



JABATAN TENAGA KERJA SARAWAK
DEPARTMENT OF LABOUR SARAWAK

KEMENTERIAN SUMBER MANUSIA
MINISTRY OF HUMAN RESOURCES

Laporan Tahunan *Annual Report* 2017





Kementerian Sumber Manusia

Laporan Tahunan | 2017 *Annual Report*

PEKERJA KREATIF PENCETUS INOVASI

**JABATAN TENAGA KERJA SARAWAK
DEPARTMENT OF LABOUR SARAWAK**

**KEMENTERIAN SUMBER MANUSIA
MINISTRY OF HUMAN RESOURCES**



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MINISTRY OF HUMAN RESOURCES

Laporan Tahunan Annual Report 2017



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://www.jtkswk.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 w.b.t dan Salam sejahtera,

Alhamdulillah, terlebih dahulu saya merakamkan rasa kesyukuran ke hadrat Allah SWT kerana dengan izin-Nya jua dapat saya menukilkan sepatah dua kata dalam Laporan Tahunan 2017 Jabatan Tenaga Kerja Sarawak ini. Selawat dan salam jua ditujukan buat junjungan besar, Nabi Muhammad SAW.

Sepanjang tahun 2017, Jabatan Tenaga Kerja Sarawak (JTK Sarawak) secara keseluruhannya telah mencapai sasaran kerja yang ditetapkan dengan jayanya. Begitu juga program-program yang dirancang telah dapat dilaksanakan dengan baik sepanjang tahun 2017. Setinggi-tinggi tahniah saya ucapkan kepada Pengarah Tenaga Kerja, Sarawak dan seluruh warga kerja jabatan yang telah bekerja keras demi memastikan semua sasaran dicapai sepenuhnya.

Sebagai perutusan pertama saya dalam laporan tahunan JTK Sarawak ini, saya ingin mengingatkan seluruh warga kerja JTK Sarawak, khasnya dan semua warga kerja Kementerian Sumber Manusia (KSM), secara amnya, supaya sentiasa menjunjung tinggi budaya kerja cemerlang dengan penuh berintegriti. Ini adalah untuk memastikan perkhidmatan terbaik diberikan kepada golongan pekerja, majikan dan rakyat keseluruhannya.

Di samping menjalankan kerja-kerja penguatkuasaan undang-undang perburuhan, pengendalian kes-kes buruh, pendidikan perburuhan, membantu menyediakan peluang pekerjaan dan penempatan pekerjaan kepada para pencari kerja serta lainnya, warga kerja JTK Sarawak juga wajar memahami agenda nasional berkaitan isu-isu perburuhan dalam negara. Ini adalah untuk memastikan masyarakat mendapat kualiti penyampaian perkhidmatan yang terbaik daripada kita. Kita juga sewajarnya menjalin kerjasama dengan jabatan-jabatan dan agensi-agensi kerajaan yang lain, khususnya, yang berpayung di bawah KSM untuk mencapai aspirasi bersama.

Usaha hendaklah terus dilipat gandakan untuk meningkatkan pencapaian dan mutu perkhidmatan secara berterusan. Di samping itu kita hendaklah juga terus kreatif dan berinovatif dalam pendekatan dan kerja kita demi mencapai semua yang disasarkan dan memberi perkhidmatan terbaik kepada rakyat iaitu golongan pekerja, pencari kerja dan majikan.

Sekali lagi, syabas kepada semua warga kerja jabatan Tenaga Kerja Sarawak kerana pencapaian di atas. Akhirnya, saya berharap program-program dan aktiviti-aktiviti yang dirancang pada tahun berikutnya, juga akan dapat dicapai dengan jayanya.

Assalamualaikum wbt and Salam sejahtera,

All praises unto Allah Subhanahu Wata'ala, first and foremost I am very grateful that with His blessings, am able to render a few words for this issue of the Department of Labour Sarawak Annual Report 2017. Peace be upon the great Prophet Muhammad (peace be upon him).

It is a tremendous achievement indeed by Department of Labour Sarawak. Generally, all the set targets in 2017 had been achieved. I wish to congratulate the Director of Labour Sarawak and all of you for the job well done.

As this is my maiden message in the annual report of Department of Labour Sarawak, I would like to stress on a point of the importance of serving with full sense of integrity to all offices and staff of Department of Labour Sarawak, in particular and those alike at our Ministry level, in general. There would never be an excellent service in the real sense without holding high the integrity. This is to ensure that the best service is rendered to the employees, the employers and the people as a whole.

Apart from doing business as usual in the forms of enforcement of the labour laws, dealing with the labour cases, giving talks on labour matters, securing jobs and doing job placements for job-seekers and those alike, the members of the staff should also be made aware and be knowledgeable of issues pertinent to our Ministry, in particular and those of our country's labour matters, in general. Let us shun of the silo mentality and working in silo. Instead, let us work as a team in delivering the best quality to the people. We should also be able to work hand in hand with other government departments and agencies, particularly with those under our Ministry in order to achieve the shared aspirations.

We should work harder to achieve a greater height and strive to attain better productivity and be more creative and innovative along the way in order to achieve all the set targets and render the best quality of service to the people.

Last but not least, congratulations on the above achievements to all of you. I am looking forward for an even better achievement in 2018.

DATO' DR. MOHD GAZALI BIN ABAS
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,

Bersua kita sekali lagi dalam laporan tahunan buat ke sekian kalinya ini. Saya ingin menzahirkan rasa gembira bahawa Laporan Tahunan Jabatan Tenaga Kerja Sarawak Tahun 2017 ini dapat dihasilkan dengan baik sekali. Setinggi-tinggi penghargaan dan tahniah kepada Ketua Editor dan Sidang Editornya yang telah berusaha keras bagi menjayakan penerbitan laporan kali ini.

Sekali lagi, Jabatan Tenaga Kerja Sarawak (JTK Sarawak), secara keseluruhannya telah berjaya mencapai sasaran dengan jayanya bagi aktiviti-aktiviti dan program-program utamanya yang telah dirancang untuk tahun 2017. Jika pada tahun 2016, pencapaian yang paling ketara ialah bilangan pendakwaan yang dibuat meningkat daripada 25 pendakwaan pada tahun sebelumnya kepada 47 pada tahun 2016. Ini merupakan peningkatan sebanyak 88%. Pada tahun 2017 pula, aktiviti-aktiviti di bawah Perkhidmatan Pekerjaan menunjukkan peningkatan ketara secara keseluruhannya dengan penempatan pencari kerja dalam pelbagai bidang pekerjaan bertambah daripada 10,124 pada tahun 2016 kepada 13,374 pada tahun 2017. Ia menunjukkan peningkatan sebanyak 32.1%. Apa yang lebih membanggakan ialah perkara ini merupakan antara sasaran Petunjuk Prestasi Utama (KPI) yang telah ditetapkan oleh Kementerian Sumber Manusia (KSM) iaitu mewujudkan peluang pekerjaan dan menjamin hak pekerja.

Ini semua, bagi saya, merupakan hasil kerjasama dan komitmen terhadap tugas mendalam yang telah ditunjukkan oleh semua warga kerja JTK Sarawak. Tahniah saya ucapkan. Semoga kita semua akan terus berusaha untuk memartabatkan perkhidmatan awam secara amnya dan khususnya JTK Sarawak.

Pada masa yang sama, usaha kerajaan negeri Sarawak untuk mentransformasikan

Salam sejahtera and Salam Negaraku Malaysia,

I am very grateful that am able to share with you this annual report. I am also delighted that the Department of Labour Sarawak Annual Report 2017 has been completed successfully. My appreciation and congratulations go to the dedicated Chief Editor and Editorial Board on their efforts in publishing this report.

Once again, in general, the Department of Labour Sarawak has achieved its set targets in the activities and programmes planned for the year 2017. Just to recap, in the year 2016, the outstanding achievement in the prosecutions carried out had been highlighted that it had recorded an increase from 25 in 2015 to 47 in 2016. This was a tremendous increase of 88% indeed. In the year 2017, the activities carried out by the Employment Service had seen an outstanding achievement in emplacement of the jobseekers from 10,124 in 2016 to 13,374 in 2017. This shows the increase of 32.1%. What is the utmost encouraging is it is one of the Key Performance Indicators (KPI) set for Ministry of Human Resources, i.e, to help in creating job opportunities and safeguarding the employees' interests.

