



Laporan Tahunan Annual Report 2016

JABATAN TENAGA KERJA SARAWAK
DEPARTMENT OF LABOUR SARAWAK

KEMENTERIAN SUMBER MANUSIA
MINISTRY OF HUMAN RESOURCES





Kementerian Sumber Manusia

Laporan Tahunan
Annual Report | 2016

**PEKERJA SIHAT
PRODUKTIVITI MENINGKAT**

JABATAN TENAGA KERJA SARAWAK
DEPARTMENT OF LABOUR SARAWAK

KEMENTERIAN SUMBER MANUSIA
MINISTRY OF HUMAN RESOURCES



Diterbitkan oleh:

JABATAN TENAGA KERJA SARAWAK

KEMENTERIAN SUMBER MANUSIA

Tingkat 13, Bangunan Sultan Iskandar
Jalan Simpang Tiga, Peti Surat 1383,
93532 Kuching, Sarawak

Telefon: 082 242 261, 082 414 062

Telekerja: 082 242 050

Faks: 082 244 909, 082 237 051

Emel: jtknsarawak@mohr.gov.my

Laman Web: <http://jtkswk.mohr.gov.my>

Direka dan dicetak oleh:

Lee Ming Press Sdn. Bhd.

No. 48, Jalan Ellis,
93300 Kuching, Sarawak.

T: 082 253303

F: 082 426382

E: sales@leeming.com.my



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**Perutusan Ketua Setiausaha
Kementerian Sumber Manusia**

*Message from the Secretary General
Ministry of Human Resources*



Assalamualaikum Warahmatullahi Wabarakatuh,
Salam Sejahtera dan Salam Negaraku Malaysia,

Pertamanya syukur ke hadrat Allah SWT kerana dengan limpah kurnia-Nya dapat saya menukilkhan sepatah dua kata dalam Laporan Tahunan 2016 bagi Jabatan Tenaga Kerja Sarawak ini.

Saya amat berpuas hati dengan pencapaian Jabatan Tenaga Kerja Sarawak (JTK Sarawak) bagi tahun 2016. Program-program yang telah dirangkakan telah dapat dilaksanakan dengan jayanya. Khusus bagi tindakan pendakwaan, saya begitu gembira kerana ia sentiasa dititikberatkan. Ini terbukti dengan peningkatan jumlah pendakwaan sebanyak 88% daripada tahun sebelumnya. Daripada sejumlah 47 pendakwaan pada tahun 2016, sebanyak 11 kes melibatkan kegagalan majikan mematuhi Perintah Gaji Minimum. Saya berharap, khusus bagi kes gagal mematuhi Perintah Gaji Minimum ini, usaha-usaha untuk menyedarkan para majikan tentang perkara ini terus dipertingkatkan lagi. Ini bagi memastikan hak para pekerja terus dipelihara.

Selaras daripada pencapaian yang memberangsangkan ini, saya ingin mengucapkan tahniah dan berharap agar semua warga kerja JTK Sarawak tidak terlalu berpuas hati dan leka dengan pencapaian ini tetapi sebaliknya, terus berusaha untuk terus maju dengan penuh berintegriti untuk pencapaian yang lebih baik pada masa akan datang. Amalkanlah pegangan berintegriti sepanjang masa dalam menjalankan tugas. Saya percaya semua pegawai dan staf memahami perkara ini. Kita juga perlu realistik dengan perubahan semasa, berimpak tinggi dan sentiasa mematuhi pekeliling serta arahan Kerajaan yang sedang berkuat kuasa.

Pelbagai aktiviti yang menjurus kepada pencapaian Petunjuk Prestasi Utama (KPI) perlu diberi penekanan serius supaya Visi dan Misi Kementerian Sumber Manusia (KSM) dapat dicapai dengan jayanya. Di samping itu, Kerajaan juga turut menekankan betapa pentingnya soal perbelanjaan berhemat bersesuaian dengan hasrat kerajaan dalam melaksanakan program untuk kepentingan rakyat.

Bagi semua lapisan warga kerja KSM, saya mengingatkan bahawa usaha secara berterusan perlu dijana dan diperkasa untuk memperkuatkan sumber manusia kita yang sedia ada. Sehubungan dengan itu, saya amat berharap semua warga kerja JTK Sarawak khususnya dan warga kerja KSM, secara keseluruhannya, terus berusaha dengan penuh berintegriti untuk mencapai kejayaan yang lebih membanggakan pada masa-masa akan datang.

Sekian, wassalam.

Assalamualaikum wbk and Salam Negaraku Malaysia,

All praises to Allah SWT for His blessings that enabled me to pen down a few words in this issue of the Department of Labour Sarawak Annual Report 2016.

I am extremely delighted with the overall performance of the Department of Labour Sarawak (the Department). On this note, I would like to congratulate all officers and staff of the Department for this achievement. The programs planned had been carried out to expectation in the year 2016. On the number of prosecutions carried out, I am happy to note that great emphasis has been put on this matter. This is signified by the rise of 88% in total number of prosecutions as compared to the previous year. Out of 47 prosecutions carried out in 2016, 11 cases involved the infringement of the Minimum Wages Order. On the failure of the employers to comply with the Minimum Wages Order, I earnestly hope that stern action be taken to ensure compliance. This is in line with our objective to protect the rights of the employees.

Serving with integrity should be held dearly in discharging our duties at all time. All officers and members of the staff should be mindful of this. Apart from that, we must also be realistic on the changes taking place around us and not just be the bystanders of it all. Our actions should produce high impact returns, and we should uphold the rule of laws at all time. In line with this, as members of the civil service, we are expected to transform accordingly.

Various activities that are in line with achieving our Key Performance Indicators (KPI) and that of fulfilling the Ministry of Human Resources' objectives have been implemented to attain our goals. Besides that, our ministry is emphasizing on spending prudentially as aspired by the government for the benefit and the betterment of the nation by taking into account the interest of our citizens.

Finally, yet importantly, let us remind ourselves on the importance of the consistent efforts in empowering and enhancing the capacity of our human resources. I earnestly hope that all officers and staff of Department of Labour Sarawak, in particular, and those at the ministerial level, in general, to continuously endeavor in serving with full of integrity. On the tremendous achievement, let us not be complacent with it and rest on the laurels. Every effort must be carried out with full of integrity to achieve a greater height in the times to come.

Thank you and wassalam.

DATO' SRI ADENAN BIN AB RAHMAN
Ketua Setiausaha Kementerian Sumber Manusia
Secretary General, Ministry of Human Resources

**Kata-kata Aluan
Pengarah Tenaga Kerja Sarawak**

*Foreword
Director of Labour Sarawak*



Salam Sejahtera dan Salam Negaraku Malaysia,

Saya berasa sangat berbesar hati bahawa Laporan Tahunan Jabatan Tenaga Kerja Sarawak Tahun 2016 ini dapat disempurnakan dengan amat baik sekali. Saya mengucapkan setinggi-tinggi penghargaan dan tahniah kepada Sidang Editor yang telah berusaha keras demi menjayakan penerbitan laporan ini.

Secara keseluruhannya, Jabatan Tenaga Kerja Sarawak (JTK Sarawak) telah berjaya mencapai sasaran bagi aktiviti-aktiviti dan program-program yang telah dirancang untuk tahun 2016 dengan jayanya. Pencapaian yang paling ketara ialah bilangan pendakwaan yang dilakukan meningkat daripada 25 pendakwaan pada tahun 2015 kepada 47 pada tahun 2016. Ini merupakan peningkatan sebanyak 88%. Daripada jumlah itu, 33 pendakwaan adalah melibatkan kes ingkar Perintah Mahkamah Buruh, 11 kerana gagal mematuhi Perintah Gaji Minimum dan 3 berhubung pelanggaran peruntukan dalam perundangan buruh. Secara keseluruhannya, Mahkamah telah menjatuhkan denda berjumlah RM47,000.00 bagi pendakwaan tersebut. Begitu juga pencapaian-pencapaian yang lain. Ini hasil kerjasama dan komitmen terhadap tugas mendalam yang telah ditunjukkan oleh semua warga kerja JTK Sarawak. Tahniah saya ucapan. Semoga kita semua akan terus berusaha untuk memartabatkan perkhidmatan awam secara amnya dan khususnya JTK Sarawak.

Selain itu, tahun 2016 juga menyaksikan JTK Sarawak telah berjaya mendapat pengiktirafan empat (4) bintang dan berada di kelompok tiga (3) terbaik dalam keseluruhan kategori pengurusan dalam Pertandingan Anugerah Inovasi Sempena Sambutan Hari Inovasi Kementerian Sumber Manusia 2016 yang telah berlangsung pada 11 hingga 13 Oktober 2016. Kumpulan Trabai 2.0 telah mewakili JTK Sarawak menyertai pertandingan tersebut dengan tajuk "Pengurusan Kes Buruh Kurang Efektif" sekaligus memperkenalkan sistem ezLabourcase yang digunakan dalam

Salam sejahtera and Salam Negaraku Malaysia,

I am very delighted that the Department of Labour Sarawak Annual Report 2016 has been completed successfully. My appreciation and congratulations go to the dedicated Editorial Board on their efforts in publishing this report.

In general, the Department of Labour Sarawak has achieved its targets in the activities and programmes planned for the year 2016. The outstanding achievement in the prosecutions carried out, for example, has increased to 47 in 2016 as compared to 25 in 2015. This is a tremendous increase of 88%. Out of this, 33 of the prosecutions were for failure to comply with Labour Court Orders, 11 for infringement of the Minimum Wages Order and 3 for various violations of labour laws. A total amount of RM47,000.00 penalties were imposed by the courts of law. The other achievements are also commendable. This was a result of cooperation and commitment from all the staff and officers of the Department. Congratulations to everyone. I have full confidence that, all officers and staff, will endeavour to continuously uphold our civil service, in general, and that of the Department of Labour Sarawak, in particular.

Besides the above achievements, the year 2016 also witnessed our Department's team being adjudged as a 4-Star rating thus the top-three achievers in the overall of the management category in the Innovations Competition in conjunction with the Ministry of Human Resources' Innovation Day 2016 held from 11 to 13 October 2016. Our representing team, Trabai 2.0, participating in the competition with their entry entitled "Uneffective Labour Cases Management" which simultaneously put forth the ezLabourcase system hence enabling the short comings be addressed effectively.

With regards to the Key Performance Indicators (KPI), among the targets set by the Ministry of Human Resources is to create

mengendalikan tuntutan kes buruh supaya lebih efektif.

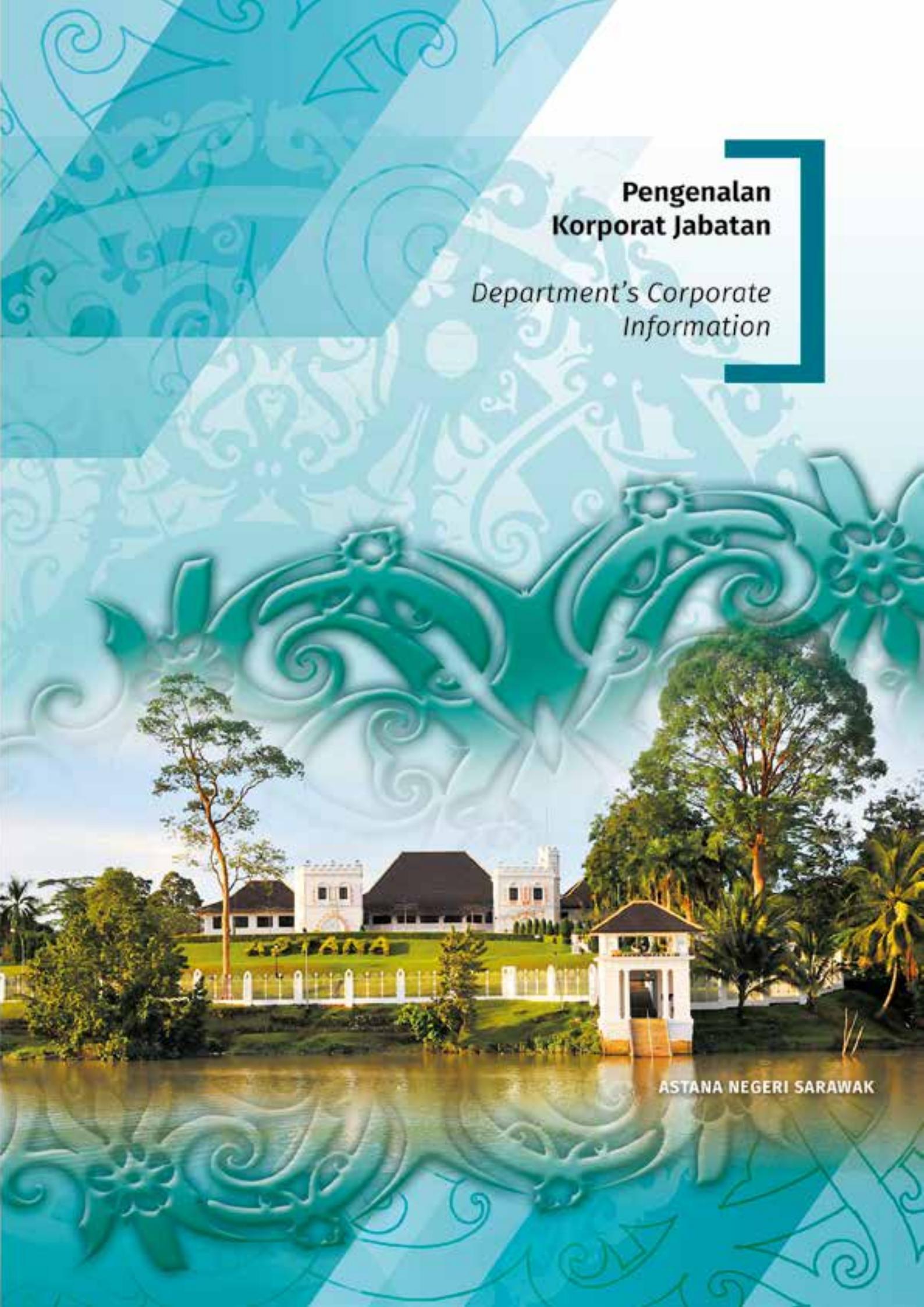
Antara sasaran Petunjuk Prestasi Utama (KPI) yang telah ditetapkan oleh Kementerian Sumber Manusia ialah mewujudkan peluang pekerjaan dan menjamin hak pekerja. Sehubungan itu, salah satu langkah yang telah diambil oleh Kementerian kita untuk memudahkan para pencari kerja mendapatkan pekerjaan ialah melalui penubuhan portal pencari kerja termasuk untuk para siswazah seperti mewujudkan portal JobsMalaysia sebagai pusat sehenti bagi pengkretran dan penawaran pekerjaan sektor awam dan swasta. Pengajuran Program Karnival Kerjaya adalah sebagai satu platform para majikan yang mempunyai kekosongan jawatan dengan para pencari kerja untuk dipadankan dan seterusnya ditempatkan ke dalam alam pekerjaan. Usaha ini terus digiatkan dari semasa ke semasa supaya pencapaian penempatan pekerjaan dapat dipertingkatkan lagi. Pada tahun 2016, seramai 10,124 pencari kerja telah berjaya ditempatkan dalam pelbagai bidang pekerjaan.

Terima kasih saya ucapan kepada warga JTK Sarawak yang sentiasa memberikan komitmen tinggi serta menyumbangkan tenaga dalam menyokong pelaksanaan dasar, program dan aktiviti yang telah dirancang. Saya berharap kita terus berusaha memberikan perkhidmatan yang cemerlang dan senantiasa berada di tahap yang terbaik demi manfaat rakyat dan negara.

employment opportunities and to safeguard the employees' rights. Thus, one of the actions taken by the Ministry is to assist the jobseekers including from among the unemployed graduates in looking for jobs by establishing the JobsMalaysia Portal as a one-stop centre for recruitment and supply of job vacancies in the public and private sectors. In addition to this, the Career Carnival Programmes aims to match jobseekers with the employer who has vacancies and plans to engage them are also being held. This effort will be enhanced from time to time in order to intensify jobplacement effort. In the year 2016, some 10,124 jobseekers had been emplaced to various fields of job.

I wish to thank all of you, the officers and staff of our Department, who have shown high commitment in delivering service and in implementing the policies, programmes and activities planned. I earnestly hope that we will strive to intensify our efforts in achieving a greater height for the benefit of the people and our nation.

