L	P	L	P	L	P	L	P	L	P	
Eksekutif dan Pengurus/Executive and Managerial Professional/Professional											
Jurutera dan Profesional Berskala/Techicians and Associate Professionals											
Pekerja Perkhidmatan/Clerical Workers											
Pekerja Perkhidmatan Pekerja Kuali & Jurualama/Service Workers, Shop and Market Sales Workers											
Pekerja Mahir Pertanian dan Perikanan/Skilled Agricultural and Fishery Workers											
Pekerja Perkhidmatan dan Yang Berkaitan/Craft and Related Trades Workers											
Operator Loja & Mesin & Pemusnah/Plant and Machine Operators and Assemblers											
Pekerjaan Asas/Elementary Occupations											
Jumlah/Total											

**6. Bilangan Pekerja Bukan Pemastautin dipohon: No. of non-resident employees applied for:**

Pekerjaan Occupation	Bilangan No.		Negara/Negara asal Country/State of Origin
	L	P	

**BAHAGIAN II - BUTIR-BUTIR TEMPAT PEKERJAAN PART II - PARTICULARS OF PLACE OF EMPLOYMENT**

7. Butiran terperinci aktiviti perusahaan yang dijalankan (Sila lengkapkan bahagian yang berkenaan di Lampiran A):  
Detailed particulars of business activities. (Please complete the relevant section in Appendix A):

- a. Modal: \_\_\_\_\_ RM  
Capital: \_\_\_\_\_  
(i) Dibenorkan: \_\_\_\_\_ RM  
Approved capital: \_\_\_\_\_  
(ii) Berbayar: \_\_\_\_\_ RM  
Paid up capital: \_\_\_\_\_
- b. Pemilik/Icmbaga Pengarah. \_\_\_\_\_  
Owner/Board Of Director

Bil. No.	Nama Pemilik/Lembaga Pengarah NAME OF OWNER/Board Of Director			Sila tanda (✓) Please tick (✓)			Pemilikan (%) (Ownership %)
	Nama Name	Swk	Subah	S. M'Sia	Asing		

**Gunakan kertas bersisingan jika ruangan tidak mencukupi. Use separate paper if the space is insufficient**

9. Jenis Keluaran Utama : \_\_\_\_\_  
Main Product

- Pasaran Market
- [1] 100% Eksport / 100% Export
  - [2] Separa Eksport / Partial Export
  - [3] 100% Tempatan / 100% Local

Sila isi maklumat yang berkenaan dalam kotak yang disediakan. Please fill the relevant information in the box given.

**Part 1 – Particulars of Persons Employed During the Month .....(Immediately Preceding The Date of Submission of Application)**

Name of Employer :

No.	Name	Original Home Address	NRIC/Passport No.	Sex M/F	Date of Birth	Race/Nationality	Date Commenced Work	Date Resigned/Discharging	Occupation	Academic Qualification and Training

I declare that the particulars given above are to the best of my knowledge and belief correct and true

KEY: M - Male F - Female

**Note:**

- The same names of employees must be entered in both parts in the same sequence
- A separate form is to be completed in respect of :
  - Sarawakians
  - Sabahans & Peninsular Malaysians
  - Foreigners

Signature  
 Name in Block Letters  
 Designation  
 Company's Stamp  
 Date