The other achievements are also commendable. This is a result of cooperation and commitment from all the officers and staff 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.

Along the line, the state government of Sarawak efforts to transform Sarawak to embrace on a Digital Economy has been and always be one of the main focuses and our struggle in the Department of Labour Sarawak to attain. I fervently hope that, towards this end, no stone will be left unturned in our shared dream. Our

Sarawak ke arah Ekonomi Digital semestinya menjadi salah satu fokus utama dan dukungan utama JTK Sarawak. Saya berharap kita semua akan berusaha ke arah itu. Pihak JTK Sarawak sentiasa bekerjasama dengan kementerian-kementerian negeri Sarawak, jabatan-jabatan dan agensi-agensinya dalam merealisasi hasrat ini.

Di samping itu, pada tahun 2017 juga, aktiviti-aktiviti berkaitan hasrat KSM untuk menjamin hak pekerja seperti pendakwaan dan pemeriksaan berkanun terus digiatkan dan dipertingkatkan dari semasa ke semasa. Selain itu, penganjuran Program Karnival Kerjaya iaitu satu platform bagi para majikan yang mempunyai kekosongan jawatan dengan para pencari kerja untuk dipadankan dan seterusnya ditempatkan ke dalam alam pekerjaan, terus digiatkan.

Setinggi-tinggi terima kasih saya ucapkan kepada semua warga kerja JTK Sarawak yang senantiasa 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. Selamat menjalankan tugas.

Department, all this while, has been and always been cooperative with the state government ministries, departments and agencies in this aspiration.

Besides the above, in the year 2017 with regards to the Key Performance Indicators (KPI), among the targets set by the Ministry of Human Resources is to help create employment opportunities and to safeguard the employees' rights, the activities on prosecution and the statutory inspections have been enhanced from time to time. Apart from that the Career Carnival Programmes aims to match jobseekers with the employers who have vacancies and plan to engage them were also being held and intensified.

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 further intensify our efforts in achieving a greater height for the benefit of the people and our nation.

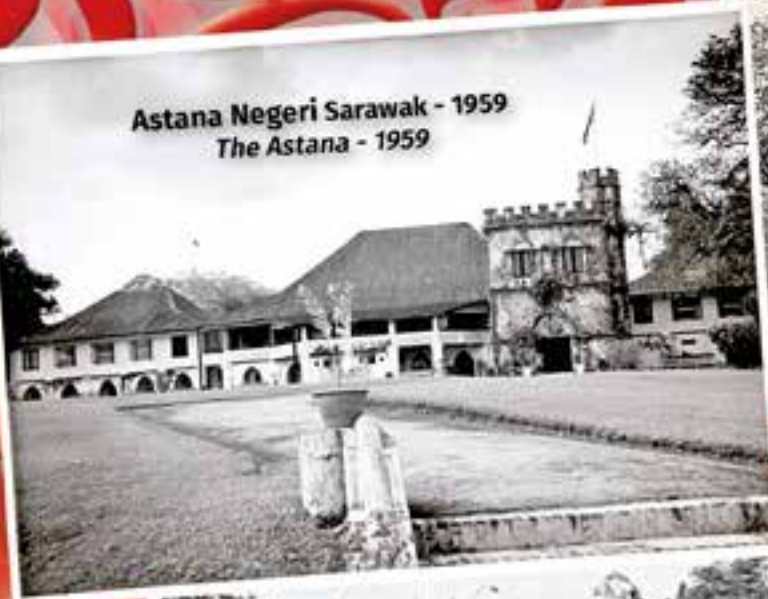
JACK MEREDU ANAK KO
Pengarah Tenaga Kerja Sarawak
Director of Labour Sarawak

Pengenalan Korporat Jabatan

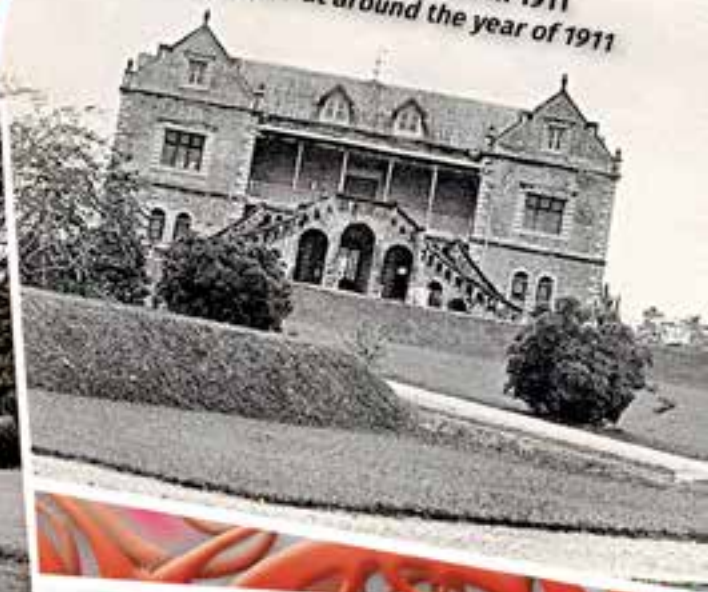
Department's Corporate
Information



Astana Negeri Sarawak - 1959
The Astana - 1959



Muzium Sarawak sekitar tahun 1911
Sarawak Museum at around the year of 1911



Regatta day in the past
Hari Regata pada masa lampau





Pengurusan Tertinggi *Top Management*



ENCIK JACK MEREDU ANAK KO
Pengarah
Director



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*

PUAN JAMILLAH BINTI PUTIT
Ketua Bahagian
Standard Perburuhan
*Head of Labour
Standard Division*



**ENCIK JAMALUDDIN
BIN YAAKUB**

Ketua Bahagian Penggajian
Pekerja Bukan Pemastautin
*Head of Non-Resident
Employment Division*



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

Ketua Bahagian
Perkhidmatan Pekerjaan
*Head of Employment
Service 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*