JACK MEREDU ANAK KO
Pengarah Tenaga Kerja Sarawak
Director of Labour Sarawak



Pengenalan Korporat Jabatan

Department's Corporate
Information

ASTANA NEGERI SARAWAK



Pengurusan Tertinggi ***Top Management***



Y.BHG. DATU AUGUST ANAK BUMA

Pengarah
Director

Bersara pada 19 Disember 2016
Retired on 19 December 2016



ENCIK SULAIMAN BIN ISMAIL

Timbalan Pengarah
Deputy Director



ENCIK BARNABAS AK AHJAM

Ketua Bahagian Penguatkuasaan
Head of Enforcement Division



ENCIK KAMAL BIN ARIS

Ketua Bahagian Penyelidikan
dan Maklumat
Head of Research and Information
Menanggung Tugas Ketua Bahagian
Standard Perburuhan
Acting as Head of Labour Standard Division



**PUAN RAHMAN BEE BINTI
A.M. SHERIFF**

Ketua Bahagian
Perkhidmatan Pekerjaan
Head of Employment Service Division



**ENCIK EWIIM @ EWIIN ANAK
MICHAEL SINAR**

Menanggung Tugas Ketua Bahagian
Penggajian Pekerja Bukan Pemastautin
*Acting as Head of Non-Resident
Employment Division*



**PUAN SYARIFAH FATIMAH AZURA
BINTI WAN ALI**

Ketua Unit Undang-Undang
Head of Legal Unit



ENCIK IZUDDIN BIN MOHD KHALID

Ketua Bahagian Khidmat
Pengurusan
*Head of Management Service
Division*



ENCIK BRUNO JONG KIM LUIING

Penyelaras Jabatan dan Agensi
Kementerian Sumber Manusia di
Pusat Transformasi Bandar
*Coordinator of Department and
Agencies for Ministry of Human
Resources at Urban Transformation
Centre (UTC)*



Carta Organisasi Jabatan Tenaga Kerja Sarawak

Organisation Chart of Department of Labour Sarawak



Bahagian Penyelidikan dan Maklumat <i>Research and Information Division</i> Pegawai Perhubungan Perusahaan (S48) <i>Industrial Relation Officer (S48)</i>	Bahagian Perkhidmatan Pekerjaan <i>Employment Service Division</i> Pegawai Perhubungan Perusahaan (S44) <i>Industrial Relation Officer (S44)</i>	Bahagian Khidmat Pengurusan Management Service Division Pegawai Tadbir dan Diplomatik (M44) <i>Administrative and Diplomatic Officer (M44)</i>		
PTK Bakun Pegawai Perhubungan Perusahaan (S41) <i>Industrial Relation Officer (S41)</i>	PTK Saratok Penolong Pegawai Perhubungan Perusahaan (S32) <i>Industrial Relation Assistant Officer (S32)</i>	PTK Sarikei Pegawai Perhubungan Perusahaan (S41) <i>Industrial Relation Officer (S41)</i>	PTK Sibu Pegawai Perhubungan Perusahaan (S44) <i>Industrial Relation Officer (S44)</i>	UTC Pegawai Perhubungan Perusahaan (S41) <i>Industrial Relation Officer (S41)</i>
PTK Miri Pegawai Perhubungan Perusahaan (S44) <i>Industrial Relation Officer (S44)</i>	PTK Marudi Pegawai Perhubungan Perusahaan (S41) <i>Industrial Relation Officer (S41)</i>	PTK Limbang Pegawai Perhubungan Perusahaan (S41) <i>Industrial Relation Officer (S41)</i>	PTK Lawas Penolong Pegawai Perhubungan Perusahaan (S32) <i>Industrial Relation Assistant Officer (S32)</i>	



Ketua-ketua Pejabat Tenaga Kerja
di seluruh Sarawak
***Head of Labour Offices
throughout Sarawak***



Encik Dedua Anak Taim @ Tiam (S48)
Ketua PTK Kuching
Head of Kuching Office



Puan Dorrhea Ak Chuat (S44)
Ketua PTK Bintulu
Head of Bintulu Office



Encik Phang Pin (S44)
Ketua PTK Sibu
Head of Sibu Office



Encik Anthony Lawai Lutang (S41)
Ketua PTK Miri
Head of Miri Office



Jessie Ak Bidut (S41)
Ketua PTK Serian
Head of Serian Office



Asmah Binti Bujang (S41)
Ketua PTK Sarakei
Head of Sarakei Office



Lio Siang Yun (S41)
Ketua PTK Marudi
Head of Marudi Office



Khusyairy Pangkas Abdullah @ Pangkas (S41)
Ketua PTK Kapit
Head of Kapit Office

Ketua PTK Limbang
Head of Limbang Office



Hussen ak Akong (S41)
Ketua PTK Sri Aman
Head of Sri Aman Office

Kennedy ak Lawrence (S32)
Ketua PTK Betong
Head of Betong Office



Norliza Binti Mathan (S32)
Ketua PTK Samarahan
Head of Samarahan Office



Dominic anak Empera (S32)
Ketua PTK Mukah
Head of Mukah Office



Haji Nurul Ashikin Bohari (S32)
Ketua PTK Saratok
Head of Saratok Office

Muhammad Izwan bin Abdul Rashid (S27)
Ketua PTK Bakun
Head of Bakun Office



Fabian Punan Ak Liam (S32)
Ketua PTK Lawas
Head of Lawas Office





Visi, Misi dan Objektif *Vision, Mission and Objectives*

Peneraju utama kecemerlangan pentadbiran perburuhan di sektor swasta.

Main catalyst towards excellence in private sectors labour management.



Memperkasakan pentadbiran perburuhan untuk meningkatkan kebajikan warga pekerja dan kepentingan para majikan serta memperluaskan peluang pekerjaan bagi memenuhi keperluan pasaran buruh.

To strengthen labour administrations in upgrading the welfare of employees, interest of employers and widen job opportunities in fulfilling the needs of the labour market.



OBJEKTIF *OBJECTIVES*

- Melindungi kepentingan dan memajukan kebajikan masyarakat industri;
- Mengutamakan dan mengekalkan peluang-peluang pekerjaan kepada warganegara;
- Membantu industri meningkatkan daya saing bagi menghadapi cabaran-cabaran globalisasi; dan
- Mewujudkan tenaga kerja dan majikan yang berpengetahuan dalam hal perburuhan dan undang-undang buruh demi membina suasana perburuhan yang kondusif bagi pembangunan perindustrian dan pelaburan.

- *To safeguard the interest and the welfare of the industrial community;*
- *To ensure that priority of employment opportunities is given to local citizens;*
- *To assist industries improve their competitiveness in facing the challenges of globalisation; and*
- *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.*



Latar Belakang Jabatan *Background of the Department*

Jabatan Tenaga Kerja Sarawak merupakan salah sebuah jabatan di bawah Kementerian Sumber Manusia. Jabatan ini mula beroperasi pada 26 Julai 1960 dengan kekuatan anggota seramai enam (6) orang. Bilangan anggota pada Disember 2015 telah meningkat kepada seramai 293. Dengan peningkatan anggota, Jabatan ini dapat meningkatkan lagi kualiti penyampaian perkhidmatan hasil dari pertambahan berkenaan.

Sebelum penubuhan Malaysia, fungsi Jabatan ini dilaksanakan oleh Pejabat Residen dan Daerah. Selepas 16 September 1963, fungsi berkenaan diambilalih oleh Kementerian Buruh pada ketika itu yang kini dikenali sebagai Kementerian Sumber Manusia. Pada 29 November 2002, Jabatan Tenaga Kerja Sarawak juga telah mengambilalih peranan Jabatan Tenaga Rakyat di Sarawak dan tidak lama selepas itu Jabatan Buruh Sarawak ditukarkan namanya menjadi Jabatan Tenaga Kerja Sarawak.

Di bawah Inter-Governmental Committee (IGC) Report 1962, Pesuruhjaya Buruh Sarawak yang kini digelar Pengarah Tenaga Kerja Sarawak bertangungjawab secara langsung kepada YB Menteri Sumber Manusia melalui Ketua Setiausaha Kementerian Sumber Manusia dalam Penguatkuasaan dan pentadbiran undang-undang perburuhan di Sarawak.

Pada 25 Januari 2010, Pusat JobsMalaysia (JMC) di Kuching dan JobsMalaysia Point (JMP) di semua Pejabat Tenaga Kerja di Sarawak telah diwujudkan dan bertindak sebagai pusat sehenti (one stop centre) bagi perkhidmatan pekerjaan.

Pada 18 Julai 2013, penubuhan UTC singkatan bagi Urban Transformation Centre atau Pusat Transformasi Bandar telah diumumkan oleh Ketua Setiausaha Kementerian Kewangan, Tan Sri Dr. Mohd. Irwan Serigar Abdullah dan ia mulai beroperasi pada 17 September 2014.

The Department of Labour Sarawak is one of the Departments under the Ministry of Human Resources. The Department commenced its operation on 26 July 1960 with staff strength of six (6) people. As at December 2015, the number has increased to 293. With the increase in staff strength, the Department has been able to improve the quality of its service delivery.

Before the formation of Malaysia, the functions of the Department of Labour Sarawak were under the jurisdiction of the Resident and District Office. With the formation of Malaysia on the 16 September 1963, the Department was placed under the Ministry of Labour, now known as the Ministry of Human Resources. With effect from 29 November 2002, the Department took over the functions of the Department of Manpower in Sarawak.

Under the Inter-Governmental Committee (IGC) Report 1962, the Commissioner of Labour Sarawak, currently designated as the Director of Labour Sarawak, reports to the Honourable Minister of Human Resources through the Secretary General of the Ministry with regards to the enforcement and administration of labour laws in Sarawak.

On 25 January 2010, JobsMalaysia Centre (JMC) was established in Kuching while JobsMalaysia Points (JMP) was established in all Labour Offices throughout Sarawak as a one stop centre for employment services.

The establishment of UTC, an abbreviation for Urban Transformation Centre or Pusat Transformasi Bandar, was announced by the Secretary-General of the Ministry of Finance, Tan Sri Dr. Mohd. Irwan Serigar Abdullah on 18 July 2013. It commences operation with effect from 17 September 2014. Since then, there are 27 government agencies operating on a full-ledge basis at UTC Kuching. It is one of the government efforts and initiatives to

Sejak penubuhannya terdapat 27 buah agensi kerajaan beroperasi secara sepenuhnya di UTC Kuching ia adalah salah satu usaha dan inisiatif kerajaan bagi menyediakan pelbagai perkhidmatan utama kerajaan dan sektor swasta kepada komuniti bandar di dalam satu pusat sehenti atau di dalam satu bangunan.

Agenzi-agensi di bawah Kementerian Sumber Manusia yang ditempatkan di UTC adalah Jabatan Tenaga Kerja Sarawak, Institut Latihan Perindustrian Kota Samarahan, Jabatan Pembangunan Kemahiran dan Perbadanan Tabung Pembangunan Kemahiran. Kesemua agensi tersebut berkongsi satu ruang pejabat untuk memberi perkhidmatan kepada para pelanggan.

UTC Kuching terletak di Jalan Bukit Mata, Kuching dan waktu operasinya adalah mulai jam 8.30 pagi hingga 9.00 malam pada hari Isnin hingga hari Ahad kecuali hari cuti umum.

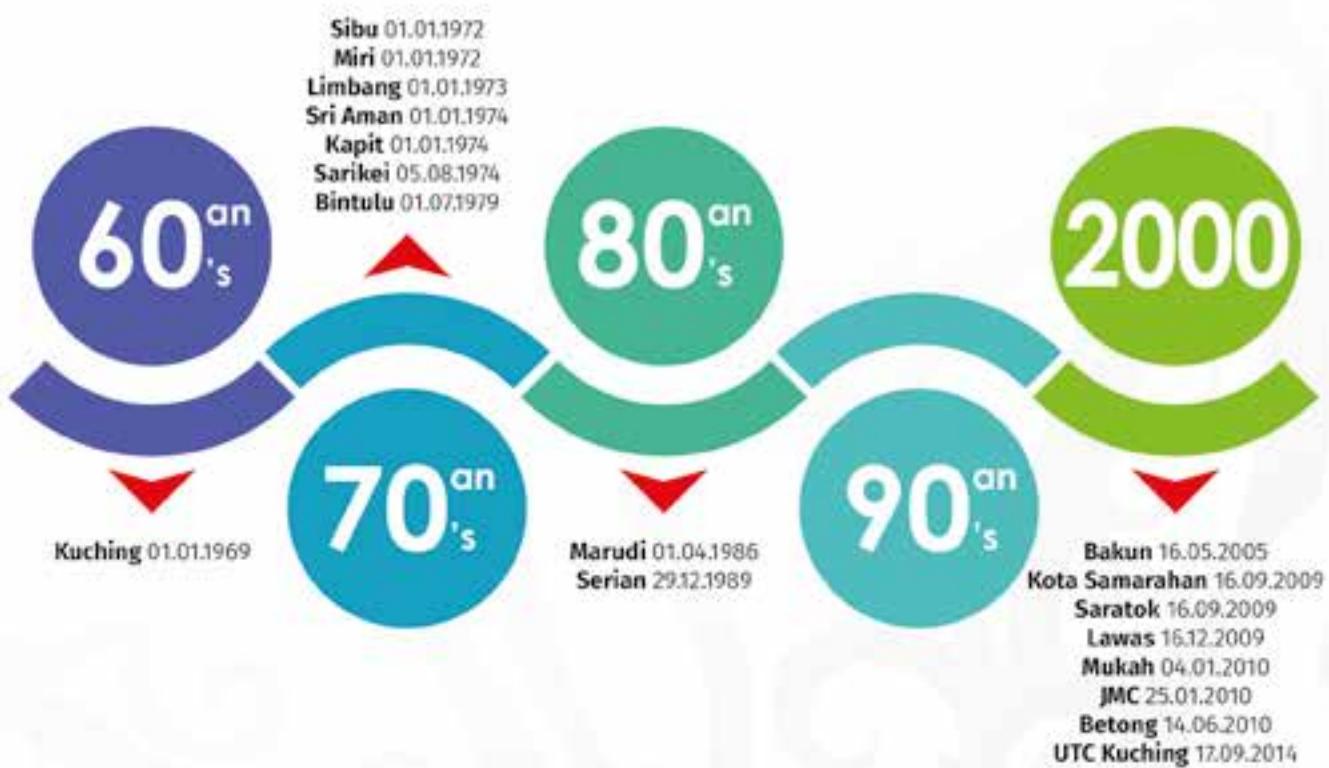
Jabatan Tenaga Kerja Sarawak beribu pejabat di Kuching dan mempunyai 16 buah Pejabat Tenaga Kerja yang beroperasi di Sarawak. Tarikh penubuhan Pejabat Tenaga Kerja berkenaan adalah seperti berikut:

provide the urban communities with various core government and private sector agencies services in a one-stop centre or in one premise.

Agencies under the Ministry of Human Resources such as Department of Labour Sarawak, Industrial Training Institute Kota Samarahan, Department of Skills Development, Skills Development Fund Corporation share a common space to provide the services to the clients.

UTC Kuching is located at Bukit Mata Road, Kuching and operating hours are from 8.30 a.m to 9.00 p.m from Monday to Sunday except on public holidays.

The Department of Labour Sarawak has its headquarters in Kuching with 16 Labour Offices operating throughout Sarawak. The dates of establishment of these Labour Offices are as follows:





Piagam Pelanggan

Client's Charter

PIAGAM PELANGGAN

Jabatan Tenaga Kerja Sarawak berjanji untuk memberikan perkhidmatan yang terbaik bagi memenuhi keperluan pelanggannya seperti berikut:

Aduan Buruh

Aduan Buruh akan disiasat dan keputusan akan dimaklumkan dalam tempoh 30 hari dari tarikh aduan diterima.

Tuntutan Pampasan Pekerja

Mengeluarkan taksiran:

- (a) **Kes Hilang Upaya Sementera (HUS)**
Taksiran dikeluarkan dalam tempoh 14 hari dari tarikh dokumen lengkap diterima.
- (b) **Kes Hilang Upaya Separa Kekal dan Hilang Upaya Kekal (HUJK)**
Taksiran dikeluarkan dalam tempoh 14 hari tarikh dokumen lengkap diterima.
- (c) **Kes Maut**
Taksiran dikeluarkan dalam tempoh 14 hari dari tarikh dokumen lengkap diterima.

Permit Perburuhan

Semua permohonan akan diberi keputusan dalam tempoh 28 hari dari tarikh permohonan lengkap diterima.

Aduan Awam

Maklumbalas berkaitan aduan awam akan diberi dalam tempoh 3 hari bekerja dari tarikh penerimaan aduan.



Tuntutan Buruh

Tuntutan Buruh akan didengar / dibicarakan dan diberi perintah dalam tempoh 90 hari dari tarikh tuntutan diterima.

Lesen untuk Menggaji Pekerja Bukan Pemastautin

- (a) Mengeluarkan keputusan bagi permohonan Surat Kelulusan Secara Dasar (AP) dalam tempoh 14 hari dari tarikh Mesyuarat Jawatankuasa Lokalisasi.
- (b) Lesen Baru di bawah AP dan Gantian akan dikeluarkan dalam tempoh 14 hari dari tarikh permohonan lengkap diterima.
- (c) Mengeluarkan keputusan bagi permohonan Lesen Pembaharuan dalam tempoh 14 hari dari tarikh permohonan lengkap diterima.

Permohonan untuk Lesen Agensi Pekerjaan Swasta

Semua permohonan diproses dan keputusan dikeluarkan dalam tempoh 14 hari bekerja dari tarikh permohonan lengkap diterima.



Plagam Pelanggan *Client's Charter*

CLIENT'S CHARTER

Sarawak Department of Labour promises to render the best service to fulfill the needs of its clients as follows:

Labour Complaint

Labour Complaint will be investigated and the result will be made known within 30 days from the date of receipt of such complaint.

Workmen's Compensation Claim

To issue the assessment for :

(a) **The Temporary Disablement Case**

The assessment will be issued within 14 days from the date of receipt of the complete documents.

(b) **The Temporary Partial Disablement Case and the Permanent Disablement Case**

The assessment will be issued within 14 days from the date of receipt of the complete documents.

(c) **Fatal Case**

The assessments will be issued within 14 days from the date of receipt of the complete documents.

Labour Permit

All decisions on application will be made within 28 days from the date of receipt of the complete documents.

Public's Complaint

Response will be given within 3 working days upon receipt of the complaint.

P E R F O R M A N C E - I N D I C A T O R

Labour Case

Labour Case will be put for mention / hearing and the order be made within 90 days from the date of receipt of such case.