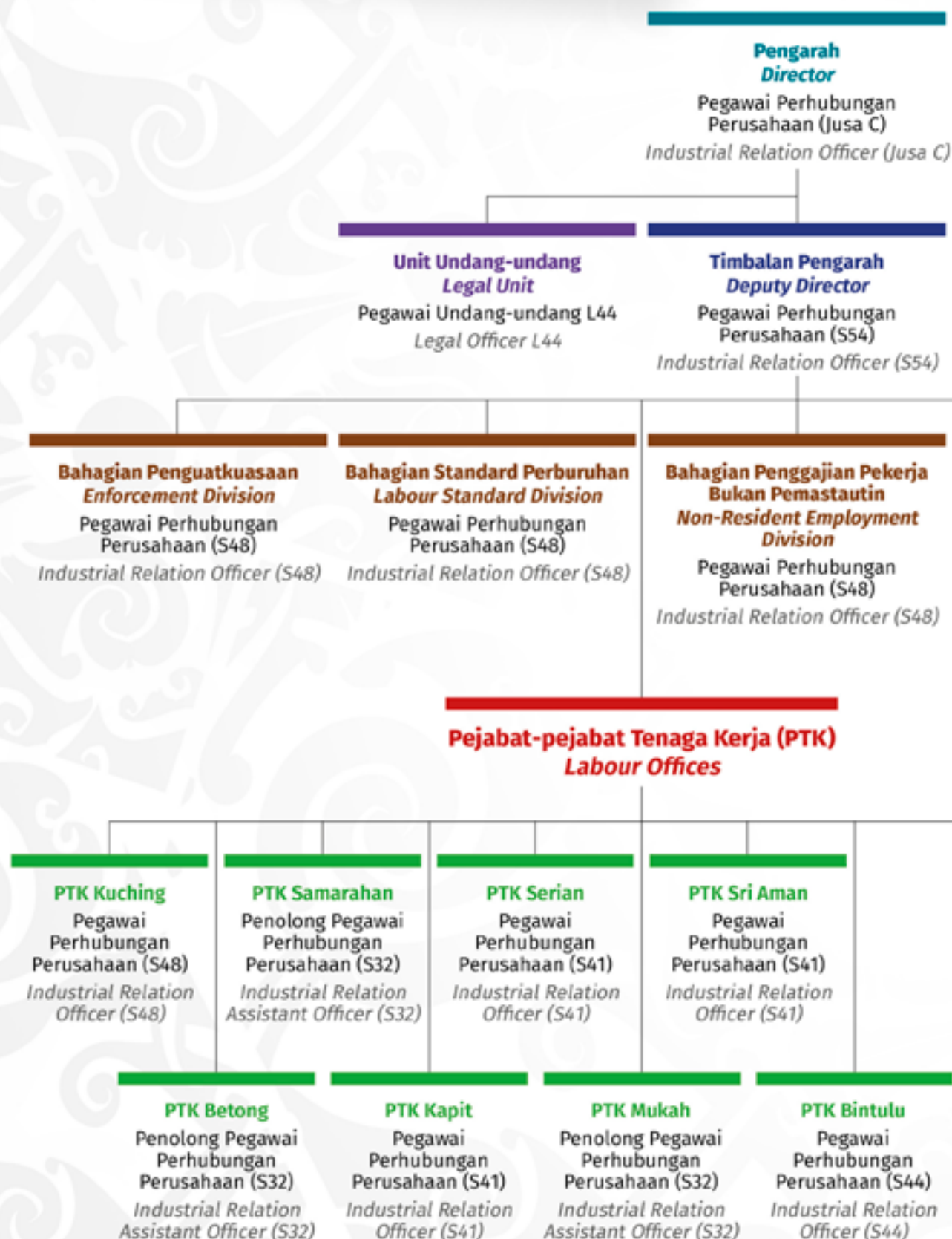


ENCIK BRUNO JONG KIM LUONG

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
Research and Information Division
 Pegawai Perhubungan Perusahaan (S48)
Industrial Relation Officer (S48)

Bahagian Perkhidmatan Pekerjaan
Employment Service Division
 Pegawai Perhubungan Perusahaan (S44)
Industrial Relation Officer (S44)

Bahagian Khidmat Pengurusan
Management Service Division
 Pegawai Tadbir dan Diplomatik (M44)
Administrative and Diplomatic Officer (M44)

JobsMalaysia Centre (JMC)

Penolong Pegawai Perhubungan Perusahaan (S32)
Industrial Relation Assistant Officer (S32)

PTK Bakun
 Pegawai Perhubungan Perusahaan (S41)
Industrial Relation Officer (S41)

PTK Saratok
 Penolong Pegawai Perhubungan Perusahaan (S32)
Industrial Relation Assistant Officer (S32)

PTK Sarikei
 Pegawai Perhubungan Perusahaan (S41)
Industrial Relation Officer (S41)

PTK Sibul
 Pegawai Perhubungan Perusahaan (S44)
Industrial Relation Officer (S44)

UTC
 Pegawai Perhubungan Perusahaan (S41)
Industrial Relation Officer (S41)

PTK Miri
 Pegawai Perhubungan Perusahaan (S44)
Industrial Relation Officer (S44)

PTK Marudi
 Pegawai Perhubungan Perusahaan (S41)
Industrial Relation Officer (S41)

PTK Limbang
 Pegawai Perhubungan Perusahaan (S41)
Industrial Relation Officer (S41)

PTK Lawas
 Penolong Pegawai Perhubungan Perusahaan (S32)
Industrial Relation Assistant Officer (S32)



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
Chuah (S44)**
Ketua PTK Bintulu
Head of Bintulu Office

Encik Tujoh anak Bachat
Ketua PTK Sibu
Head of Sibu Office

**Encik Anthony Lawai
Lutang (S44)**
Ketua PTK Miri
Head of Miri Office



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



**Puan Asmah Binti Bujang
(S41)**
Ketua PTK Sarikei
Head of Sarikei Office

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



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



**Encik Edward
Jekim Diot**
Ketua PTK Limbang
Head of Limbang Office



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

**Encik Anand anak
Asvester Ujan**
Ketua PTK Betong
Head of Betong Office

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



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



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

**Encik Mathew
anak Lasah**
Ketua PTK Bakun
Head of Bakun Office

**Encik 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.



VISI
VISION

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.

MISI
MISSION



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 assists 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 bertanggungjawab 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 sehati (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.

Agensi-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.

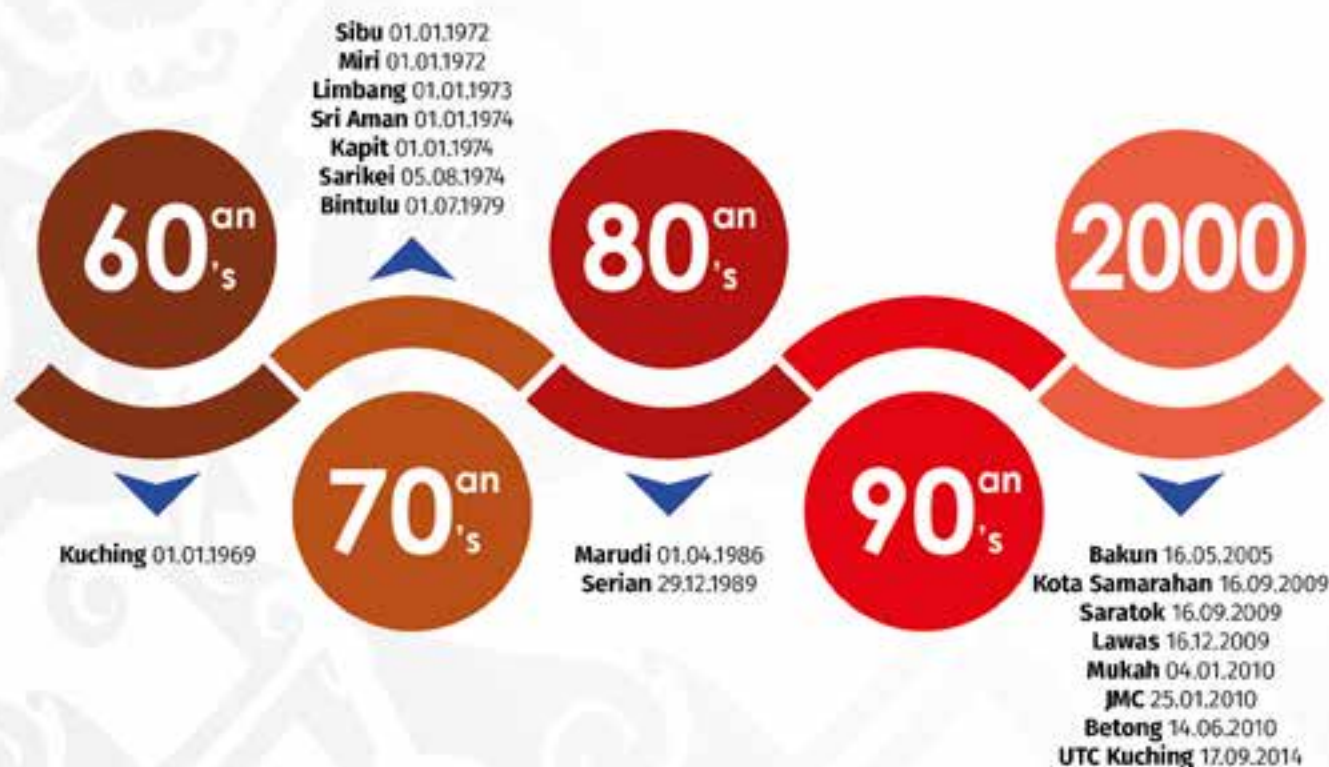
Jabatan Tenaga Kerja Sarawak beribu pejabat di Kuching dan mempunyai 16 buah Pejabat Tenaga Kerja yang beroperasi di Sarawak. Tarikh penubuhan Pejabat Tenaga Kerja berkenaan adalah seperti berikut:

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 Buruh

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

Tuntutan Pampasan Pekerja

Mengeluarkan taksiran:

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

Permit Perburuhan

Semua permohonan akan diberi keputusan dalam tempoh 28 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.

Aduan Awam

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



Piagam 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.

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.

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.

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.

Labour Permit

All decisions on application will be made within 28 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.

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



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 disebarkan 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, 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.

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.

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 peribagai 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.

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.

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.

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.



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 Sarikei, semua kawasan Bandar yang terletak di kawasan tempatan Majlis Daerah Bintang (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 menginsurankan pekerjaanya mengikut peruntukan-peruntukan dalam Akta ini. Mana-mana majikan yang gagal menginsurankan pekerjaanya 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 kedua-duanya 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 Sarikei District Council, all town land situated in the local area of Bintang (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 penggajian. 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-Agensi 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 pekerjaannya 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 continue.

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 dipersetujui oleh Jemaah Menteri.

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

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:

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:

Bulanan Monthly		Harian Daily		Setiap Jam Hourly	
RM920		6	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 seseorang 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:

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:

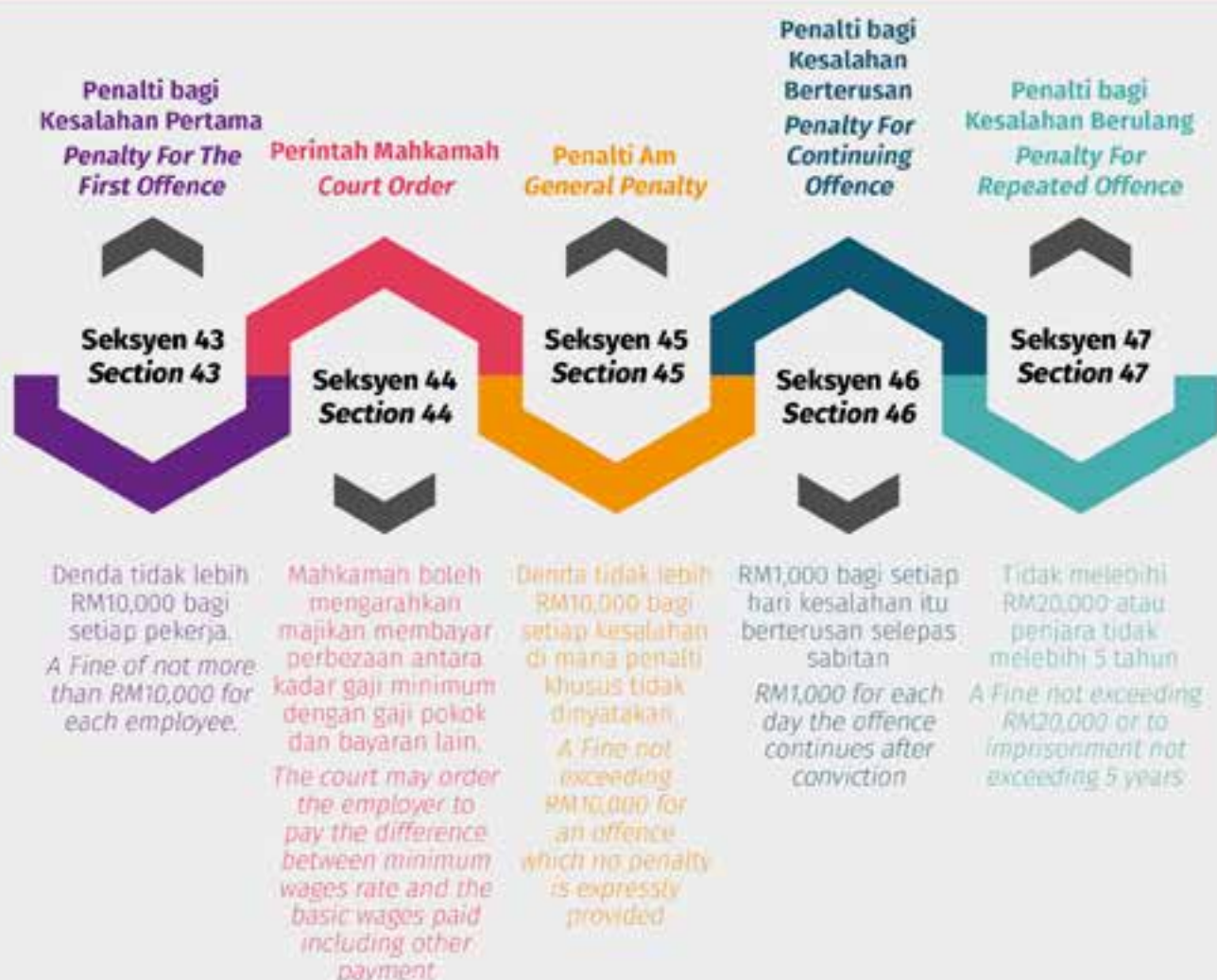
Jadual (Seksyen 2)

- ▶ 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.

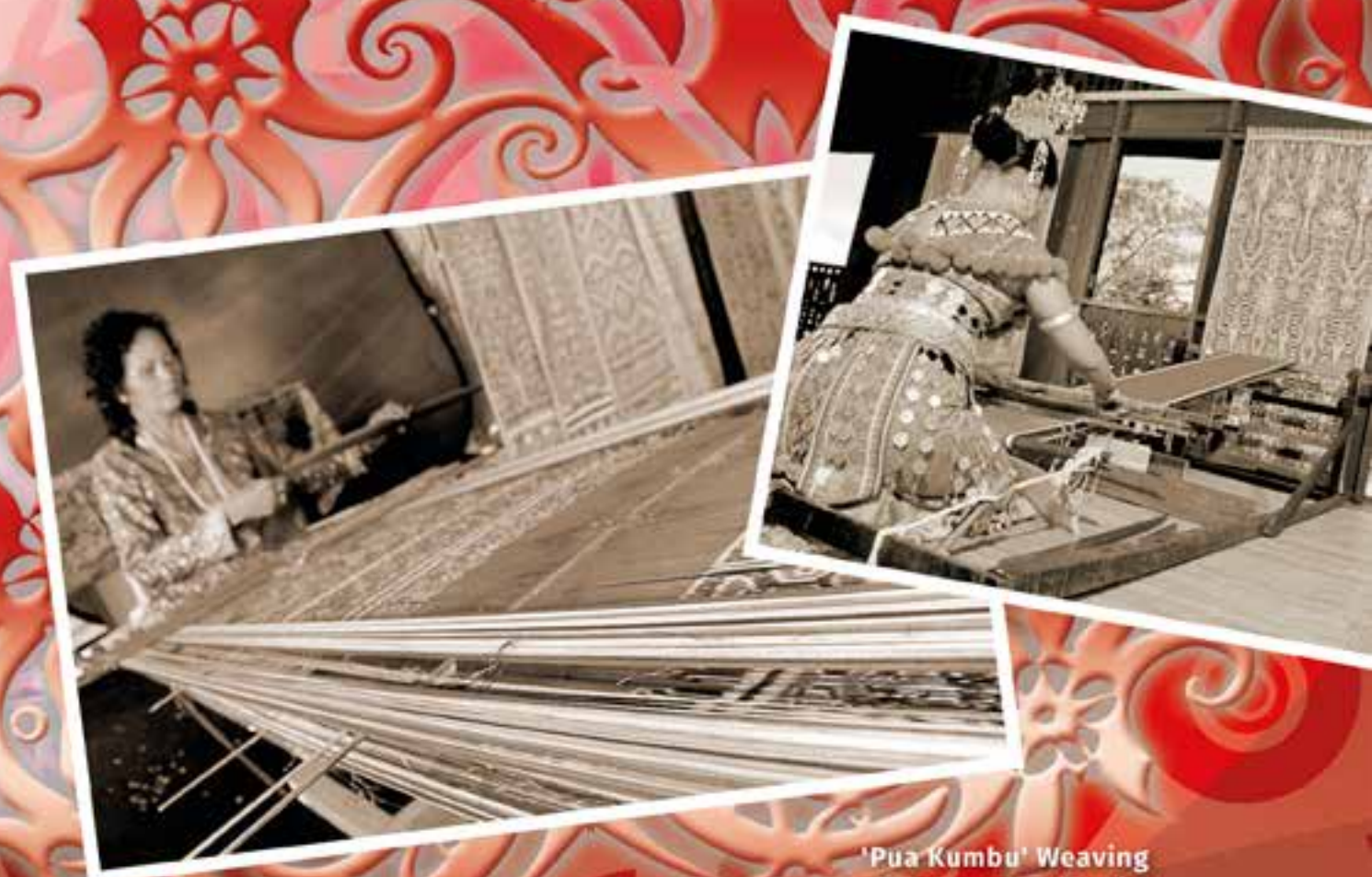
Kesalahan dan Penalti Di Bawah Akta Majlis Perundingan Gaji Negara 2011 Offences and Penalty Under National Wages Consultative Council Act 2011





Mewujudkan Peluang Pekerjaan Dan Menjamin Hak Pekerja

*Creating Employment Opportunities
And Ensuring Employees' Rights*



**'Pua Kumbu' Weaving
Tenunan Pua Kumbu**



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 kebajikan 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
- ▶ Kompoun.