Licence to Employ the Non-Resident Employees

(a) Decisions on application for the Letter of Approval in Principle (AP) will be issued within 14 days from the date of Localisation Committee Meeting.

(b) New Licence under AP and its replacement will be issued within 14 days from the date of receipt of the complete documents.

(c) Decisions on application for the Renewal of Licence will be made within 14 days from the date of receipt of the complete documents.

Application for the Private Employment Agency Licence

All applications will be processed and decisions made within 14 working days from the date of receipt of the complete documents.



Pengurusan Kualiti Jabatan

Management of the Department's Quality

PENGURUSAN KUALITI JABATAN

Membudayakan Kualiti dalam Organisasi

Jabatan sentiasa memberikan keutamaan kepada aspek kualiti dalam setiap aktiviti yang dilaksanakan dan perkhidmatan yang diberikan. Pihak pengurusan Jabatan memberikan perhatian serius bagi memastikan semua warga Jabatan sentiasa memberikan sepenuh komitmen dalam menerapkan budaya kualiti dalam Jabatan.

Dasar Kualiti dan Kaedah Sebarannya

Jabatan menekankan penyampaian perkhidmatan yang bermutu tinggi sebagai dasar kualiti. Aspirasi ini disebarluaskan kepada semua warga Jabatan melalui edaran poster, paparan dan juga taklimat. Selain itu penggunaan mel elektronik merupakan salah satu kaedah yang berkesan dan menjimatkan masa dan kos. Pewujudan Laman Web Rasmi Jabatan juga memainkan peranan dalam menyebarkan perkhidmatan kepada orang ramai terutama para pelanggan Jabatan. Laman web ini dikemaskini sekerap mungkin bagi memastikan maklumat yang dipaparkan adalah yang terkini dan relevan.

Penerapan Budaya Kualiti

Untuk menerapkan budaya kualiti dalam Organisasi ini, pihak pengurusan Jabatan telah mengambil langkah-langkah dengan mewujudkan dan melaksanakan perkara seperti berikut:

DEPARTMENT'S QUALITY MANAGEMENT

Nurturing Quality in the Department

The Department is committed to carrying out the activities and providing services to the highest quality. The management is seriously committed to inculcate quality culture among all of the Department's staff.

Quality Policy and Its Method of Dissemination

The Department emphasises on high quality service delivery as a foundation of its quality management. This aspiration is disseminated to its entire staff by way of distributing posters, notices and talks. Apart from that that, the use of e-mail is another effective method for the dissemination of quality policy. It is also time and cost-effective approach. The Official Website of the Department also serves as a means to put forth the services rendered to the Department's clients. The website is consistently being up-dated.

Nurturing of the Quality as a Way of Life

To nurture quality culture in the Organisation, the management has embarked on the following:

Petunjuk Prestasi Utama (KPI)

Penetapan Petunjuk Prestasi Utama (KPI) adalah satu mekanisme pengukuran prestasi di setiap Pejabat Tenaga Kerja. Untuk tujuan pemantauan oleh pihak pengurusan, setiap pejabat perlu mengemukakan laporan prestasi bulanan.

Hari Bertemu Pelanggan

Setiap hari Jumaat minggu kedua setiap bulan telah ditetapkan sebagai Hari Bertemu Pelanggan. Aktiviti ini adalah untuk mendekatkan lagi Jabatan kepada umum dari segi memberi khidmat nasihat dan mendapatkan bantuan lain jika perlu berkenaan fungsi dan peranan Jabatan. Di samping itu, pelanggan juga boleh memberikan maklum balas bertujuan untuk penambahbaikan mutu perkhidmatan Jabatan.

Piagam Pelanggan

Piagam Pelanggan dipamerkan di pejabat bertujuan untuk memastikan pelanggan mengetahui komitmen Jabatan bagi perkhidmatan yang diberikan.

Penglibatan Anggota

Pelantikan pegawai pelbagai gred sebagai ahli jawatankuasa tertentu adalah untuk memastikan penglibatan menyeluruh warga Jabatan dalam urusan peningkatan kualiti perkhidmatan Jabatan.

Pengauditan dan Pemantauan

Sebagai satu langkah kawalan untuk memastikan bahawa sistem pengurusan Jabatan adalah berdasarkan pekeliling dan arahan semasa, proses pengauditan dan pemantauan ke atas pengurusan organisasi dijalankan melalui audit kewangan dan pengurusan oleh MAMPU, Jabatan Audit Negara, Audit Dalaman Kementerian Sumber Manusia.

Selain daripada itu perlbagai Jawatankuasa sebagai contoh, Mesyuarat Jawatankuasa Pengurusan Kewangan dan Akaun, Mesyuarat Pengurusan Aset Alih Kerajaan Peringkat Jabatan serta Mesyuarat Jawatankuasa Tadbir Urus dan Penambahbaikan ditubuhkan sebagai langkah untuk memastikan pentadbiran yang berkualiti.

Key Performance Indicators (KPI)

The setting of Key Performance Indicators (KPI) is one of the mechanisms to measure the performance of every Labour Office. In this respect, every office is required to submit monthly performance reports to be monitored by the management.

Clients' Day

The Department has allocated the second Friday of each month as its Clients' Day. This activity is held to enable the public to obtain information, advice and other assistance if necessary, regarding the Department's roles and function. At the same time, the public can render feedbacks and inputs to be used by the Department in continuously improving its services.

Clients' Charter

The Clients' Charter regarding the commitment on services rendered by the Department is displayed for their information.

Staff Involvement

The appointment of officers and staff from various grades as members of different committees in the Department is to ensure their total involvement in improving the quality of services rendered by the Department.

Auditing and Monitoring

As a means to ensure that the Department management system is in compliance with the current circulars and instructions, the work processes and procedures of the Department are constantly audited by the relevant agencies such as the Malaysian Administration, Modernization and Planning Unit (MAMPU), the National Audit Department and the Internal Audit Division of the Ministry of Human Resources.

In addition, various Committees such as the Accounts and Financial Management Committee, the Assets Management Committee, Committee on Good Governance and Management Committee are also among the tools used to ensure quality administration.

Capaian Maklumat

Untuk memastikan agar setiap warga Jabatan sentiasa mendapat maklumat terkini mengenai peraturan dan pekeliling terkini seperti dasar baru Kerajaan, Pekeliling Kemajuan Pentadbiran Awam, Pekeliling Am, Panduan dan arahan baru Kerajaan, Jabatan membuat sebaran melalui memo, surat dan juga mel elektronik. Selain itu, semua warga Jabatan mempunyai capaian ke Internet bagi membolehkan mereka membuat rujukan dan memperolehi maklumat yang berkaitan.

Pengiktirafan

Jabatan memberikan pengiktirafan dalam bentuk Sijil Penghargaan, Anugerah Perkhidmatan Cemerlang dan pencalonan untuk penganugerahan Darjah dan Pingat Kebesaran kepada warga kerja yang telah memberikan perkhidmatan yang cemerlang.

Anugerah Perkhidmatan Cemerlang

Sebagai menghargai usaha kakitangan yang berprestasi tinggi, seramai 23 orang pegawai dan staf dari Kumpulan Pengurusan dan Profesional dan Sokongan telah diberi Anugerah Perkhidmatan Cemerlang (APC) 2015.

Anugerah Darjah dan Pingat

Sepanjang tahun 2016, Timbalan Pengarah Tenaga Kerja Sarawak telah menerima Darjah Seri Melaka (D.S.M) daripada Tuan Yang Terutama Yang Di-Pertua Negeri Melaka, Tun Datuk Seri Utama Mohd Khalil bin Yaakob. Manakala 3 orang pegawai dan kakitangan telah menerima Pingat daripada Tuan Yang Terutama Yang Di-Pertua Negeri Sarawak, Tun Pehin Sri Haji Abdul Taib bin Mahmud.

Information Availability

In order to ensure that all members of the organisation are able to access the latest information regarding various instructions, Government Circulars and current policies, the Department uses various tools such as memos, letters and e-mails. This is made possible through the provisions of internet facilities to all the officers of the Department.

Recognition

The Department accords recognition by giving Certificate of Appreciation, Excellent Service Award and putting up recommendation for the award of Titles and Medals of Honour to officers and staff who have rendered excellent service.

Excellent Service Award

As recognition to high performers, a total of 23 officers and staff comprising of Management and Supporting Group have been accorded with the Excellent Service Award for 2015.

Awards and Medals of Honour

Through out the year of 2016, Deputy Director of Labour Sarawak received the Degree from His Excellency Yang Di-Pertua Negeri Melaka, Tun Datuk Seri Utama Mohd Khalil bin Yaakob. The other 3 officers and staff received the Medal from His Excellency Yang Di-Pertua Negeri Sarawak, Tun Pehin Sri Haji Abdul Taib bin Mahmud.



Ringkasan Undang-Undang Dikuatkuasakan

Summary of Laws being Enforced



Ordinan Buruh (Sarawak Bab 76)

Ordinan Buruh (Sarawak Bab 76) yang dikuatkuasakan sejak 1952 telah dipinda pada Disember 2004 dan diwartakan pada 10.02.2005. Ordinan ini menetapkan standard minimum terma-terma dan syarat-syarat penggajian bagi pekerja-pekerja di sektor swasta.

Antara lain objektifnya ialah:-

- ▶ Menetapkan faedah minimum untuk pekerja;
- ▶ Menetapkan terma-terma dan syarat-syarat penggajian untuk pekerja di sektor swasta;
- ▶ Mengenakan obligasi terhadap majikan tentang hak-hak pekerja; dan
- ▶ Memberikan kuasa penguatkuasaan kepada pegawai-pegawai terhadap pesalah untuk memastikan pematuhan undang-undang.

Ordinan ini terpakai kepada sesiapa yang termasuk dalam definisi "majikan" dan "pekerja" di Sarawak seperti yang ditakrifkan dalam Ordinan berkaitan.

Labour Ordinance (Sarawak Cap 76)

The Labour Ordinance (Sarawak Cap 76) has been enforced since 1952 was amended in December 2004 and gazetted on 10.02.2005. The Ordinance prescribes the minimum standard of terms and conditions of employment for employees in the private sector.

Among the objectives are:-

- ▶ To stipulate the minimum benefits for employees;*
- ▶ To stipulate the terms and conditions of employment of employees in the private sector;*
- ▶ Impose obligations on employers in respect of employee's rights; and*
- ▶ Provide enforcement powers for officers against offenders to ensure compliance.*

It applies to any person who falls within the definition of "employer" and "employee" in Sarawak as per the definitions in the Ordinance.

Ordinan Cuti Mingguan (Sarawak Bab 79)

Ordinan ini menyediakan cuti mingguan kepada mereka yang digaji di kedai, restoran dan pawagam. Ordinan ini terpakai di semua kawasan atau lokaliti yang ditetapkan dalam Jadual Pertama iaitu Kawasan Perbandaran Kuching, kawasan tempatan Majlis Daerah Bandar Sibu, kawasan tempatan Majlis Daerah Miri, semua kawasan Bandar yang terletak di kawasan tempatan Majlis Daerah Sarakei, semua kawasan Bandar yang terletak di kawasan tempatan Majlis Daerah Binatang (Bintangor), kawasan yang ditetapkan dalam Jadual Majlis Perbandaran Simanggang (Sri Aman) dan kawasan perbandaran Saratok. Ordinan ini memperuntukkan bahawa tiap-tiap orang yang digaji selain daripada dalam kapasiti sulit atau dalam posisi pengurusan, dalam mana-mana kedai, restoran atau pawagam adalah dibenarkan untuk cuti satu hari dalam satu minggu. Ordinan ini memperuntukkan bahawa tiada potongan atau pengurangan boleh dibuat daripada gaji pada hari yang premisnya ditutup ataupun pada hari seorang-seorang itu dibenarkan bercuti. Seseorang pemeriksa boleh, mengikut had yang dia dilantik dibenarkan memasuki dan berada di premis berkenaan untuk membuat pemeriksaan terhadap apa-apa rekod, daftar atau notis yang ada disimpan.

Akta Pampasan Pekerja 1952 (Akta 273)

Akta ini memperuntukkan pembayaran pampasan kepada pekerja bagi kecederaan yang dialami semasa dan berbangkit dari penggajian. Setiap majikan hendaklah menginsurangkan pekerjanya mengikut peruntukan-peruntukan dalam Akta ini. Mana-mana majikan yang gagal menginsurangkan pekerjanya menurut Akta ini melakukan kesalahan dan jika disabitkan boleh dikenakan denda tidak melebihi dua puluh ribu ringgit atau penjara selama tidak melebihi dua tahun atau keduanya sekali.

Weekly Holidays Ordinance (Sarawak Cap 79)

This Ordinance provides for the grant of weekly holidays to persons employed in shops, restaurants and theatres. This Ordinance apply to every area or locality specified in the First Schedule comprising Kuching Municipal Area, the local area of Sibu Urban District Council, local area of Miri District Council, all town land situated in the local area of Sarakei District Council, all town land situated in the local area of Binatang (Bintangor) District Council, the areas specified in the Schedule to the Simanggang (Sri Aman) Town District and Saratok town land. This Ordinance provides that every person employed otherwise than in a confidential capacity or in a position of management, in any shops, restaurants or theatre shall be allowed in each week a holiday of one whole day. The Ordinance provides no deduction or abatement to be made from wages on which the establishment has remained closed, or on which holiday has been allowed. An inspector may within the limit for which he is appointed enter and remain in any establishment to inspect any record, register or notice maintained therein.

Workmen's Compensation Act 1952 (Act 273)

This Act provides for the payment of compensation to workmen for injury suffered arising out of and in the course of their employment. Every employer shall insure and keep himself insured within the meaning of this Act. Any employer who fails to insure himself in accordance with this Act shall be guilty of an offence and shall be liable on conviction to a fine not exceeding twenty thousand ringgit or to imprisonment for a term not exceeding two years or to both.

Akta Maklumat Pekerjaan 1953 (Disemak 1975)

Akta ini memudahkan pengumpulan maklumat berkaitan terma-terma dan syarat-syarat pengajian. Pegawai yang diberi kuasa di bawah Akta ini boleh menghendaki para majikan untuk memberi keterangan tertentu berkenaan bilangan pekerja yang digaji, terma-terma kontrak, waktu bekerja, cuti umum, cuti rehat, tempoh rehat, jenis tugas yang dilaksanakan, struktur gaji dan kelayakan yang diperlukan bagi tiap-tiap jawatan. Mana-mana majikan yang gagal memberi kenyataan bertulis kepada pegawai yang diberi kuasa boleh, jika didapati bersalah, dikenakan denda sebanyak dua ribu ringgit dan sebagai tambahan denda sebanyak seratus ringgit bagi tiap-tiap hari kesalahan itu berterusan.

Akta Agensi Pekerjaan Swasta 1981

Akta ini adalah bertujuan untuk mengawal agensi-Agenzi Pekerjaan Swasta di Malaysia. Akta ini memperuntukkan bahawa mana-mana agensi yang ingin beroperasi hendaklah mendapatkan lesen daripada Ketua Pengarah Tenaga Kerja.

Akta Keselamatan Dalam Negeri, 1960 Peraturan Keselamatan Dalam Negeri (Pendaftaran Buruh), 1960

Peraturan ini terpakai di kawasan keselamatan yang diisytiharkan di bawah Akta Keselamatan Dalam Negeri, 1960. Semua pemilik industri seperti yang ditetapkan di dalam Jadual di bawah Peraturan ini adalah bertanggungjawab untuk memastikan bahawa pekerjanya memiliki kad pengenalan diri. Mereka juga bertanggungjawab untuk menyimpan daftar pekerja yang mengandungi butir-butir berkenaan pekerja yang digaji di premis pekerjaan mereka. Setiap pemilik industri seperti yang ditetapkan di dalam Jadual di bawah Peraturan ini dan setiap kontraktor hendaklah mengemukakan kepada Jabatan Tenaga Kerja segala butir mengenai nama dan alamat tuan punya atau kontraktor, lokasi sebenar di mana kerja-kerja dilaksanakan, jenis kerja yang akan dilaksanakan, tarikh mula dan tarikh dijangka tamat atau siap. Mana-mana pegawai Jabatan Tenaga Kerja adalah diberi kuasa untuk memasuki mana-mana premis industri seperti yang ditetapkan di dalam Jadual di bawah Peraturan ini serta memeriksa daftar pekerja mereka.

Employment Information Act 1953 (Revised 1975)

This Act facilitates the collection of information regarding the terms and conditions of employment. The authorised officer under the Act may require employers to give certain information on the number of employees, the terms of contract, hours of work, holiday, leave, rest period, nature of work performed, wage structure and qualification required for each occupation. Any employer who fails to deliver a written statement to the authorised officer shall on conviction be liable to a fine of two thousand ringgit and in addition, to a fine of one hundred ringgit in respect of every day during which such offence shall continues.

Private Employment Agencies Act 1981

This Act regulates the operation of Private Employment Agencies in Malaysia. The Act provides that any agency wishing to operate must obtain a licence from Director General of Labour.

Internal Security Act, 1960 Internal Security (Registration of Labour) Regulations, 1960

This Regulation shall apply within any security area proclaimed under the Internal Security Act, 1960. Under this Regulation the owners of the prescribed scheduled industries shall ensure that their employees are in possession of the identity card. They are also responsible to keep at every place of employment a register of workman containing details of workman employed. Every owner of a scheduled industries and every contractor are required to furnish to the Department of Labour particulars of the name and address of owner or contractor, actual location where work is to be carried out, type of work to be carried out, date of commencement and expected date of completion. Any officer of Department of Labour shall have the power to enter the premises of any scheduled industries and inspect their employees' register.