Pendaftaran Tempat Pekerjaan Baru

Bilangan tempat pekerjaan baru yang telah didaftarkan dalam tahun 2017 adalah sebanyak 3,065. Daripada jumlah tersebut, 807 tempat pekerjaan telah didaftarkan di Kuching, 777 di Miri, 532 di Bintulu, 164 di Sarikei, 138 di Sibu dan yang selebihnya daripada Bahagian yang lain di Sarawak. Ini memberi gambaran pertumbuhan ekonomi yang pesat di Bahagian-bahagian tersebut.

Pemeriksaan Berkanun

Sepanjang tahun 2017, sebanyak 6,154 tempat pekerjaan telah diperiksa di mana 1,083 syor pematuhan telah dikeluarkan untuk majikan yang melanggar undang-undang perburuhan. Pencapaian untuk setiap Pejabat Tenaga Kerja di Sarawak adalah seperti rajah di bawah.

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 2017 was 3,065. Out of that total, 807 places of employment were registered in Kuching, 777 in Miri, 532 in Bintulu, 164 in Sarikei, 138 in Sibu 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 2017, 6,154 places of employment were inspected while 1,083 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.

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



Dari jumlah tempat pekerjaan yang diperiksa, sebanyak 2,254 (36.6%) 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 833 (13.5%), Pertanian, Perhutanan dan Perikanan 535 (8.7%), Pembuatan 502 (8.2%), Pembinaan 425 (6.9%) serta industri-industri yang lain di Sarawak. Bilangan tempat pekerjaan yang diperiksa mengikut industri dalam tahun 2017 adalah seperti di Jadual 1.

Of the total places of employment inspected, 2,254 (36.6%) 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 833 (13.5%), Agriculture, Hunting and Forestry 535 (8.7%), Manufacturing 502 (8.2%), Construction 425 (6.9%) and other industries in Sarawak. The number of places of employment inspected by industry in 2017 is shown in Table 1.

Jadual 1: Bilangan Tempat Pekerjaan Diperiksa Mengikut Industri dalam Tahun 2017
Table 1: Number of Places of Employment Inspected by Industry in the Year 2017

INDUSTRI / INDUSTRY	Bil. Pemeriksaan No. of Inspection	Peratusan Percentage
Pertanian, Perhutanan dan Perikanan Agriculture, Forestry and Fishing	535	8.7%
Perombongan dan Pengkuarian Mining and Quarrying	37	0.6%
Bekalan Elektrik, Gas, Uap dan Pendingin Udara Electricity, Gas, Steam and Air Conditioning Supply	19	0.3%
Bekalan Air, Pembentukan, Pengurusan Sisa dan Aktiviti Pemulihan Water Supply, Sewerage, Waste Management and Remediation	20	0.3%
Pembuatan Manufacturing	502	8.2%
Pembinaan Construction	425	6.9%
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles	2,254	36.6%
Pengangkutan dan Penyimpanan Transportation and Storage	139	2.3%
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman Accommodation and Food Service Activities	833	13.5%
Maklumat dan Komunikasi Information and Communication	30	0.5%
Aktiviti Kewangan dan Insurans / Takaful Financial and Insurance / Takaful Activities	72	1.2%
Aktiviti Hartanah Real Estate Activities	23	0.4%
Aktiviti Profesional, Saintifik dan Teknikal Professional, Scientific and Technical Activities	70	1.1%
Aktiviti Pentadbiran dan Khidmat Sokongan Administrative and Support Service Activities	179	2.9%
Pentadbiran Awam dan Pertahanan, Keselamatan Sosial Wajib Public Administration and Defence, Compulsory Social Security	378	6.1%
Pendidikan Education	40	0.7%
Aktiviti Kesihatan Kemasyarakatan dan Kerja Sosial Human Health and Social Work Activities	172	2.8%
Kesenian, Hiburan dan Rekreasi Art, Entertainment and Recreation	40	0.7%
Aktiviti Perkhidmatan Lain Other Services Activities	382	6.2%
Aktiviti Isi Rumah Sebagai Majikan; Aktiviti Menghasilkan Barangan dan Perkhidmatan yang tidak dapat dibezakan oleh isi rumah untuk digunakan sendiri At Work of Households as Employers, Un differentiated Goods and Services Producing Activities of households for Own Use	1	0.0%
Aktiviti Badan dan Pertubuhan Luar Wilayah Activities of Extrajurisdictional Organizations and Bodies	1	0.0%
Jumlah Total	6,154	

Aduan Buruh

Dalam tahun 2017, sebanyak 229 kes aduan buruh telah dikendalikan berbanding 250 kes dalam tahun 2016. Penurunan ini dipercayai berpunca daripada peningkatan dalam kesedaran majikan terhadap undang-undang perburuhan. Dalam tahun yang sama sebanyak 217 kes telah berjaya diselesaikan.

Labour Complaints

In 2017, a total of 229 labour complaints cases were handled as compared to 250 cases in 2016. 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 217 cases.

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



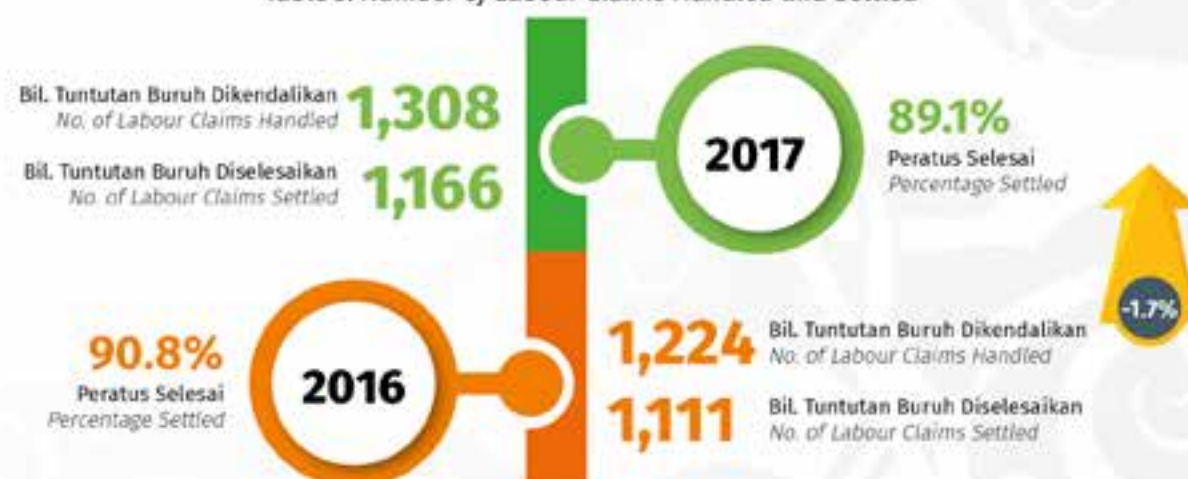
Tuntutan Buruh

Bilangan tuntutan buruh yang dikendalikan pada tahun 2017 telah meningkat sebanyak 6.9% berbanding tahun 2016 manakala peratusan kes diselesaikan menurun sebanyak 1.7%. Peningkatan dalam bilangan tuntutan buruh yang diterima kemungkinan wujud kesan daripada peningkatan kesedaran masyarakat industri berkenaan terma dan syarat penggajian dan hak mereka dari segi undang-undang perburuhan.