Akta Anti-pemerdagangan Orang dan Anti-penyeludupan Migran (Pindaan) 2010 [Akta 670]

Akta ini telah diluluskan pada tahun 2007 sebagai Akta Anti-pemerdagangan Orang 2007 [Akta 670] dan telah berkuatkuasa mulai 28.02.2008. Tujuan utama Akta ini diwujudkan adalah untuk membasmi masalah pemerdagangan orang melibatkan warganegara dan bukan warganegara secara holistik. Akta ini merangkumi 3 aspek: pendakwaan, pencegahan dan perlindungan mangsa. Pada tahun 2010, Akta ini dipinda menjadi Akta Anti-pemerdagangan Orang dan Anti-penyeludupan Migran 2007 (Pindaan) 2010. Melalui pindaan tersebut, Pegawai Tenaga Kerja telah diwartakan sebagai Pegawai Penguatkuasa (Seksyen 27) di bawah Akta ini.

Akta Majlis Perundingan Gaji Negara 2011 dan Perintah Gaji Minimum 2016

Akta Majlis Perundingan Gaji Negara 2011 (Akta 732) telah mula dikuatkuasakan pada 23 September 2011. Tujuan utama Akta ini ialah bagi menubuhkan Majlis Perundingan Gaji Negara (MPGN) berdasarkan prinsip "tripartite" melalui perwakilan-perwakilan majikan, pekerja dan Kerajaan.

MPGN merupakan platform utama dalam penetapan gaji, termasuk menentukan kadar dan mekanisme pelaksanaan gaji minimum di negara ini. Dalam hal ini Majlis bertanggungjawab untuk menjalankan kajian tentang semua perkara yang berkenaan dengan gaji minimum dan seterusnya mengemukakan syor kepada Kerajaan dalam membuat perintah gaji minimum dan peruntukan bagi perkara-perkara yang berkaitan.

Seksyen 25, Akta 732 memperuntukkan MPGN hendaklah mengkaji semula Perintah Gaji Minimum sekurang-kurangnya sekali dalam tiap-tiap dua tahun. MPGN telah selesai menjalankan kajian semula ke atas Perintah Gaji Minimum 2012 dan hasil kajian semula ini telah diperuntukkan dalam Perintah Gaji Minimum 2016 serta telah

Anti-Trafficking In Persons and Anti-Smuggling of Migrants (Amendment) Act 2010 (Act 670)

This Act was passed in 2007 as Anti-Trafficking In Persons Act 2007 (Act 670) and has been enforced with effect from 28 February 2008. The main objective of enacting the Act is to eliminate human trafficking involving Malaysian citizens or non-citizens using a holistic approach. The Act comprises of 3 aspects: prosecution, prevention and protection of the victims. In 2010, the Act was amended to become Anti-Trafficking In Persons and Anti-Smuggling of Migrants (Amendment) Act 2010 (Act 670). With this amendment, Labour Officers have been gazetted as Enforcement Officer under Section 27 of the said Act.

National Wages Consultative Council Act 2011 and Minimum Wages Order 2016

The National Wages Consultative Act 2011 (Act 732) has been enforced since 23 September 2011. The main purpose of this Act is to establish a National Wages Consultative Council (NWCC) based on a tripartite principle comprising of representatives from the employers, employees and the government.

NWCC is the main platform in the determination of wages, including determining the rate and mechanism for the implementation of the minimum wage in the country. In this case, the Council is responsible for conducting studies on all matters concerning the minimum wage and to make recommendations to the government in making the minimum wage order and provisions on related matters.

Section 25, Act 732 provides that NWCC shall review the Minimum Wage Order at least once in every two years. MPGN has completed the review of the Minimum Wage Order 2012 and the results of this review have been provided in the Minimum Wage Order 2016 and have been approved by the Cabinet. The Honorable Prime Minister during

dipersetujui oleh Jemaah Menteri Yang Amat Berhormat Perdana Menteri semasa Pembentangan Bajet 2016 pada 23 Oktober 2016 telah mengumumkan penetapan kadar Gaji Minimum baharu yang diwartakan melalui Perintah Gaji Minimum 2016.

Tarikh kuat kuasa Perintah Gaji Minimum 2016 adalah mulai 1 Julai 2016 ke atas semua majikan tanpa mengira bilangan pekerja (warganegara dan bukan warganegara) di sektor swasta yang bekerja di bawah kontrak perkhidmatan kecuali pekhidmat domestik (pekerja dalam rumah persendirian). Kadar gaji minimum bulanan, harian dan setiap jam yang ditetapkan di bawah Perintah Gaji Minimum 2016 bagi Sabah, Sarawak dan Wilayah Persekutuan Labuan ialah seperti berikut:

Bulanan Monthly	Harian Daily	Setiap Jam Hourly
RM920	RM35.38	RM4.42
	5 RM42.46	
	4 RM53.08	

Bil. hari bekerja dalam seminggu
No. working days in a week

Sehubungan dengan itu, Perintah Gaji Minimum 2012 dan perintah-perintah yang dibuat di bawahnya termasuk Garis Panduan MPGN Mengenai Kaedah Pelaksanaan Perintah Gaji Minimum 2012 adalah dimansuhkan mulai 1 Julai 2016.

Akta Umur Persaraan Minimum 2012

Akta Umur Persaraan Minimum 2012 telah diwartakan pada 16 Ogos 2012. Akta tersebut menetapkan umur persaraan minimum bagi sesorang pekerja ialah apabila mencapai umur 60 tahun. Majikan yang melakukan kesalahan, apabila disabitkan, boleh didenda tidak melebihi RM10,000.

Akta tersebut adalah terpakai kepada semua pekerja kecuali mereka yang ditetapkan di bawah Jadual seperti berikut:

the 2016 Budget Presentation on 23 October 2016 has announced the setting of a new Minimum Wage rate gazetted through the Minimum Wage Order 2016.

The effective date of the Minimum Wage Order 2016 shall be from 1 July 2016 on all employers regardless of the number of employees (citizens and non-citizens) in the private sector employed under a contract of service except domestic servants (private home workers). The minimum wages for a monthly, daily and hourly rates stipulated under the Minimum Wage Order 2016 for Sabah, Sarawak and the Federal Territory of Labuan are as follows:

Therefore, the Minimum Wage Order 2012 and the orders made under it including the MPGN Guidelines on the Implementation of the Minimum Wage Order 2012 are repealed from 1 July 2016.

Minimum Retirement Age Act 2012

Minimum Retirement Age Act 2012 was gazetted on 16 August 2012. The Act stipulates that the minimum retirement age of an employee shall be upon the employee attaining the age of 60 years. An employer who commits an offence, shall, on conviction, be liable to a fine not exceeding RM10,000.

The act applies to all employees irrespective of wages except for those specified in the Schedule as follow:

Jadual (Seksyen 2)

- ▶ Pekerja Kerajaan Persekutuan, Kerajaan Negeri, Badan Berkanun atau Pihak Berkuasa Tempatan;
- ▶ Pekerja dalam tempoh percubaan;
- ▶ Perantis;
- ▶ Pekerja bukan warganegara;
- ▶ Pekhidmat domestik;
- ▶ Pekerja separa masa;
- ▶ Pelajar di bawah kontrak sementara (tidak termasuk mereka yang bekerja tetapi diberi cuti belajar sepenuh atau separuh masa);
- ▶ Pekerja dalam kontrak perkhidmatan bertempoh tetap yang tidak melebihi 24 bulan; dan
- ▶ Pekerja yang telah bersara sebelum 1 Julai 2013 yang bekerja semula.

Schedule (Section 2)

- ▶ Employee under Federal Government, State Government, Statutory Body or Local Authorities;
- ▶ Employee under probation period;
- ▶ An apprentice;
- ▶ Non-citizen employee;
- ▶ Domestic servant;
- ▶ Part time employee;
- ▶ A student under temporary term of employment (does not include employee on study leave or studies on part time basis);
- ▶ Employee on fixed term contract of service, of not more than 24 months; and
- ▶ Employee who has retired before 1 July 2013 and subsequently is re-employed.

Kesalahan dan Penalti Di Bawah Akta Majlis Perundingan Gaji Negara 2011 Offences and Penalty Under International Wages Consultative Council Act 2011



**Mewujudkan Peluang Pekerjaan
Dan Menjamin Hak Pekerja**

*Creating Employment Opportunities
And Ensuring Employees' Rights*



DEWAN UNDANGAN NEGERI SARAWAK



Melaksanakan Penguatkuasaan Undang-Undang Buruh *To Carry Out the Enforcement of Labour Laws*

Sebagaimana yang dinyatakan di dalam objektif utama Jabatan iaitu melindungi kepentingan dan memajukan kebaikan masyarakat industri, Jabatan Tenaga Kerja Sarawak telah diberi kepercayaan untuk melaksanakan penguatkuasaan undang-undang buruh di Negeri Sarawak.

Strategi yang digunakan di dalam melaksanakan tanggungjawab tersebut adalah seperti berikut:

- ▶ Pendaftaran Tempat Pekerjaan Baru;
- ▶ Pemeriksaan Berkanun;
- ▶ Aduan Buruh;
- ▶ Tuntutan Buruh;
- ▶ Kertas Siasatan dan Pendakwaan; dan
- ▶ Kompaun.

Pendaftaran Tempat Pekerjaan Baru

Bilangan tempat pekerjaan baru yang telah didaftarkan dalam tahun 2016 adalah sebanyak 2,356. Daripada jumlah tersebut, 697 tempat pekerjaan telah didaftarkan di Kuching, 294 di Sibu, 258 di Miri, 218 di Serian, 205 di Samarahan dan yang selebihnya daripada Bahagian yang lain di Sarawak. Ini memberi gambaran pertumbuhan ekonomi yang pesat di Bahagian-bahagian tersebut.

Pemeriksaan Berkanun

Sepanjang tahun 2016, sebanyak 5,763 tempat pekerjaan telah diperiksa di mana 818 syor pematuhan telah dikeluarkan untuk majikan yang melanggar undang-undang perburuhan. Pencapaian untuk setiap Pejabat Tenaga Kerja di Sarawak adalah seperti rajah di bawah.

Pencapaian Pemeriksaan Berkanun Mengikut Pejabat Tenaga Kerja (PTK)
The Achievement of Statutory Inspections by Labour Office

Kuching	Sri Aman	Sibu	Bintulu	Marudi	Bakun	Lawas	Mukah
1,183	300	640	774	201	34	55	184
394	432	89	810	171	181	155	160

■ Pejabat Tenaga Kerja
Labour Office

■ Bilangan
Number

JUMLAH **5,763**

As stated in the Department's main objective to safeguard the interests and promote the welfare of the industrial community, Department of Labour Sarawak has been entrusted to carry out the enforcement of labor laws in the State of Sarawak.

The strategy used in the implementation of these responsibilities are as follows:

- ▶ Registering New Places of Employment;
- ▶ Statutory Inspections;
- ▶ Labour Complaints;
- ▶ Labour Claims;
- ▶ Investigations Papers and Prosecutions; and
- ▶ Compound.

Registering New Places of Employment

The number of new places of employment registered in the year 2016 was 2,356. Out of that total, 697 places of employment were registered in Kuching, 294 in Sibu, 258 in Miri, 218 in Serian, 205 in Samarahan and the rest from other Divisions of Sarawak. This shows that there has been a rapid economic growth in these Divisions.

Statutory Inspections

During the year 2016, 5,763 places of employment were inspected while 818 recommendations for compliance were issued to the employers who have violated the labour laws. The achievement for each office in Sarawak is shown in the diagram below.

Dari jumlah tempat pekerjaan yang diperiksa, sebanyak 2,042 (35.4%) pemeriksaan adalah dijalankan ke atas majikan dalam industri Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal. Selebihnya adalah industri Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman 692 (12.0%), Pentadbiran Awam dan Pertahanan, Aktiviti Keselamatan Sosial Wajib 647 (11.2%), Aktiviti Pentadbiran dan Khidmat Sokongan 463 (8.0%), Pembuatan 420 (7.3%) serta industri-industri yang lain di Sarawak. Bilangan tempat pekerjaan yang diperiksa mengikut industri dalam tahun 2016 adalah seperti di Jadual 1.

Of the total places of employment inspected, 2,042 (35.4%) were in industries such as Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles. The remaining places that were inspected include in the Accommodation and Food Service Activities 692 (12.0%), Public Administration and Defence, Compulsory Social Security 647 (11.2%), Administrative and Support Service Activities 463 (8.0%), Manufacturing 420 (7.3%) and other industries in Sarawak. The number of places of employment inspected by industry in 2016 is shown in Table 1.

Jadual 1: Bilangan Tempat Pekerjaan Diperiksa Mengikut Industri dalam Tahun 2016
Table 1: Number of Places of Employment Inspected by Industry in the Year 2016

INDUSTRI / INDUSTRY	Bil. Pemeriksaan No. of Inspection	Peratusan Percentage
Pertanian, Perhutanan dan Perikanan Agriculture, Forestry and Fishing	358	6.2%
Persebungan dan Pengkuarsian Mining and Quarrying	35	0.6%
Bekalan Elektrik, Gas, Wap dan Pendingin Utara Electricity, Gas, Steam and Air Conditioning Supply	13	0.2%
Bekalan Air, Pembenjuran, Pengurusan Sisa dan Aktiviti-Pemulihian Water Supply, Sewerage, Waste Management and Remediation	6	0.1%
Pembuatan Manufacturing	420	7.3%
Pembinaan Construction	410	7.1%
Perdagangan Borong dan Runcit, Pembalakan Kenderaan Bermotor dan Motosikal Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles	2,042	35.4%
Pengangkutan dan Penyimpanan Transportation and Storage	103	1.8%
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman Accommodation and Food Service Activities	692	12.0%
Maklumat dan Komunikasi Information and Communication	24	0.4%
Aktiviti Keuangan dan Insurans / Takaful Financial and Insurance / Takaful Activities	45	0.8%
Aktiviti Hartanah Real Estate Activities	20	0.3%
Aktiviti Profesional, Sainslik dan Teknikal Professional, Scientific and Technical Activities	112	1.9%
Aktiviti Pentadbiran dan Khidmat Sokongan Administrative and Support Service Activities	463	8.0%
Pentadbiran Awam dan Pertahanan, Keselamatan Sosial Wajib Public Administration and Defence, Compulsory Social Security	647	11.2%
Pendidikan Education	34	0.6%
Aktiviti Kesehatan Kemanusiaan dan Kerja Sosial Human Health and Social Work Activities	56	1.0%
Kesenian, Hiburan dan Rekreasi Art, Entertainment and Recreation	37	0.6%
Aktiviti Perkhidmatan Lain Other Services Activities	246	4.3%
Aktiviti di Rumah Setiap Majorikan Aktiviti Mengelazkan Batanggas dan Perkhidmatan yang tidak dapat Dihasilkan di luar ni Rumah untuk Kegunaan Sendiri Activities of Household as Occupants, Unfinished Goods and Services Producing Activities of Households for Their Use	0	0%
Aktiviti Badan dan Pertubuhan User Wilayah Activities of Extraterritorial organizations and Bodies	0	0%
JUMLAH TOTAL		5,763

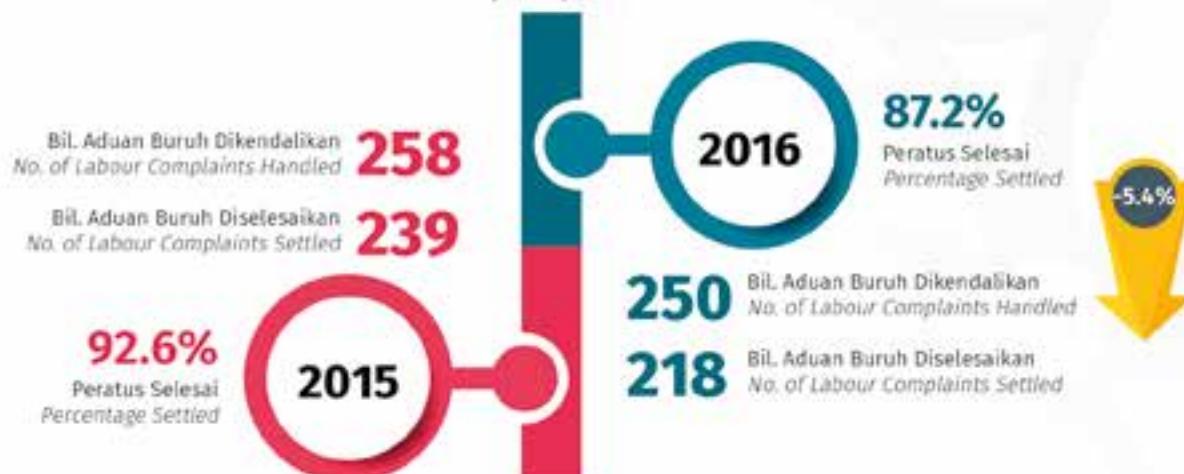
Aduan Buruh

Dalam tahun 2016, sebanyak 250 kes aduan buruh telah dikendalikan berbanding 258 kes dalam tahun 2015. Penurunan ini dipercayai berpunca daripada peningkatan dalam kesedaran majikan terhadap undang-undang perburuhan. Dalam tahun yang sama sebanyak 218 kes telah berjaya diselesaikan.

Labour Complaints

In 2016, a total of 250 labour complaints cases were handled as compared to 258 cases in 2015. The decrease in the cases deal was believed to be due to the increase in awareness of employers on labour laws. In the same year, the Department settled 218 cases.

Jadual 2: Bilangan Kes Aduan Dikendalikan dan Diselesaikan
Table 2: Number of Complaints Handled and Settled



Tuntutan Buruh

Bilangan tuntutan buruh yang dikendalikan pada tahun 2016 telah menurun sebanyak 3.9% berbanding tahun 2015 manakala peratus kes diselesaikan meningkat sebanyak 0.7%. Ini memberi petunjuk bahawa tahap pematuhan terhadap undang-undang perburuhan oleh masyarakat industri semakin baik.

Labour Claims

The number of labour claims handled in 2016 was decrease by 3.9% as compared to 2015 while the number of cases settled was increased by 0.7%. This indicates that the degree of compliance with the labour laws among the industrial community has improved.

Jadual 3: Bilangan Tuntutan Buruh Dikendalikan dan Diselesaikan
Table 3: Number of Labour Claims Handled and Settled



Kompaun

Dalam tahun 2016, Jabatan ini telah mengenakan tindakan kompaun kepada 20 buah syarikat yang melanggar peruntukan undang-undang perburuhan. Ini menunjukkan peningkatan sebanyak 5.3% berbanding dengan bilangan kompaun yang dikeluarkan dalam tahun 2015 iaitu sebanyak 19 kompaun. Maklumat kompaun yang dikeluarkan dan amaun yang terlibat pada tahun 2015 dan 2016 adalah seperti di Jadual di bawah.

Compound

In 2016, the Department has imposed compounds to 20 companies who have violated the provisions of labour laws. This is increase of 5.3% compared to 19 compounds issued in 2015. The details of compounds issued and the amount involved in 2015 and 2016 are shown in the table below.

Jadual 4: Bilangan Kompaun Ditawarkan dan Dibayar
Table 4: Number of Compounds Offered and Paid



Kertas Siasatan dan Pendakwaan

Jabatan ini mengambil pendekatan untuk terlebih dahulu menawarkan kompaun kepada syarikat-syarikat yang melanggar peruntukan undang-undang dan sekiranya syarikat tersebut gagal membayar kompaun dalam tempoh yang telah ditetapkan barulah tindakan pendakwaan diambil ke atas syarikat-syarikat tersebut.

Dalam tahun 2016, penekanan dalam penguatkuasaan undang-undang perburuhan adalah melalui tindakan pendakwaan. Oleh itu, bilangan kes pendakwaan yang dijalankan oleh Jabatan ini telah meningkat dari 27 kes dalam tahun 2015 kepada 47 kes dalam tahun 2016.

Investigation Papers and Prosecution

The approach taken by the Department is to first offer compound to companies who are found to contravene the provisions of the laws and if they failed to pay the compound within the stipulated period, then prosecution action will be taken against them.

In the year 2016, the emphasis in the enforcement of labour laws is through prosecution. Therefore, the number of prosecutions undertaken by the Department was increase from 27 cases in 2015 to 47 cases in 2016.

Jadual 5: Bilangan Kes Pendakwaan dan Jumlah Penalti Dibayar
Table 5: Number of Prosecution Cases and Amount of Penalty Paid



Lain-lain aktiviti dalam memperkasakan penguatkuasaan undang-undang buruh:

- ▶ Mengendalikan promosi dan kempen berkaitan dengan mencegah gangguan seksual di tempat kerja dan menggalakkan pekerja menabung;
- ▶ Mengendalikan isu tentang penggajian kanak-kanak, orang muda, wanita dan warga emas;
- ▶ Mengumpul dan mengemaskini maklumat berkaitan ladang;
- ▶ Mengendalikan perkara berkaitan dengan sistem reformasi gaji dan aliran (trend) upah; dan
- ▶ Mengendalikan perkara berkaitan dengan standard-standard perburuhan antarabangsa di bawah konvensyen Pertubuhan Buruh Antarabangsa (ILO) yang diratifikasi oleh Malaysia.

Unit Perundangan

- ▶ Memberi pandangan undang-undang kepada Jabatan;
- ▶ Menyemak dokumen perjanjian dan memorandum persefahaman yang akan dimeterai oleh Jabatan;
- ▶ Memantau dan menguruskan kes-kes pendakwaan dan kompaun Jabatan;
- ▶ Menjalankan litigasi sivil untuk kes saman melibatkan Jabatan;
- ▶ Menyediakan dokumen pewartaan bagi pelantikan pegawai, perintah atau peraturan yang dibuat oleh Jabatan;
- ▶ Menyemak cadangan pindaan ke atas perundangan di bawah seliaan Jabatan; dan
- ▶ Bekerjasama dengan bahagian-bahagian lain untuk memberi latihan berkaitan perundangan.

Other activities to strengthen the enforcement of the labour laws:

- ▶ *Carrying out promotional activities and campaigns on the prevention of sexual harassment at the workplace, encouraging thrift and saving habits among workers;*
- ▶ *Dealing with issues on employment of children, young persons, women and senior citizens;*
- ▶ *Gathering and updating information on estates;*
- ▶ *Dealing with matters regarding wage reform and wage trends; and*
- ▶ *Dealing with matters regarding international labour standards under the International Labour Organisation (ILO) conventions which Malaysia has ratified.*

Legal Unit

- ▶ *To give legal advice to the Department;*
- ▶ *To check agreement documents and memorandum of understanding to be entered into by the Department;*
- ▶ *To monitor and manage prosecution cases and compound of the Department;*
- ▶ *Conducting civil litigation suit involving the Department;*
- ▶ *Preparing documents for the appointment of gazetted officers, order or regulation made by the Department;*
- ▶ *To review the proposed amendments of legislation under the supervision of the Department; and*
- ▶ *To cooperate with other units in providing training on legal matters.*



Pengawalseliaan Penggajian Pekerja Bukan Pemastautin *Regulating the Employment of Non-Resident Employees*

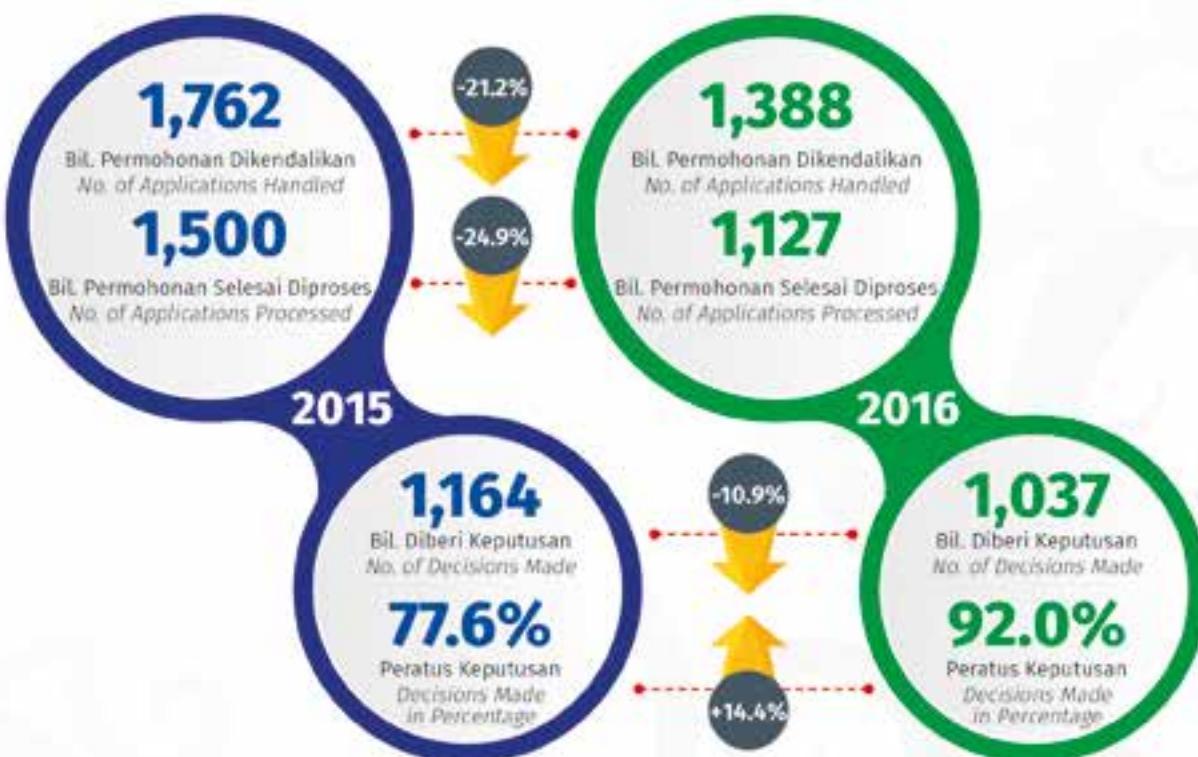
Pengeluaran Surat Kelulusan Secara Dasar dan Lesen (Baru / Gantian dan Pembaharuan)

Bilangan permohonan Surat Kelulusan Secara Dasar (AP) yang dikendalikan dalam tahun 2016 telah berkurang sebanyak 21.2%. Selain itu, permohonan Lesen Baru / Gantian dan permohonan Lesen Pembaharuan yang dikendalikan dalam tahun 2016 juga berkurang sebanyak 4.7% dan 15.3% masing-masing. Ini menunjukkan terdapat pengurangan kebergantungan terhadap guna tenaga kerja luar oleh majikan-majikan di negeri ini. Maklumat permohonan dan keputusan adalah seperti di Jadual 6.1, 6.2 dan 6.3.

Issuance of Letter of Approval in Principle and Licence (New / Replacement and Renewal)

The number of applications for Letter of Approval in Principle (AP) decreased by 21.2% in year 2016. Besides that, applications for New / Replacement Licence and Renewal of Licence have decreased by 4.7% and 15.3% in year 2016. These reflect a decrease on dependency of outside workforce by employers in the state. The details of applications and decisions made are shown in Table 6.1, 6.2 and 6.3.

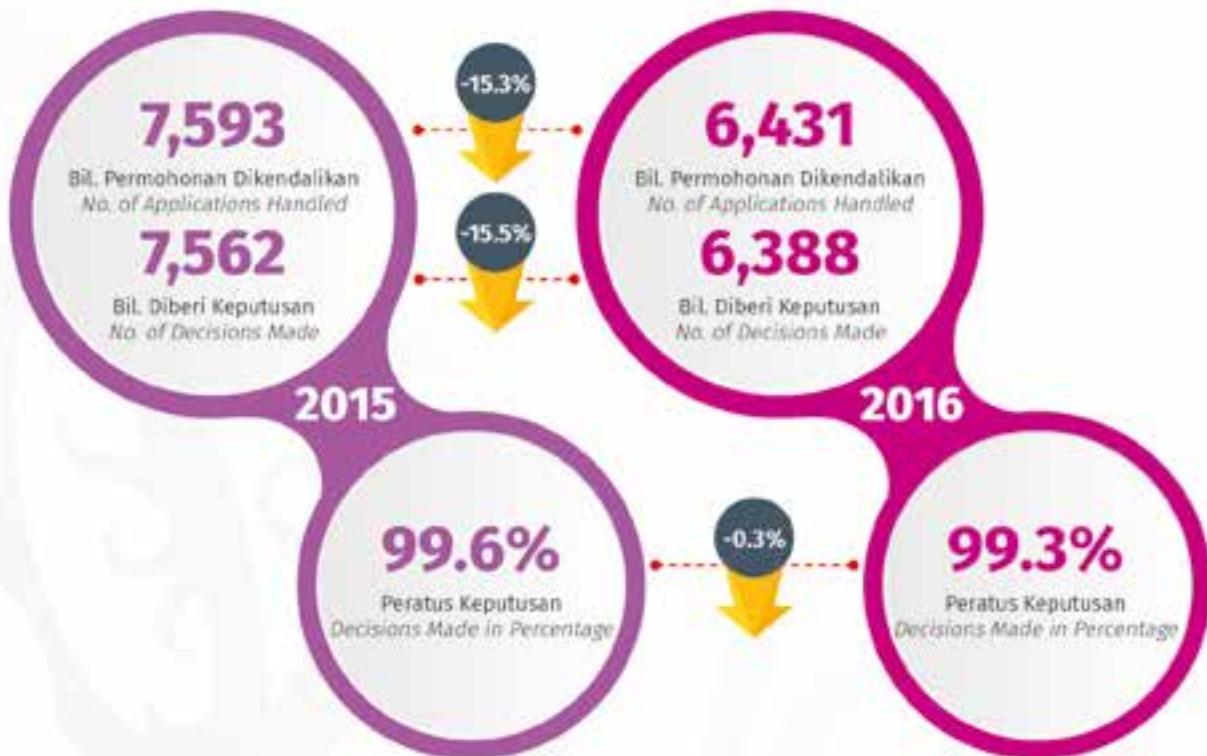
Jadual 6.1: Bilangan Permohonan Surat Kelulusan Secara Dasar (AP) yang Dikeluarkan
Table 6.1: Number of Letter of Approval in Principle (AP) Issued



Jadual 6.2: Bilangan Permohonan Lesen Baru dan Gantian yang Diputuskan
 Table 6.2: Number of New and Replacement of Licenses Issued



Jadual 6.3: Bilangan Permohonan Lesen Pembaharuan yang Diputuskan
 Table 6.3: Number of Renewals of Licenses Issued



Aspek pengawalseliaan ini diperkemaskan dengan penyediaan Garis Panduan dan Arahan Kerja berkaitan penggajian pekerja bukan pemastautin untuk kegunaan pegawai, menjadi urus setia kepada Jawatankuasa Lokalisasi Pekerja Bukan Pemastautin Yang Lain yang dipengerusikan oleh Setiausaha Kerajaan Negeri Sarawak dan mengendalikan kes tuntutan pampasan pekerja di bawah Akta Pampasan Pekerja 1952.

This regulatory and supervision aspect has been enhanced to the Guidelines and Work Instructions related to employment of non-resident employee for the use of the officers, acting as a secretariat to the Localisation Committee of Non-Resident Employee chaired by the State Secretary of Sarawak and managing workers' compensation claims under the Workmen's Compensation Act, 1952.



Tuntutan Pampasan Pekerja

Bilangan kes kemalangan bukan maut dan maut yang dilaporkan dalam tahun 2016 telah berkurang sebanyak 6.9% dan 5.0% masing-masing berbanding tahun 2015.

Penurunan kes tuntuan pampasan menggambarkan bahawa terdapat peningkatan kesedaran aspek keselamatan di kalangan masyarakat industri.

Maklumat terperinci berkaitan tuntutan pampasan pekerja pada tahun 2015 dan 2016 adalah seperti di Jadual 6.4.

Workmen's Compensation Claims

The number of non-fatal accident cases reported has decreased by 8.5% in 2015 as compared to 2014. At the same time, the number of fatal accident cases reported was similar in year 2014 and 2015.

The decrease of compensation claim cases reflects that there is an increased awareness of safety among the industrial community.

The details of workmen compensation claims in 2015 and 2016 are shown in Table 6.4.



Aktiviti Activity

2015 2016 Perbezaan Differences

Kes Bukan Maut Non-Fatal Cases				
Bil. Laporan Kemalangan Dikendalikan No. of Accident Reports Handled		815	759	-6.9%
Bil. Kes Dengan Dokumen Lengkap Diterima No. of Cases with Completed Documents Received		441	377	-14.5%
Bil. Kes Dikeluarkan Taksiran No. of Cases with Assessment Issued		441	377	-14.5%
Peratus Taksiran Dikeluarkan Percentage of Assessment Issued		100%	100%	0.0%
Kes Maut Fatal Cases				
Bil. Laporan Kemalangan Dikendalikan No. of Accident Reports Handled		100	95	-5.0%
Bil. Kes Dengan Dokumen Lengkap Diterima No. of Cases with Completed Documents Received		59	56	-5.1%
Bil. Kes Dikeluarkan Taksiran No. of Cases with Assessment Issued		59	56	-5.1%
Peratus Taksiran Dikeluarkan Percentage of Assessment Issued		100%	100%	0.0%

Jadual 6.4: Bilangan Tuntutan Pampasan Pekerja Dikendalikan dan Diselesaikan
Table 6.4: Number of Workmen's Compensation Claims Handled and Settled.



Mengoptimumkan Guna Tenaga Kerja *Optimizing Workforce*

Selari dengan misi dan peranan Jabatan iaitu memperluaskan peluang pekerjaan bagi memenuhi keperluan pasaran buruh, Jabatan Tenaga Kerja Sarawak telah mengambil langkah yang menyeluruh seperti berikut:

- ▶ Mendaftar dan menempatkan pencari kerja;
- ▶ Mengenalpasti dan mendaftar kekosongan jawatan;
- ▶ Memberi perkhidmatan bimbingan kerjaya di institusi pendidikan tinggi, pusat latihan dan sekolah;
- ▶ Memantau kes pemberhentian kerja dan penempatan semula pekerja dalam pekerjaan;
- ▶ Menyediakan arahan dan panduan untuk kegunaan pegawai;
- ▶ Menguruskan dan mempromosikan Pusat JobsMalaysia dan JobsMalaysia Points;
- ▶ Menganjurkan Program Penempatan Pekerjaan;
- ▶ Urus setia kepada Jawatankuasa Kecil Pengambilan Pekerja Tempatan;
- ▶ Memproses permohonan untuk Lesen Agensi Pekerjaan Swasta;
- ▶ Memantau aktiviti Agensi Pekerjaan Swasta; dan
- ▶ Mengurus dan mengendalikan Pusat Penghantaran Pekerja Malaysia ke Luar Negara (MOEMC).