Labour Claims

The number of labour claims handled in 2017 was increase by 6.9% as compared to 2016 while the number of cases settled was decreased by 1.7%. The increase in the number of labour claims received was possibly due to increasing public awareness on their rights about the terms and conditions of employment under the labour laws.

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



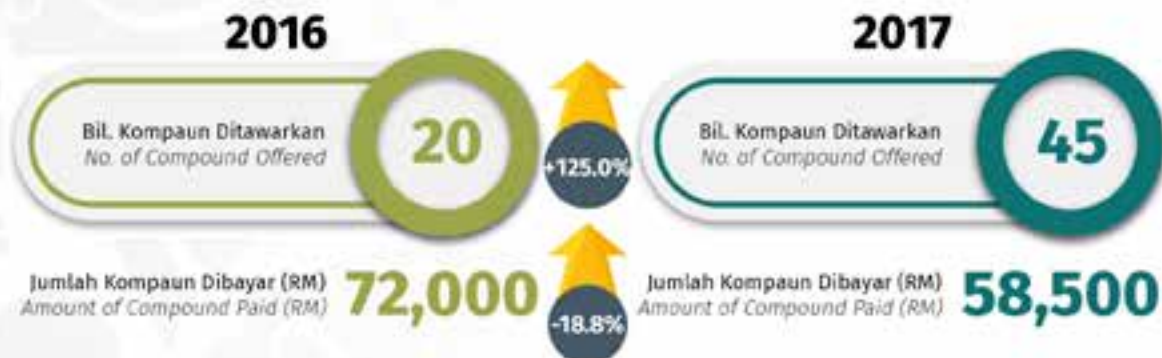
Kompaun

Dalam tahun 2017, Jabatan ini telah mengenakan tindakan kompaun kepada 45 buah syarikat yang melanggar peruntukan undang-undang perburuhan. Ini menunjukkan peningkatan sebanyak 125.0% berbanding dengan bilangan kompaun yang dikeluarkan dalam tahun 2016 iaitu sebanyak 20 kompaun. Maklumat kompaun yang dikeluarkan dan amaun yang terlibat pada tahun 2016 dan 2017 adalah seperti di Jadual di bawah.

Compound

In 2017, the Department has imposed compounds to 45 companies who have violated the provisions of labour laws. This is increase of 125.0% compared to 20 compounds issued in 2016. The details of compounds issued and the amount involved in 2016 and 2017 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. Oleh itu, bilangan kes pendakwaan yang dijalankan oleh Jabatan ini adalah 15 kes pada tahun 2017 berbanding 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. Thus, the number of prosecutions undertaken by the Department is 15 cases in 2017 compared with 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 diratifikasikan 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*

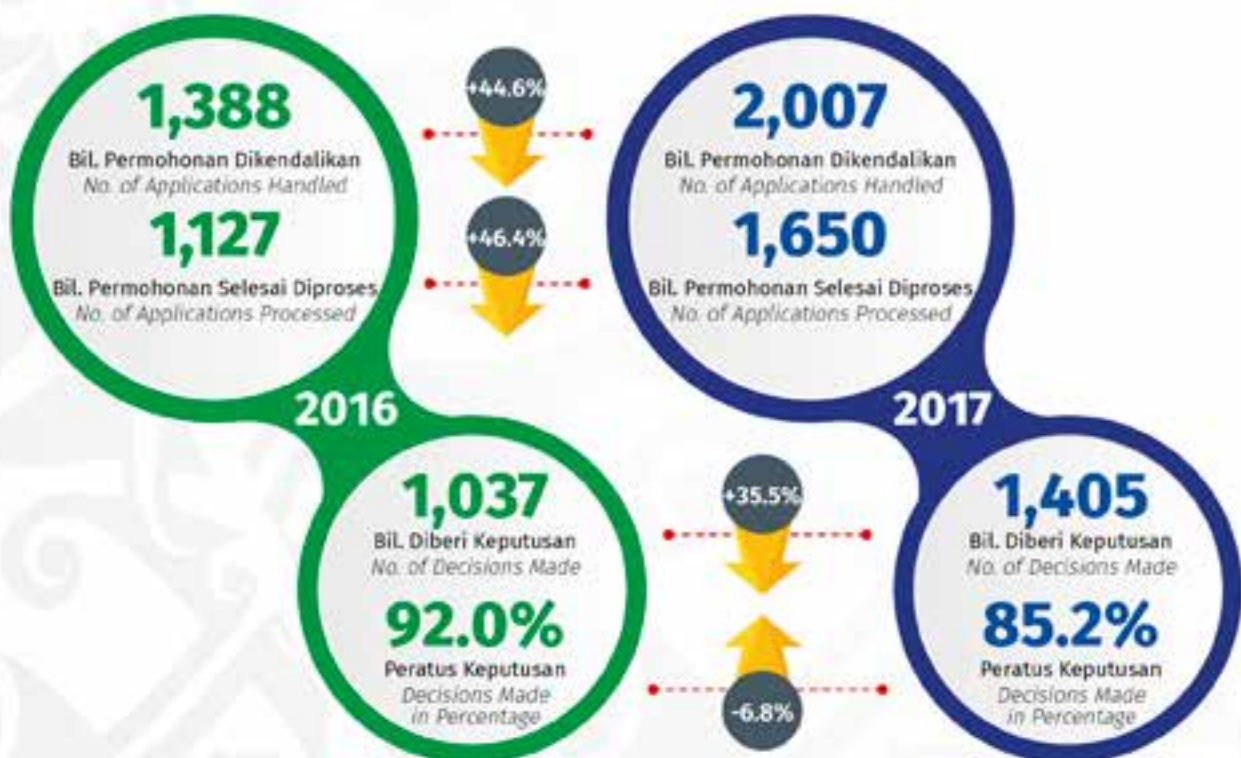
Pengeluaran Surat Kelulusan Secara Dasar dan Lesen (Baru / Gantian dan Pembaharuan)

Bilangan permohonan Surat Kelulusan Secara Dasar (AP) dan permohonan Lesen Pembaharuan yang dikendalikan dalam tahun 2017 telah bertambah sebanyak 44.6% dan 29.8% masing-masing. Sementara itu, permohonan Lesen Baru / Gantian yang dikendalikan dalam tahun 2017 telah berkurang sebanyak 4.1%. Ini menunjukkan terdapat peningkatan permintaan terhadap guna tenaga kerja oleh majikan-majikan di negeri ini dan penawaran tenaga kerja tempatan tidak dapat memenuhi permintaan tersebut. Maklumat permohonan dan keputusan adalah seperti di Jadual 6.1, 6.2 dan 6.3.