Consistent with the mission and roles of the Department to expand the employment opportunities to meet the needs of the labour market, Department of Labour Sarawak has taken a holistic approach as follows:

- ▶ *Registration and placement of jobseekers;*
- ▶ *Identifying and registering job vacancies;*
- ▶ *Conducting career guidance talks at educational and training institutions;*
- ▶ *Monitoring retrenchment cases and placement of retrenched workers;*
- ▶ *Preparing guidelines and operating procedures for the officers;*
- ▶ *Manage and promote activities of JobsMalaysia Centre and JobsMalaysia Points;*
- ▶ *Organising Job Placement Programmes;*
- ▶ *Secretariat to the Sub-Committee for the Recruitment of Local Workers;*
- ▶ *Processing application for Private Employment Agency Licence;*
- ▶ *Monitoring the activities of Private Employment Agencies; and*
- ▶ *Managing the Malaysia Overseas Employees Management Centre (MOEMC).*

Perkhidmatan Pekerjaan

Seperti dalam Jadual 7.1, sebanyak 2,943 lawatan keperluan guna tenaga telah dijalankan terhadap majikan dan 1,483 akaun klien telah dibuka dalam tahun 2016. Kedua-dua aktiviti ini dijalankan bagi mendapatkan maklumat berhubung kekosongan jawatan di dalam pasaran buruh.

Bilangan kekosongan jawatan yang didaftarkan dan pencari kerja yang ditempatkan telah berkurang sebanyak 21.3% dan 15.1% dalam tahun 2016 berbanding tahun sebelumnya, namun bilangan pencari kerja baru yang didaftarkan telah meningkat sebanyak 3.3%.

Sebanyak 150 sesi ceramah kerjaya telah dijalankan pada tahun 2016. Kumpulan sasaran ialah pelajar sekolah menengah, siswa-siswi institusi pengajian tinggi dan pelatih institusi latihan kemahiran. Tujuannya adalah untuk memberikan penerangan berkaitan pasaran buruh, peluang latihan kemahiran, panduan mencari kerja, persediaan menghadiri temuduga, penulisan resume dan tatacara menggunakan portal JobsMalaysia.

Sementara itu, aktiviti publisiti menunjukkan peningkatan sebanyak 32.0% berbanding tahun sebelumnya.

Employment Service

As shown in Table 7.1, a total of 2,943 promotional visits were made to various companies and 1,483 client accounts were created in 2016. This activity was conducted for the purpose of obtaining information on job vacancies in the labour market.

The number of vacancies registered and the placement of jobseekers has decreased by 21.3% and 15.1% in 2016 over the previous year, but the registration of new jobseekers has increased by 3.3%.

A total of 150 career talks were conducted in 2016. The target groups were students from upper secondary school, institutions of higher learning and trainees from skills training institutes. The talks were organised for the purpose of enlightening the target groups on matters such as labour market, opportunities for skill training, job search, preparation of resumes and for attending interview and procedures on assessing and using JobsMalaysia portal.

Meanwhile, publicity activities have increased by 32.0% over the previous year.

	2015	2016	Perbezaan Differences
Lawatan Keperluan Guna Tenaga Promotional Visit	3,097	2,943	-5.0%
Akaun Klien Client Accounts	2,297	1,483	-35.4%
Pendaftaran Kekosongan Jawatan Registration of Vacancies	77,551	61,040	-21.3%
Pendaftaran Pencari Kerja Baru Registration of New Jobseekers	8,368	8,648	+3.3%
Penempatan Pencari Kerja Placement of Jobseekers	11,931	10,124	-15.1%
Ceramah Kerjaya Career Talks	131	150	+14.5%
Publisiti Publicity	266	351	+32.0%

Jadual 7.1: Aktiviti-aktiviti di bawah Perkhidmatan Pekerjaan
Tables 7.1: Activities under the Employment Service



Program Penempatan Pekerjaan (3P)

Program Penempatan Pekerjaan bertujuan untuk membantu pencari kerja mendapatkan pekerjaan dan membantu majikan mendapatkan pekerja.

Jabatan telah menganjurkan 9 program pada tahun 2016. Program ini telah disertai oleh 314 buah syarikat, penyedia latihan dan agensi kerajaan yang mana 12,682 kekosongan jawatan telah ditawarkan. Semasa program berlangsung, sebanyak 11,360 permohonan kerja dibuat, 10,053 pencari kerja ditemuduga dan 3,013 orang telah ditawarkan pekerjaan.

Maklumat berkenaan program penempatan pekerjaan adalah seperti di Jadual 7.2 di bawah.

Job Placement Programme

Job Placement Programme is organised to assist job seekers to secure employment and for the employers to find workers.

In 2016, 9 programmes were conducted, 314 companies, training provider and government agencies were participated in the programmes where 12,682 vacancies were offered. A total of 11,360 job applications were received, 10,053 jobseekers were interviewed and 3,013 were placed in employment.

The details of jobs placement programme are shown in Table 7.2 below.



Jadual 7.2: Laporan Program Penempatan Pekerjaan 2016
Table 7.2: Jobs Placement Programme Report 2016

	1 Kuching 26 – 27.03.2016 19.08.2016	2 UTC 05.11.2016	3 Sri Aman 19.08.2016	4 Sarikei 22.08.2016
Majikan Employer	78 / 25	19	14	15
Agensi Pekerjaan Private Employment Agency	- / -	1	-	-
Penyedia Latihan Training Provider	- / -	1	-	-
Agensi Kerajaan Government Agencies	- / 7	1	11	12
Pengunjung Visitors	10,000 / 3,005	2,350	715	2,243
Pendaftar JobsMalaysia JobsMalaysia Registrants	- / 18	12	35	16
Jawatan Kosong Ditawarkan Vacancies Offered	3,886 / 2,092	713	766	526
Calon Memohon Candidates Applied	2,849 / 2,661	423	233	322
Calon Ditemuduga Candidates Interviewed	2,849 / 2,661	423	233	322
Bil. Ditawarkan Pekerjaan No. Offered Jobs	1,139 / 346	129	163	108
	5 Sibu 20.08.2016	6 Betong 19.08.2016	7 Bintulu 21.08.2016	8 Miri 23 – 24.04.2016
Majikan Employer	23	9	24	20
Agensi Pekerjaan Private Employment Agency	-	-	-	-
Penyedia Latihan Training Provider	1	-	2	3
Agensi Kerajaan Government Agencies	13	13	14	8
Pengunjung Visitors	5,342	400	4,200	3,000
Pendaftar JobsMalaysia JobsMalaysia Registrants	505	-	19	55
Jawatan Kosong Ditawarkan Vacancies Offered	1,112	456	2,276	855
Calon Memohon Candidates Applied	631	150	2,900	1,191
Calon Ditemuduga Candidates Interviewed	631	100	1,643	1,191
Bil. Ditawarkan Pekerjaan No. Offered Jobs	308	41	415	364

AZAM KERJA 1 MALAYSIA

Program AZAM Kerja yang mula dilaksanakan pada tahun 2010 merupakan salah satu inisiatif dan hasrat kerajaan untuk meningkatkan tahap kesejahteraan rakyat. Ini selaras dengan salah satu teras dalam Bidang Keberhasilan Utama Negara (NKRA) di bawah Pelan Transformasi Kerajaan yang diumumkan oleh Perdana Menteri iaitu untuk meningkatkan taraf hidup isi rumah berpendapatan rendah.

Unit Pengurusan Prestasi dan Pelaksanaan (PEMANDU) di bawah Jabatan Perdana Menteri telah diberi tanggungjawab bagi memastikan program-program yang telah dirangka dilaksanakan dengan jayanya.

Bagi negeri Sarawak, program 1AZAM telah ditetapkan di bawah Kementerian Kebajikan, Wanita dan Pembangunan Keluarga Sarawak yang beroperasi di bawah Kerajaan Negeri Sarawak. Kementerian ini dipertanggungjawabkan bagi menyalurkan bantuan kepada isi rumah berpendapatan rendah di Sarawak melalui agensi-agensi dan jabatan kerajaan yang dipilih. Berdasarkan strategi dan matlamat yang telah ditetapkan, Jabatan Tenaga Kerja Sarawak telah dipilih sebagai agensi pelaksana di bawah 1AZAM Sarawak sejak 2013 sehingga kini.

Golongan sasar Program AZAM Kerja adalah golongan miskin dan miskin tegar yang didaftarkan dan disahkan dalam sistem e-Kasih.

Pada tahun 2016, JTK Sarawak telah melaksanakan tiga program di bawah inisiatif AZAM Kerja yang merangkumi:

- ▶ Program Penempatan Dan Latihan (2PL);
- ▶ Program Jana Pendapatan Individu (JAPI); dan
- ▶ Projek Komuniti.

AZAM Kerja Programmes has been implemented since 2010 as one of the government's desires and initiatives to improve people's welfare. The initiative is in line with one of the National Key Result Areas (NKRA) under Government Transformation Programme (GTP) which announced by the Prime Minister to improve the living standards of low income households.

Performance Management and Implementation Unit (PEMANDU) under the Prime Minister Department have been given the responsibility to ensure that the programmes that have been formulated successfully implemented.

For Sarawak, 1AZAM Programmes have been set under the Ministry of Welfare, Women and Family Development which operates under the Sarawak State Government. The ministry has been given the responsibility in delivering an aid to the low income households in Sarawak through the authorized agencies and departments. Based on the strategy and goals that have been set, Sarawak Labour Department has been assigned as one of the implementing agencies since the year of 2013 onwards.

The target group is the hardcore poor and poor vulnerable whom are registered and certified in e-Kasih system.

In 2016, JTK Sarawak has implemented three programmes under the AZAM Kerja initiatives including:

- ▶ Place and Train Programme (2PL);
- ▶ Individual Income Generated Programme (JAPI); and
- ▶ Community Project.

Seramai 156 peserta telah menyertai program 2PL dan seramai 33 peserta menyertai JAPI bagi tahun 2016. JTK Sarawak juga telah melaksanakan satu projek komuniti pada tahun 2016 iaitu Projek Pemprosesan Jem Nanas di Kampung Arur Dalan, Bario dan projek tersebut masih diteruskan sehingga kini. Seramai 8 orang peserta yang menyertai projek komuniti tersebut.

Maklumat berkenaan Program 2PL, Program JAPI dan Projek Komuniti adalah seperti Jadual 7.3 dan 7.4 di bawah.

For the year of 2016, there were a total number of 156 participants that have attended 2PL Programmes and 33 participants attend JAPI Programmes. JTK Sarawak also implemented one community project in 2016 which is the Project of Processing Pineapple Jam at Kampung Arur Dalan, Bario and the project is still ongoing until now. There were a total number of eights participants that joined the community project.

The details of 2PL Programmes, JAPI Programmes and Community Projects are shown in Table 7.3 and 7.4 below.



Jadual 7.3: Program Azam Kerja e-Kasih JTK Sarawak 2016
(Projek Komuniti)

Table 7.3 : Programme of Azam Kerja e-Kasih JTK Sarawak 2016
(Community Project)

Lokasi <i>Location</i>	Kampung Arur Dalan, Bario
Jenis Projek <i>Type of Project</i>	Pemprosesan Jem Nanas Pineapple Jam Processing
Bil. Peserta <i>No. of Participants</i>	8

Jadual 7.4: Program Azam Kerja e-Kasih JTK Sarawak 2016
Program Penempatan & Latihan (2PL) dan Program Jana Pendapatan Individu (JAPI)

Table 7.4: Programme of Azam Kerja e-Kasih JTK Sarawak 2016
Place & Train Programme and Income Generated Programme

Pejabat Bahagian <i>Divisional Office</i>	Bil. Peserta 2PL <i>No. of 2PL Participants</i>	Bil. Peserta JAPI <i>No. of JAPI Participants</i>
1 Kuching	16	4
2 Pusat Jobs Malaysia	13	0
3 Kota Samarahan	8	5
4 Serian	8	5
5 Sri Aman	22	2
6 Betong	2	5
7 Sarakei	5	2
8 Sibu	18	2
9 Kapit	0	4
10 Mukah	7	1
11 Bintulu	19	1
12 Miri	20	0
13 Marudi	7	0
14 Limbang	7	0
15 Lawas	4	2

Jana Pendapatan Individu (JAPI)

Program Jana Pendapatan Individu (JAPI) merupakan program yang dirangka untuk membantu para peserta menjana dan meningkatkan pendapatan yang mana program ini dilaksanakan mengikut minat peserta.

Tujuan program ini dijalankan adalah untuk meningkatkan taraf kehidupan isi rumah miskin atau miskin tegar yang berdaftar dalam sistem e-Kasih.

Peserta yang dipilih hendaklah terdiri daripada Ketua Isi Rumah (KIR) atau Ahli Isi Rumah (AIR) dan belum pernah menerima sebarang bantuan AZAM atau bantuan ekonomi yang lain.

Selain itu, program ini juga memberi peluang kepada peserta untuk mencari sumber pendapatan alternatif dalam usaha untuk meningkatkan pendapatan isi rumah.

Di samping itu, terdapat usaha berterusan yang dijalankan melalui pelbagai program perubahan minda, motivasi dan peluang menjana pendapatan.

Individual Income Generated Programme (JAPI)

Income Generated Programme is a programme designed to enable the participants to increase their income based on their field of interest.

The objective of this programme is to raise the living standard of the poor households or the hardcore poor people registered in the e-Kasih system.

The programme participants consist of the Head of a Household (KIR) or the Member of a Household (AIR).

Apart from that, it provides opportunities for the participants to find alternative sources of income in order to increase their income.

The ongoing efforts are also conducted through various programmes in order to change the participants' mindset, to motivate them and to openup their mind to secure opportunities to further generate more income.





Projek Komuniti

Projek komuniti merupakan salah satu program yang dilaksanakan di bawah program AZAM Kerja-JTK Sarawak.

Projek komuniti juga merupakan program jana pendapatan yang dilakukan secara berkelompok iaitu sekurang-kurangnya terdiri daripada 5 orang peserta dalam sebuah kelompok.

Bantuan yang diberi berpotensi di bawah program ini dapat membantu mencungkil potensi diri para peserta dalam meningkatkan taraf hidup keluarga sekaligus meningkatkan taraf kehidupan komuniti setempat.

Community Project

Community project is one of the programmes implemented under the AZAM Kerja Programme by Department of Labour Sarawak.

This project is an income generate programme that operated as one group with at least consist of 5 members.

The assistances provided under this programme will unearth the potential of the participants to improve their standard of living and thereafter the standard of living of their community as a whole.

**10
Peserta**

Kampung Telaga Air, Kuching

Projek Perkhidmatan Sewaan Bot Memancing
Project of Fishing Boat Rental Service

**10
Peserta**

Luak Bay Shop Lot Miri

Projek Jahitan Seni Kreatif
Project of Creative Sewing Art

Jadual 7.5: Program Komuniti di bawah Strategi Lautan Biru Kebangsaan 2016
Table 7.5: Community Program under National Blue Ocean Strategy (NBOS) 2016
1MS4HW (1 Malaysia Support For House Wives)

Projek Penempatan dan Latihan (2PL)

Program ini merupakan program yang menyediakan peluang pekerjaan dan latihan kepada peserta bersesuaian dengan latar belakang pendidikan dan sosial mereka melalui kerjasama antara JTK Sarawak dengan majikan, agensi kerajaan dan badan bukan kerajaan.

Objektif program ini dilaksanakan adalah untuk mengeluarkan isi rumah miskin tegar dan miskin yang berdaftar dalam sistem e-Kasih melalui peningkatan pendapatan.

Program ini dijalankan bagi menyediakan peluang latihan bagi tujuan peningkatan kerjaya dan program bimbingan dan motivasi dijalankan bagi menggalakkan isi rumah untuk bekerja dan menjana pendapatan.

Peserta hendaklah terdiri daripada Ketua Isi Rumah (KIR) atau Ahli Isi Rumah (AIR) dan belum pernah menerima bantuan AZAM Kerja.

Place and Train Programme (2PL)

This programme is designed to provide employment and training opportunities to the eligible participants according to their educational status and social background through a smart partnership of the Department of Labour Sarawak with the relevant employers, the government agencies and the non-governmental organisations.

The main objective of this programme is to help the participants to increase their income in order to remove these hardcore poor and the poor households from the registered list in the e-Kasih system.

Training opportunities are provided to tailor for the career advancement of these households. In addition, guidance and motivation programmes are also conducted in order to encourage the households to work to generate income.

The participants must be from the registered Head of Household (KIR) or Member of Household (AIR) and have never received any assistance from AZAM Kerja before this.



Agensi Pekerjaan Swasta (APS)

Dalam tahun 2016, sebanyak 51 permohonan untuk mendapatkan lesen APS di bawah Akta Agensi Pekerjaan Swasta 1981 telah dikendalikan berbanding 46 permohonan dalam tahun 2015. Maklumat permohonan adalah seperti di Jadual 7.6.

Private Employment Agency (PEA)

In 2016, 51 applications for PEA Licence under the Private Employment Agencies Act 1981 were received as compared to 46 in 2015. The details of the applications are shown in Table 7.6.

Jadual 7.6: Bilangan Permohonan Lesen Agensi Pekerjaan Swasta
Table 7.6: Number of Application for License of Private Employment Agency

2015		2016	
Baru New	7	Baru New	2
Pembaharuan Renewal	39	Pembaharuan Renewal	49
Jumlah Total	46	Jumlah Total	51



Penyertaan Orang Kurang Upaya (OKU) dalam Pasaran Buruh

Jabatan Tenaga Kerja Sarawak juga telah dipertanggungjawabkan memastikan penyertaan Orang Kurang Upaya (OKU) dalam pasaran buruh yang merangkumi pendaftaran dan penempatan dalam pekerjaan. Seramai 32 orang OKU telah didaftarkan dan 16 orang berjaya ditempatkan ke dalam pekerjaan.