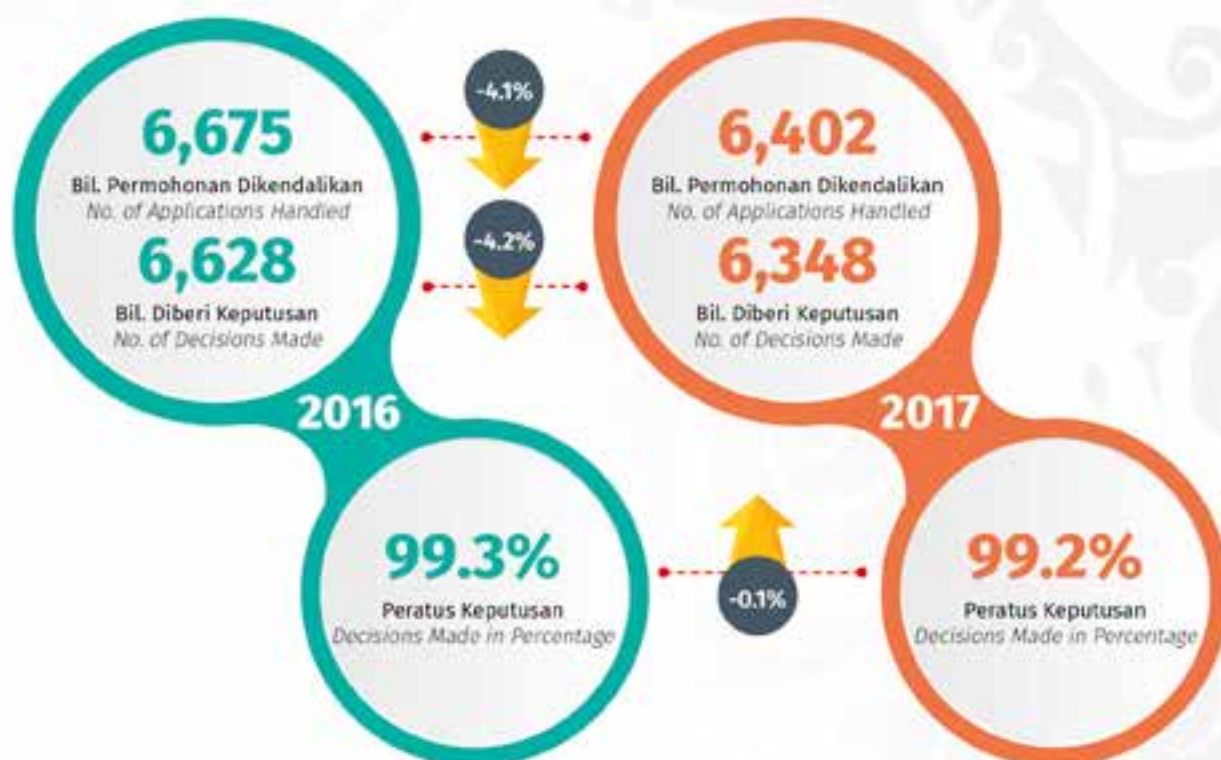
Issuance of Letter of Approval in Principle and Licence (New / Replacement and Renewal)

The number of applications for Letter of Approval in Principle (AP) and applications for Renewal of Licence increased by 44.6% and 29.8% in year 2017. Meanwhile, applications for New / Replacement Licence have decreased by 4.1% in year 2017. These reflect an increase in demand for workers by employers in the state and inadequate supply of local labour. The details of applications and decisions made are shown in Table 6.1, 6.2 and 6.3.

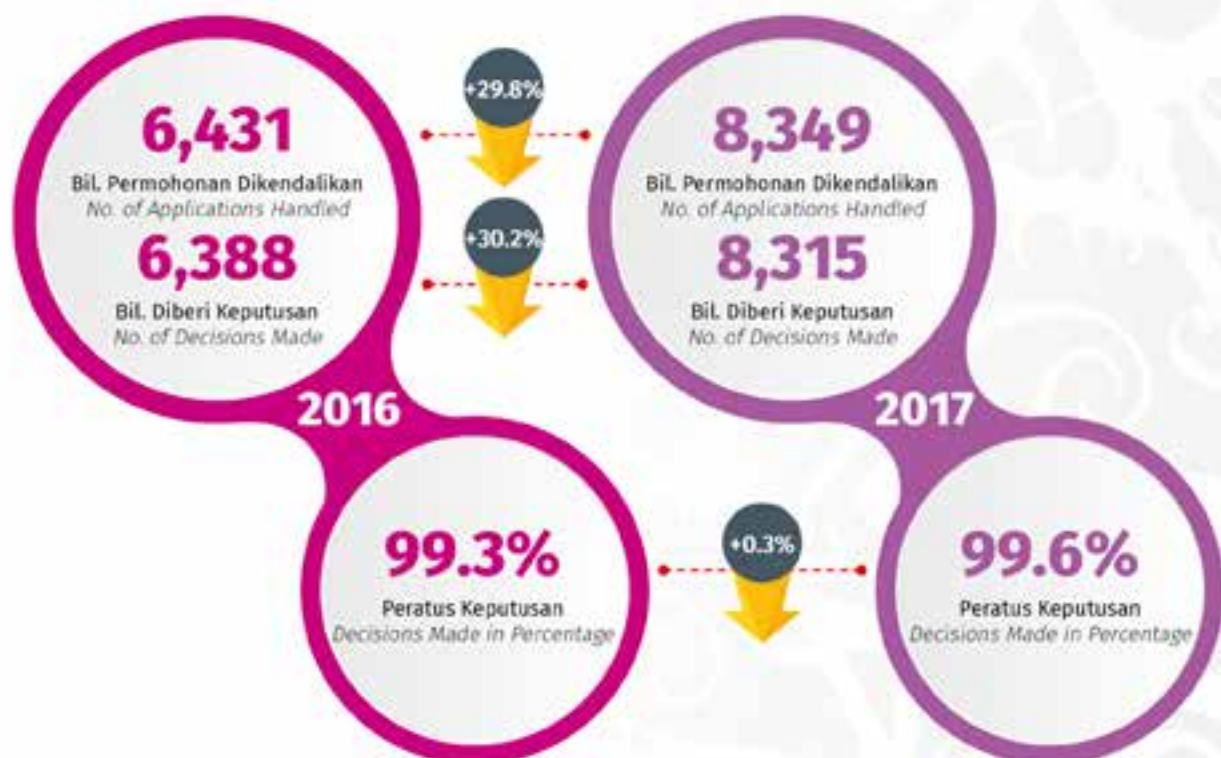
Jadual 6.1: Bilangan Permohonan Surat Kelulusan Secara Dasar (AP) yang Dikeluarkan
Table 6.1: Number of Letter of Approval in Principle (AP) Issued



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



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



Aspek pengawalseliaan ini diperkembangkan 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 2017 telah berkurang sebanyak 21% berbanding tahun 2016.

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

Maklumat terperinci berkaitan tuntutan pampasan pekerja pada tahun 2016 dan 2017 adalah seperti di Jadual 6.4.