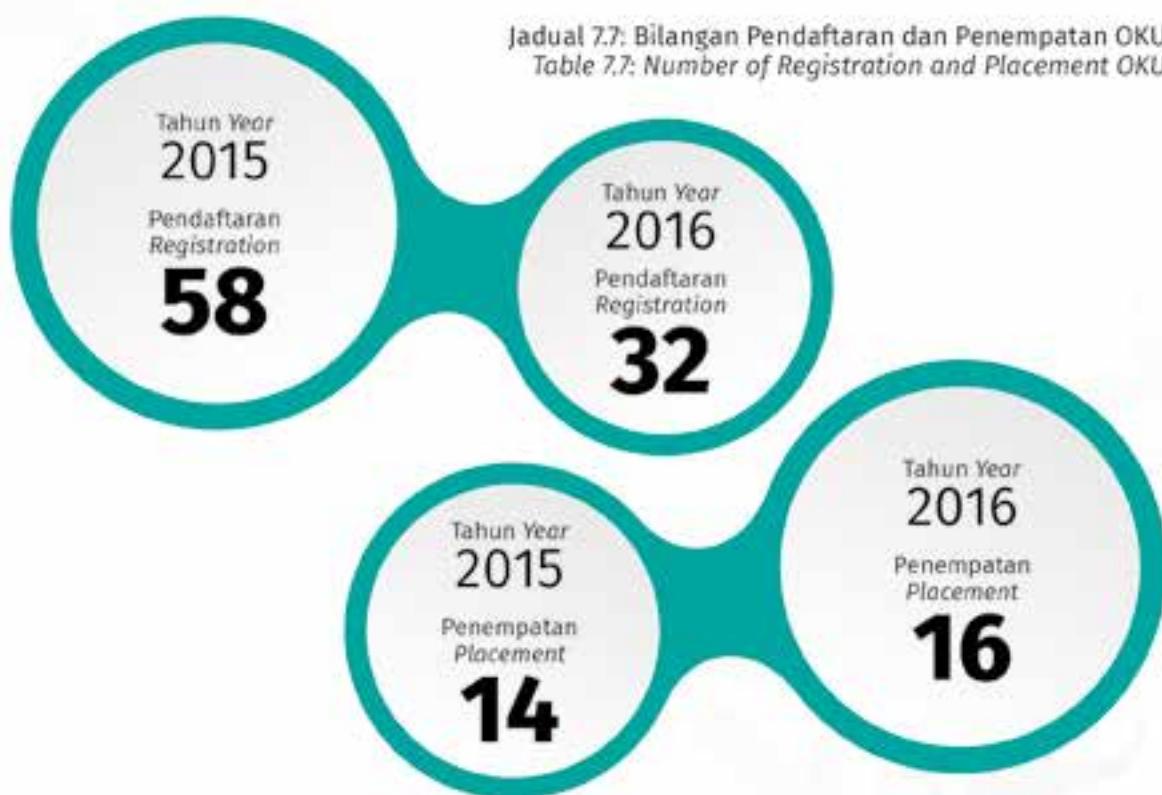
Di samping itu, JTK Sarawak juga bertanggungjawab memantau perniagaan penerima geran Skim Bantuan Galakan Perniagaan Orang Kurang Upaya (SBGP-OKU) untuk memastikan perniagaan mereka berkembang, pendapatan syarikat meningkat dan janji untuk menggaji OKU lain tercapai.

Participation of the Disabled Persons in the Labour Market

The Sarawak Labour Department has been given the responsibility to ensure that the disable person is participating in the labour market workforce which include registration dan jobs placement. A total of 32 disable persons have been registered and 16 persons were successfully being placed into employment.

The Department of Labour Sarawak is also responsible for monitoring the businesses of SBGP-OKU recipients to ensure that the business is expanding, profiting and the pledge to employ other OKU was achieved.

Jadual 7.7: Bilangan Pendaftaran dan Penempatan OKU
Table 7.7: Number of Registration and Placement OKU



Skim Bantuan Galakan Perniagaan Orang Kurang Upaya (SBGP-OKU)

Skim Bantuan Galakan Perniagaan Orang Kurang Upaya (SBGP-OKU) adalah satu strategi kerajaan untuk "bantu usahawan OKU membantu OKU lain mendapatkan pekerjaan melalui pengembangan perniagaan usahawan OKU". Projek ini telah mula dilaksanakan semenjak tahun 2007.

Sehingga tahun 2016, sebanyak 33 permohonan telah diluluskan dengan bayaran geran berjumlah RM 918,333.40. Maklumat lanjut adalah seperti di Jadual 7.8.

Business Incentive Assistance Scheme for Disabled Persons

Business Incentive Assistance Scheme for the Disabled Person is a government strategy to "assist OKU businessmen in assisting other OKU to secure employment through the expansion of the OKU businesses". This project was implemented since the year 2007.

Until the year 2016, a total of 33 applications were approved under this scheme involving the disbursement of RM 918,333.40. Further details are shown in Table 7.8.



Jadual 7.8: Bilangan Permohonan dan Amaun Geran yang Diluluskan
Table 7.8: Number of Applications and Amount of Grant Approved



Responsif kepada Keperluan Majikan Selaras dengan Perubahan Suasana Perburuhan Semasa
**To be Responsive towards Employers' Needs
in Accordance with the Current Labour Environment**

Pengeluaran Permit Perburuhan

Pengeluaran permit perburuhan di bawah Ordinan Buruh (Sarawak Bab 76) kepada majikan ialah bertujuan memberi pengecualian kepada mereka daripada beberapa peruntukan Ordinan tersebut bagi tujuan memudahkan operasi syarikat.

Dalam tahun 2016, sebanyak 112 permit perburuhan diluluskan oleh Pengarah Tenaga Kerja Sarawak. Maklumat lanjut adalah seperti berikut:-

Issuance of Labour Permits

The issuance of labour permit to employers under the Labour Ordinance (Sarawak Cap. 76) is to provide them with exemption on several provisions of the Ordinance for the purpose of facilitating the company's operation.

In 2016, 112 labour permits were approved by the Director of Labour Sarawak. Details are as follows:-

Jadual 8: Jenis Permit Perburuhan yang Dikeluarkan Dalam Tahun 2016
Table 8: Type of Labour Permits Issued in the Year 2016

Bil. No.	Jenis Permit Type of Permit	Bil. Keputusan Dikeluarkan No. of Decision Issued
1	Menyimpan Rekod Daftar Pekerja di Ibu Pejabat Keeping Labour Register Record at Head Quarters	67
2	Potongan Gaji Deduction of Wages	20
3	Potongan Levy Deduction of Levy	9
4	Menyimpan Daftar Dalam Bentuk Lain Registration Storage in Different Order	7
5	Sekatan Wanita Bekerja Malam Prohibition of Women Working at Night	5
6	Pengumpulan Cuti Rehat Mingguan Accumulation of Rest Days	2
7	Sekatan Kerja Lebih Masa Melebihi 104 jam Overtime Restrictions more than 104 Hours	1
8	Kelanggaran Masa Bekerja Flexible Working Hour	1
Jumlah Total		112

Selain daripada itu, jenis permit yang boleh dipohon oleh majikan di bawah Ordinan Buruh (Sarawak Bab 76) adalah seperti di bawah.

Meanwhile, types of permits that can be applied by the employer under Labour Ordinance (Sarawak Cap. 76) are shown below.

Jenis Permit Type of Permit





Pendidikan Perburuhan ***Labour Education***

Program Pendidikan Perburuhan

Program ini bertujuan untuk memberikan pendidikan dan perkembangan terkini kepada masyarakat industri, pekerja dan bakal pencari kerja mengenai undang-undang perburuhan.

Program ini disampaikan melalui ceramah, wawancara radio, khidmat nasihat, pameran dan melalui edaran risalah-risalah.

Maklumat terperinci aktiviti-aktiviti yang dijalankan di bawah program ini pada tahun 2016 adalah dalam Jadual 9.

Labour Education Programme

This program is for the purpose of educating the industrial communities, workers and jobseekers on labour legislations.

It is being carried out through various means such as giving talks, radio talks, advisory services, exhibitions and through distributions of pamphlets.

The details of activities carried out under this program in 2016 are shown in Table 9.

Jadual 9: Aktiviti-aktiviti di bawah Program Pendidikan Perburuhan
Table 9: Activities under the Labour Education Programme

Ceramah Perburuhan <i>Labour Talk</i>	
2015:	181
2016:	260
Perbezaan <i>Differences</i>	+43.6%
Wawancara Radio <i>Radio Talk</i>	
2015:	43
2016:	36
Perbezaan <i>Differences</i>	-16.3%
Khidmat Nasihat <i>Advisory Services</i>	
2015:	50,886
2016:	55,713
Perbezaan <i>Differences</i>	+9.5%
Risalah Diedarkan <i>Brochured Distributed</i>	
2015:	119,414
2016:	61,242
Perbezaan <i>Differences</i>	-48.7%





Sistem Pentadbiran dan Kemahiran Kakitangan

Department's Administration System and Personnel's Skill

Latihan

Secara keseluruhannya, seramai 286 orang pegawai dan kakitangan Jabatan Tenaga Kerja (JTK) Sarawak telah menghadiri latihan pada tahun 2016.

Bilangan latihan yang telah dihadiri adalah sebanyak 318 di mana daripadanya ialah anjuran Jabatan ini.

Ringkasan latihan yang dianjurkan oleh Jabatan ini adalah seperti di Jadual 10.

Training

Approximately, 286 officers and staff from Department of Labour Sarawak have attended various training in 2016.

The number of courses attended was 318, of which were organised by the Department itself.

The summary of the training organised by the Department are shown in Table 10.

Jadual 10: Senarai Latihan Anjuran Jabatan Tenaga Kerja Sarawak 2016
Table 10: List of Training Organised by the Department of Labour Sarawak in 2016

Bil. No.	Nama Kursus Name of Courses	Tarikh Date	Tempat Venue	Bil. Peserta No. of Participants		
				P & P	SK 1 & 2	Jumlah Total
1	Persidangan Pegawai-Pegawai Kanan Jabatan Tenaga Kerja Sarawak Tahun 2016	03-05.02.2016	Imperial Hotel, Kuching	43	16	57
2	Bengkel Sistem Pengurusan Aset Tak Alih (mySPATA) Tahun 2016 Jabatan Tenaga Kerja Sarawak	22-25.02.2016	INTAN Sarawak	18	44	62
3	Program Sesi Konsultasi Pindaan Ordinan Buruh (Sarawak Bab 76) (Holistic Review) selari dengan Pematuhan Kepada Bab Buruh Dalam Perjanjian Perkongsian Trans-Pasifik (TPP)	24.03.2016	Auditorium, Tkt. 17, Bangunan Sultan Iskandar	4	4	8
4	Kursus Pemantapan Aktiviti Penguatkuasaan Undang-Undang Perburuhan Jabatan Tenaga Kerja Sarawak Tahun 2016	16-20.05.2016	Hotel 56, Kuching	17	33	50
5	Bengkel Labour Market Database versi 2.0 (LMD 2.0)	09-11.05.2016	UTC Kuching	14	13	17
6	Taklimat Monitoring System on The Employment of Non-Sarawakians (MSEN)	08.09.2016	Islamic Information Centre, Kuching	10	16	26
7	Bengkel dan Taklimat MSEN Zon Sibu	26-30.09.2016	Dewan Perpustakaan SMC Sibu	8	16	24
8	Bengkel dan Taklimat MSEN Zon Bintulu	10-14.10.2016	Bilik Mesyuarat Serbaguna Wisma Persekutuan Bintulu /ADTEC Bintulu	8	19	27
9	Bengkel dan Taklimat MSEN Zon Miri	24-28.10.2016	Jabatan Penerangan Malaysia Miri / Dewan Suarah Miri	8	24	32
10	Kursus Peningkatan Kompetensi Pegawai Perhubungan Perusahaan 519 – 522	11-13.11.2016	M Hotels, Kuching	2	37	39
11	Bengkel KIK Kementerian Sumber Manusia Tahun 2016	20-23.11.2016	Pusat Pembangunan Pendidikan Yayasan Sarawak	13	15	28

Catatan Note: P & P – Kumpulan Pengurusan dan Profesional Management & Professional Group ; SK – Kumpulan Sekongan Support Group

Perjawatan

Pada tahun 2016, seramai 11 orang pegawai dan kakitangan baru telah melapor diri dan bertugas di Jabatan Tenaga Kerja Sarawak. Dengan adanya pertambahan pegawai dan staf ini, Jabatan berharap dapat mempertingkatkan lagi mutu penyampaian perkhidmatan kepada pelanggan.

Sebagai pengiktirafan ke atas perkhidmatan yang cemerlang, seramai 15 orang pegawai dan kakitangan Jabatan Tenaga Kerja Sarawak telah dinaikkan pangkat pada tahun 2016.

Penerima Anugerah Darjah dan Pingat

Sepanjang tahun 2016, Timbalan Pengarah Tenaga Kerja Sarawak telah menerima Darjah Seri Melaka (D.S.M) daripada Tuan Yang Terutama Yang Di-Pertua Negeri Melaka, Tun Datuk Seri Utama Mohd Khalil bin Yaakob. Manakala 3 orang pegawai dan kakitangan telah menerima Pingat daripada Tuan Yang Terutama Yang Di-Pertua Negeri Sarawak, Tun Pehin Sri Haji Abdul Taib bin Mahmud.

Staffing

In year 2016, 11 new officers and staff reported for duty at the Department of Labour Sarawak. With the additional personnel, the Department will be able to further improve its service delivery to the clients.

In recognition of the excellent service rendered, 15 officers and staff of the Department of Labour Sarawak were promoted in year 2016.

Recipients of Awards and Medals

Through out the year of 2016, Deputy Director of Labour Sarawak received the Degree from His Excellency Yang Di-Pertua Negeri Melaka, Tun Datuk Seri Utama Mohd Khalil bin Yaakob. The other 3 officers and staff received the Medal from His Excellency Yang Di-Pertua Negeri Sarawak, Tun Pehin Sri Haji Abdul Taib bin Mahmud.

1 SULAIMAN BIN ISMAIL

Anugerah Awards: Darjah Seri Melaka (D.S.M)

Gred Grade: S54

Pejabat Tenaga Kerja Labour Office: Ibu Pejabat Headquarters

2 ANTHONY LAWAI LUTANG

Anugerah Awards: Pingat Perkhidmatan Bakti – PPB (Perak)

Gred Grade: S44

Pejabat Tenaga Kerja Labour Office: Miri

3 SADIAH BINTI YATIM

Anugerah Awards: Pingat Perkhidmatan Terpuji – PPT (Gangsa)

Gred Grade: N32

Pejabat Tenaga Kerja Labour Office: Ibu Pejabat Headquarters

4 TAN GHOON ING

Anugerah Awards: Pingat Perkhidmatan Terpuji – PPT (Gangsa)

Gred Grade: W26

Pejabat Tenaga Kerja Labour Office: Ibu Pejabat Headquarters

Anugerah Perkhidmatan Cemerlang

Anugerah Perkhidmatan Cemerlang merupakan penghargaan Kerajaan kepada kakitangannya yang telah memberi mutu perkhidmatan atau kuantiti sumbangan yang melebihi daripada keperluan tanggungjawab biasa bagi jawatannya.

Penilaian dibuat setiap tahun oleh Panel Pembangunan Sumber Manusia Jabatan Tenaga Kerja Sarawak. Setiap penerima Anugerah Perkhidmatan Cemerlang dianugerahkan sijil dan hadiah prestasi berjumlah RM1,000. Penerima anugerah juga berpeluang memajukan kerjaya dan dicalonkan untuk menerima anugerah kebesaran di peringkat Persekutuan dan Negeri.

Pada 17 Mac 2016, Majlis Anugerah Perkhidmatan Cemerlang telah diadakan di Auditorium Kompleks D8, Putrajaya dan dirasmikan oleh Menteri Sumber Manusia, Yang Berbahagia Dato' Sri Richard Riot Anak Jaem.

Seramai 23 orang pegawai dan kakitangan Jabatan Tenaga Kerja Sarawak telah dipilih untuk menerima Anugerah Perkhidmatan Cemerlang 2015. Jadual di bawah menunjukkan kumpulan gred dan bilangan penerima anugerah tersebut.

Excellent Services Award

The Excellent Service Award is a form of recognition given by the Government to its employees who have exceeded expectations in their duties and/or have gone beyond the normal responsibilities of the job.

Evaluations are conducted annually by the Human Resources Development Panel Department of Labour Sarawak. Each recipient of the Excellent Service Award will receive a certificate and a cash prize of RM1,000. The recipient could also be considered for career advancement opportunities and be recommended to receive awards at the Federal and State level.

In 17 March 2016, the Excellent Service Award was held at Auditorium Complex D8, Putrajaya. The ceremony was officiated by The Honourable Dato' Sri Richard Riot Anak Jaem, Minister of Human Resources.

There were 23 officers and staffs of the Department of Labour Sarawak were successfully selected to receive the Excellent Service Award 2015. The table below shows the grade and number of recipients for the Award.

Kumpulan Jawatan Category of Post



Berikut adalah senarai penerima Anugerah Perkhidmatan Cemerlang Bagi Tahun 2015 dari Jabatan Tenaga Kerja Sarawak:

The list of recipients of the Excellent Service Award 2015 from the Department of Labour Sarawak are as below:

Ibu Pejabat Headquarters	Saratok
Barnabas Ak Ahjam	S48
Rahman Bee Bt A Mohammed Sheriff Sahab	S44
Stia Ak Maon	S32
Mary Editha Ak Julain Joseph	N27
Norline Embong Ak Jegai	N17
Tina Ak Tinin	N17
Hayden Ak Laie	FT17
Muhammad Nazif Bin Dee	N11
Ramaya A/L Ramasamy	H11
Kuching	Sri Aman
Ismail Bin Mohammad	S41
Napsiah Bt Nen	S22
Kota Samarahan	Sibu
Jawi Bin Udin	H11
Serian	Kapit
Rajee Bin Jamain	N11
Sarikei	Limbang
Talip Bin Abg Hazimi	N11
Miri	Miri
	Mohd Asyrami Bin Junaidi
	I17





Pengurusan Maklumat *Information Management*

Di bawah fungsi ini Bahagian Penyelidikan dan Maklumat telah menjalankan aktiviti-aktiviti berikut:

1. Unit Penyelidikan, Perancangan dan Dokumentasi

- ▶ Menjalankan kajian tentang tren tenaga kerja, upah dan pasaran buruh;
- ▶ Mengeluarkan penerbitan berkala mengenai tren perburuhan dan maklumat pasaran buruh;
- ▶ Menyediakan pelan strategik dan Business Plan Jabatan;
- ▶ Menyediakan laporan bulanan dan tahunan Jabatan;
- ▶ Menyediakan Petunjuk Prestasi Utama Jabatan;
- ▶ Menyediakan input untuk laporan tahunan bagi Kementerian atau menyediakan kertas kerja berkaitan perkara perburuhan negeri Sarawak;
- ▶ Menjalankan Kajian Guna Tenaga Kebangsaan;
- ▶ Memberikan maklumbalas berkaitan soalan-soalan Parlimen, Dewan Undangan Negeri dan Jemaah Menteri;
- ▶ Mengumpul dan menganalisis data / perangkaan perburuhan melalui Sistem Labour Market Database (LMD); dan
- ▶ Membekalkan maklumat dan data perburuhan kepada pihak "Stakeholder".

Under this function, Research And Information Division has been working on these activities:

1. Research, Planning and Documentations Unit

- ▶ *Conducting surveys on labour matters including wage trends and labour market;*
- ▶ *Publish periodicals on labour trends and information on labour market;*
- ▶ *Preparing the Department's Strategic Plan and Business Plan;*
- ▶ *Preparing the Department's monthly and annual reports;*
- ▶ *Preparing the Department's Key Performance Indicators;*
- ▶ *Preparing the Department's inputs for the Ministry's annual report or prepare a working paper on labor issues in Sarawak;*
- ▶ *Conducting National Employment surveys;*
- ▶ *Giving inputs in relation to questions raised in Parliament, State Legislative Assembly and the Cabinet;*
- ▶ *Collecting and analysing data on labour matters through Labour Market Database (LMD) System; and*
- ▶ *Furnishing labour informations and data for the Stakeholders.*

2. Unit Teknologi Maklumat dan Komunikasi (ICT)

- ▶ Membangunkan dan menguruskan Laman Web Rasmi Jabatan mengikut kriteria yang telah ditetapkan oleh MAMPU dan MDEC;
- ▶ Menyediakan sokongan teknikal bagi Projek Kerajaan Elektronik dan projek Kementerian / Jabatan;
- ▶ Menguruskan aset dan kemudahan ICT Jabatan;
- ▶ Memastikan pelaksanaan dan pematuhan Dasar Keselamatan ICT, pekeliling dan garis panduan yang dikeluarkan;
- ▶ Merancang dan menguruskan latihan ICT dan aplikasi mengikut keperluan Jabatan;
- ▶ Merancang dan membangun sistem atau aplikasi baru untuk keperluan Jabatan;
- ▶ Menaiktaraf sistem dan aplikasi sedia ada berdasarkan keperluan Jabatan dan perubahan semasa; dan
- ▶ Mengurus pangkalan data bagi memastikan kebolehdapatan dan kebolehpercayaan sumber maklumat Jabatan.

2. Information and Communication Technology Unit

- ▶ *Developing and managing the Department's Official Website in accordance with the directives and criteria set by MAMPU and MDEC;*
- ▶ *Providing technical support for the Electronic Government Project and the project of the Ministry / Department;*
- ▶ *Managing the Department's ICT assets and facilities;*
- ▶ *Ensuring the implementation of and compliance with security policies or measures on the ICT facilities as provided for in the circulars and guidelines;*
- ▶ *Planning and organising ICT training according to the Department's requirement;*
- ▶ *Developing new system or application according to the Department's requirement;*
- ▶ *Enhancing Department's existing system or application in accordance with the Department's requirement; and*
- ▶ *Managing Department's various databases to ensure availability and reliability of the Department's source of information.*



Sistem Dalaman yang telah dibangunkan oleh Jabatan Tenaga Kerja Sarawak

Sistem ezLabourcase

Satu sistem berkomputer menggunakan kemudahan perisian PHP5, MYSQLI dan Infrastruktur ICT Jabatan.

Sistem ini dibangunkan sendiri oleh ahli-ahli kumpulan KIK TRABAI 2.0 pada Julai sehingga Ogos 2016 di Pejabat Tenaga Kerja Kuching.

Tujuan sistem ini adalah untuk mengatasi masalah pernyataan tuntutan yang tidak seragam dan notis sebutan dikeluarkan lewat. Selain itu, sistem ini juga bertujuan untuk menginovasi proses kerja sedia ada secara manual kepada sistem berkomputer.

Antara faedah penggunaan Sistem ezLabourcase adalah seperti berikut:

- (a) Proses merekod pernyataan tuntutan menjadi lebih cepat;
- (b) Aplikasi dapat menjana rekod kes buruh dengan cepat & tepat;
- (c) Memudahkan tugas pegawai dan penyelia;
- (d) Proses perekodan kes buruh lebih mudah dan teratur;
- (e) Notis sebutan kes buruh dapat dikeluarkan dengan serta merta;
- (f) Laporan dapat dijana dengan mudah dan cepat;
- (g) Menjimatkan masa pelanggan;
- (h) Data dapat diperolehi oleh semua penyelia dan pegawai dengan lebih mudah;
- (i) Penjimatkan tenaga kerja;
- (j) Rekod setiap kes dapat dijana terus dari sistem;
- (k) Dapat mengesan pegawai yang lewat dalam mengendalikan kes;
- (l) Dapat mengurangkan kes dibatalkan kerana pengadu tidak hadir; dan
- (m) Pemprosesan pengurusan kes buruh dapat dilaksanakan mengikut sasaran dan undang-undang ditetapkan.

An Internal System that has been developed by Department of Labour Sarawak

ezLabourcase System

A computerised system using PHP5, MySQL softwares and ICT Infrastructure of the Department.

The system has been developed by a group member of the Innovative and Creative team named TRABAI 2.0 from July to August 2016 at Labour Office Kuching.

The purpose of this system is to address the problem faced by us on the non-uniformity of the statement of claim taken and slow in issuing notice of mentions. Besides the above, the system also signified the introduction of an innovation to the existing work processes from manual to the computerized system.

Among the benefits of using ezLabourcase system are as follow:

- (a) The process of recording the statement of claim can be done faster;
- (b) Applications can generate labour case records quickly and accurately;
- (c) To facilitate the task of officers and supervisors;
- (d) The process of recording the labour cases will be easier and well-organised;
- (e) Notice on the mention of labour cases can be issued forth-with;
- (f) Relevant reports can be generated easily and quickly;
- (g) Taking less of our client's time;
- (h) The data can be obtained by all supervisors and officers more easily;
- (i) Utilising of the labour force effectively;
- (j) The record of each case can be generated directly from the system;
- (k) Can be used to monitor the officer handling the relevant cases;
- (l) to reduce the number of cases being cancelled as a result of non-attendance of the complainant; and
- (m) Managing of labour cases can be done smoothly that enables us to achieve our target without compromising the labour laws.



Sambutan Bulan Inovasi Kementerian Sumber Manusia

Sempena Bulan Inovasi yang dianjurkan setiap bulan Oktober, semua jabatan dan agensi di bawah Kementerian Sumber Manusia telah menyertai pelbagai program anjuran Kementerian Sumber Manusia pada 11 hingga 13 Oktober 2016. Program ini memberi tumpuan terhadap inovasi dan kreativiti di samping memfokus aspek penyelesaian masalah di tempat kerja.

Jabatan Tenaga Kerja Sarawak telah mengambil bahagian dalam Pertandingan Kumpulan Inovatif dan Kreatif (KIK). Kumpulan bernama Trabai 2.0 telah dihantar untuk menyertai pertandingan tersebut bagi kategori pengurusan. Kumpulan tersebut terdiri daripada 10 orang pegawai daripada Ibu Pejabat dan Pejabat Tenaga Kerja Kuching. Tajuk pertandingan kumpulan tersebut adalah "Pengurusan Kes Buruh Kurang Efektif" di mana mereka telah berjaya mendapat pengiktirafan 4 bintang dan berada di kelompok tiga terbaik dalam keseluruhan kategori pengurusan.

The Innovation Month of Ministry of Human Resources

In conjunction with the Innovation Month which is organised in October every year, all of the departments and agencies under the Ministry of Human Resources participated in various programmes organized by the Ministry on 11th to 13th October 2016. The programme focuses on innovations and creativities, besides highlighting of problem solving aspect in the workplace.

Department of Labour Sarawak has participated in the Innovative and Creative Group. The group named Trabai 2.0 has participated in the competition for management category. The group consists of 10 officers from Headquarters and the Kuching Labour Office. The title for the group competition is "Uneffective Labour Cases Management" in which they successfully acquired 4 Star and were ranked top three in the overall management category.



Galeri Peristiwa Sepanjang Tahun

Event Gallery throughout the Year



DEWAN BANDARAYA KUCHING UTARA



Lawatan Kerja Ketua Setiausaha
Kementerian Sumber Manusia
21.01.2016



Perhimpunan Bulanan JTK Sarawak
BiL. 1 Tahun 2016
03.02.2016





Persidangan Pegawai-Pegawai
Kanan JTK Sarawak Tahun 2016
03 – 05.02.2016



Program Sesi Konsultasi Pindaan
Ordinan Buruh (Sarawak Bab 76)
(Holistic Review)

24.03.2016





Program Temu Duga Terbuka Skim
Latihan 1 Malaysia (SL1M) Peringkat
Negeri Sarawak 2016

26 – 27.03.2016



Program Sejiwa Senada 2016

Miri 08 – 10.01.2016



Sibu 15 – 17.01.2016



Sarikei 19 – 21.02.2016



Saratok 26 – 28.02.2016



Kapit 04 – 06.03.2016



Mukah 18 – 20.03.2016



B090

B091

JABATAN TENAGA KERJA



Limbang 01 – 03.04.2016



Sri Aman 08 – 10.04.2016



Samarahan 15 – 17.04.2016



Kuching 22 – 24.04.2016





Program Kembara Kerjaya Sempena
Hari Kerjaya Kebangsaan Peringkat
Negeri Sarawak 2016

19 - 23.08.2016







Perjumpaan Dengan Pihak
United State Trade Representative
(USTR)
20.09.2016





Perbincangan Dengan Setiausaha
Kerajaan Negeri Sarawak
Berhubung Pindaan Akta
06.10.2016



Sesi Konsultasi Dengan
Pihak Berkuasa Tempatan
Berhubung Pindaan Akta
10.10.2016





Projek Komuniti 1MS4HW Bagi
Perkhidmatan Sewaan Bot Memancing
Di Telaga Air, Kuching

11.10.2016



Perhimpunan Bulanan JTK Sarawak
Bil. 2 Tahun 2016
17.10.2016





Majlis Perasmian Projek
Komuniti Bagi Pemprosesan
Jem Nanas Di Bario
19 – 22.10.2016





Program Job Fair @ UTC Sarawak
Peringkat Kebangsaan 2016
05.11.2016





Majlis Jasamu Dikenang
08.12.2016



Lokasi Pejabat Tenaga Kerja Sarawak dan Pusat JobsMalaysia

*Location of Sarawak Labour Offices
and JobsMalaysia Centre*

MAJLIS BANDARAYA KUCHING SELATAN



Lokasi Pejabat Tenaga Kerja
Sarawak dan Pusat JobsMalaysia
*Location of Sarawak Labour
Offices and JobsMalaysia Centre*



- | | |
|--|---|
| <p>1 PEJABAT TENAGA KERJA KUCHING
Tkt.7 & 8, Bangunan KWSP,
Jalan Upland, Peti Surat 375,
93300 Kuching
Tel : 082-247349
Fax : 082-247305
Emel : jtkbkuching@mohr.gov.my</p> <p>3 PEJABAT TENAGA KERJA SERIAN
Tkt. Bawah, Lot 1061-1062,
Jalan Alamanda,
Serian Town District, 94700 Serian
Tel : 082-874840
Fax : 082-875299
Emel : jtkbserian@mohr.gov.my</p> <p>5 PEJABAT TENAGA KERJA BETONG
Sublot 23, Lot 177,
Tingkat Bawah 1 & 2,
Betong Town District, 95700 Betong
Tel : 083-471501
Fax : 083-472945
Emel : jtkbbetong@mohr.gov.my</p> | <p>2 PEJABAT TENAGA KERJA SAMARAHAN
Sub Lot No.33, Lot 4681, Tkt.Bawah 1 & 2, Fasa 17, Blok 1, Desa Ilmu, Sarawak Land District, Jln Dato' Mohd Musa, 94300 Kota Samarahan
Tel : 082-616073
Fax : 082-616054
Emel : jtkbsamarahan@mohr.gov.my</p> <p>4 PEJABAT TENAGA KERJA SRI AMAN
Tkt. Bawah, Bgn. Persekutuan Fasa II, Jalan Kejatau, Peti Surat 83, 95007 Sri Aman
Tel : 083-322527
Fax : 083-323194
Emel : jtkbsriaman@mohr.gov.my</p> <p>6 PEJABAT TENAGA KERJA SARATOK
Ground Floor, 3 Storey Shophouse, Lot 719, Saratok Town District, 95400 Saratok
Tel : 083-438603
Fax : 083-438609
Emel : jtkbsaratok@mohr.gov.my</p> |
|--|---|

- 7 PEJABAT TENAGA KERJA SARIKEI**
 Tkt.2, Wisma Persekutuan,
 Jln. Bgn. Kerajaan, 96100 Sarikei
 Tel : 084-651242
 Fax : 084-654011
 Emel : jtkbsarikei@mohr.gov.my
- 8 PEJABAT TENAGA KERJA SIBU**
 Tkt.3, Wisma Persekutuan Blok 3,
 Lot 462, Persiaran Brooke,
 Peti surat 431, 96007 Sibu
 Tel : 084-330700
 Fax : 084-317284
 Emel : jtkbsibu@mohr.gov.my
- 9 PEJABAT TENAGA KERJA KAPIT**
 Tkt.2, Wisma Persekutuan,
 Jalan Kapit By-Pass,
 Peti surat 75, 96807 Kapit
 Tel : 084-796430
 Fax : 084-797637
 Emel : jtkbkapit@mohr.gov.my
- 10 PEJABAT TENAGA KERJA MUKAH**
 Sublot No.43, Lot 924 & 927,
 Block 68, Mukah Land District,
 Mukah Town Extension Phase II,
 96400 Mukah
 Tel : 084-874179
 Fax : 084-874182
 Emel : jtkbmukah@mohr.gov.my
- 11 PEJABAT TENAGA KERJA BINTULU**
 Tkt.2, Bangunan Persekutuan,
 Batu 2, Jln Bintulu/Miri,
 Peti Surat 418, 97008 Bintulu
 Tel : 086-337625
 Fax : 086-339457
 Emel : jtkbbintulu@mohr.gov.my
- 12 PEJABAT TENAGA KERJA BAKUN**
 No.4, Sungai Asap Commercial
 Centre, Belaga
 Peti Surat 418, 97008 Bintulu
 Tel : 019-8595286
 Fax : 086-339457
 Emel : jtkbbakun@mohr.gov.my
- 13 PEJABAT TENAGA KERJA MIRI**
 Tkt.3, Bangunan. Persekutuan,
 Jalan Gartok,
 Peti Surat 541, 98007 Miri
 Tel : 085-419949
 Fax : 085-417181
 Emel : jtkbmiri@mohr.gov.my
- 14 PEJABAT TENAGA KERJA LIMBANG**
 Tkt.2, Bgn Persekutuan,
 Jalan Fisher, Peti Surat 128,
 98707 Limbang
 Tel : 085-211228
 Fax : 085-212461
 Emel : jtkblimbang@mohr.gov.my
- 15 PEJABAT TENAGA KERJA MARUDI**
 Tkt.2, Wisma Persekutuan,
 Jalan Kampung Cina,
 Peti Surat 224, 98508 Marudi
 Tel : 085-755963
 Fax : 085-756559
 Emel : jtkbmarudi@mohr.gov.my
- 16 PEJABAT TENAGA KERJA LAWAS**
 Tingkat Bawah 1 & 2,
 Bangunan Kedai 3 Tingkat,
 Lot 334, Jln Trusan, Lawas Town
 District, 98850 Lawas
 Tel : 085-285452
 Fax : 085-285476
 Emel : jtkblawas@mohr.gov.my
- 17 Kuching JobsMalaysia Centre (JMC)
 @ UTC**
 Aras 1, Tingkat 4,
 Taman Letak Kereta,
 Jalan Bukit Mata, 93100 Kuching
 Tel: 082-416497
 E-mail: jmckch@mohr.gov.my

Sidang Editor Laporan Tahunan 2016

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