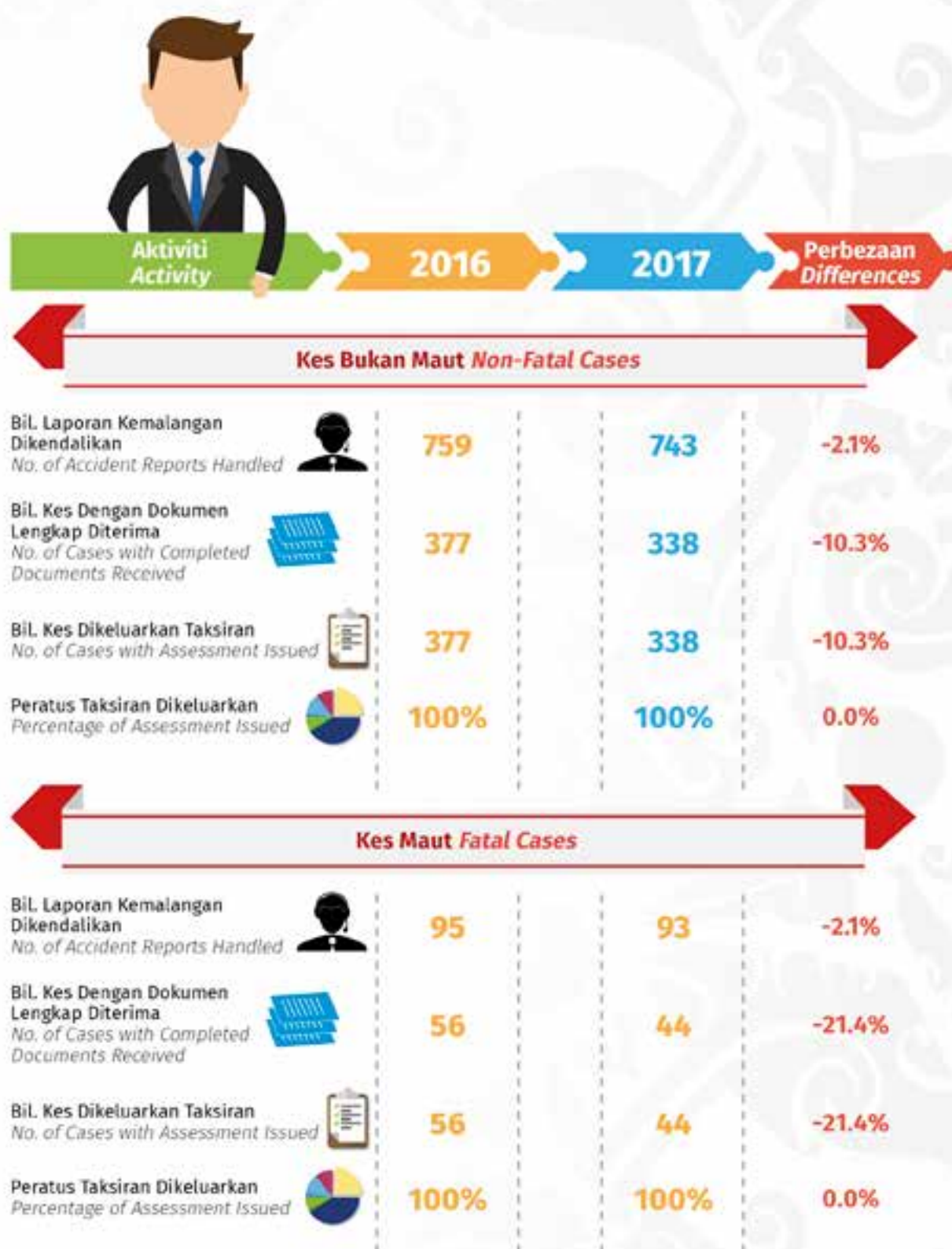
Workmen's Compensation Claims

The number of non-fatal and fatal accident cases reported has decreased by 2.1% in 2017 as compared to 2016.

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 2016 and 2017 are shown in Table 6.4.





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



Mengoptimalkan 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 71, sebanyak 3,366 lawatan keperluan guna tenaga telah dijalankan terhadap majikan dan 1,278 akaun klien telah dibuka dalam tahun 2017. Kedua-dua aktiviti ini dijalankan bagi mendapatkan maklumat berhubung kekosongan jawatan di dalam pasaran buruh.

Bilangan kekosongan jawatan didaftarkan, pencari kerja baru didaftarkan dan pencari kerja ditempatkan telah meningkat sebanyak 37.9%, 14.2% dan 32.1% dalam tahun 2017 berbanding tahun sebelumnya.

Sebanyak 158 sesi ceramah kerjaya telah dijalankan pada tahun 2017. 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 mengguna portal JobsMalaysia.

Sementara itu, aktiviti publisiti menunjukkan peningkatan sebanyak 29.6% pada tahun 2017 berbanding tahun sebelumnya.

Employment Service

As shown in Table 71, a total of 3,366 promotional visits were made to various companies and 1,278 client accounts were created in 2017. This activity was conducted for the purpose of obtaining information on job vacancies in the labour market.

The number of vacancies registered, registration of new jobseekers and the placement of jobseekers has increased by 37.9%, 14.2% and 32.1% in 2017 over the previous year.

A total of 158 career talks were conducted in 2017. 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 29.6% in 2017 over the previous year.

Aktiviti Activity	2016	2017	Perbezaan Differences
Lawatan Keperluan Guna Tenaga Promotional Visit 	2,943	3,366	+14.4%
Akaun Klien Client Accounts 	1,483	1,278	-13.8%
Pendaftaran Kekosongan Jawatan Registration of Vacancies 	61,040	84,183	+37.9%
Pendaftaran Pencari Kerja Baru Registration of New Jobseekers 	8,648	9,880	+14.2%
Penempatan Pencari Kerja Placement of Jobseekers 	10,124	13,374	+32.1%
Ceramah Kerjaya Career Talks 	150	158	+5.3%
Publisiti Publicity 	351	455	+29.6%

Jadual 71: Aktiviti-aktiviti di bawah Perkhidmatan Pekerjaan
Tables 71: Activities under the Employment Service



Program Karnival Kerjaya

Program Karnival Kerjaya bertujuan untuk membantu pencari kerja mendapatkan pekerjaan dan membantu majikan mendapatkan pekerja.

Jabatan telah menganjurkan 14 program pada tahun 2017. Program ini telah disertai oleh 347 buah syarikat, penyedia latihan dan agensi kerajaan yang mana 18,792 kekosongan jawatan telah ditawarkan. Semasa program berlangsung, sebanyak 9,546 permohonan kerja dibuat, 9,546 pencari kerja ditemuduga dan 4,719 orang telah ditawarkan pekerjaan.

Maklumat berkenaan program karnival kerjaya adalah seperti di Jadual 7.2 di sebelah.

Career Carnival Programme

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

In 2017, 14 programmes were conducted. 347 companies, training provider and government agencies were participated in the programmes where 18,792 vacancies were offered. A total of 9,546 job applications were received, 9,546 jobseekers were interviewed and 4,719 were placed in employment.

The details of career carnival programme are shown in Table 7.2 on the next page.



Jadual 7.2: Laporan Program Penempatan Pekerjaan 2017
Table 7.2: Jobs Placement Programme Report 2017

	1 Serian 11.03.17	2 Sri Aman 12.03.17	3 Saratok 13.03.17	4 Mukah 15.03.17	5 Sibu 16.03.17	6 Betong 18.03.17	7 UTC 20.05.17
 Majikan Employer	18	10	8	13	18	16	22
 Agensi Pekerjaan Swasta Private Employment Agency	0	4	3	4	3	4	0
 Penyedia Latihan Training Provider	0	1	2	1	1	3	0
 Agensi Kerajaan Government Agencies	0	13	15	14	15	13	0
 Pengunjung Visitors	888	761	392	1,011	1,177	905	4,215
 Pendaftar JobsMalaysia JobsMalaysia Registrants	44	14	10	13	206	25	0
 Jawatan Kosong Ditawarkan Vacancies Offered	1,616	484	261	484	726	613	1,178
 Calon Memohon Candidates Applied	362	163	232	247	207	209	1,475
 Calon Ditemuduga Candidates Interviewed	362	163	232	247	207	209	1,475
 Bil. Ditawarkan Pekerjaan No. Offered Jobs	205	132	164	27	198	48	1,090

	8 Bintulu 17.08.17	9 Miri 19.08.17	10 Marudi 20.08.17	11 Limbang 21.08.17	12 Lawas 23.08.17	13 Kuching 30.09.17	14 Sibu 30.09.17
 Majikan Employer	26	21	13	16	18	22	20
 Agensi Pekerjaan Swasta Private Employment Agency	0	0	0	0	0	0	0
 Penyedia Latihan Training Provider	1	1	0	1	0	0	0
 Agensi Kerajaan Government Agencies	0	3	0	0	0	0	4
 Pengunjung Visitors	2,592	1,565	890	818	1,003	2,692	6,001
 Pendaftar JobsMalaysia JobsMalaysia Registrants	57	6	4	17	14	5	73
 Jawatan Kosong Ditawarkan Vacancies Offered	2,950	3,297	1,279	2,067	2,058	1,039	740
 Calon Memohon Candidates Applied	1,655	1,294	351	362	394	1,779	816
 Calon Ditemuduga Candidates Interviewed	1,655	1,294	351	362	394	1,779	816
 Bil. Ditawarkan Pekerjaan No. Offered Jobs	404	586	196	107	280	659	623

AZAM KERJA 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 dirancang 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 salah sebuah 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 2017, JTK Sarawak telah melaksanakan satu program di bawah inisiatif AZAM Kerja iaitu Program Penempatan dan Latihan (2PL) yang mana seramai 14 peserta telah menyertai program 2PL tersebut. Maklumat berkenaan Program 2PL tersebut adalah seperti Jadual 7.3 di bawah.

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 2017, JTK Sarawak has implemented one programme under the AZAM Kerja initiatives which is a Place and Train Programme (2PL) whereby there were a total number of 14 participants that have attended 2PL Programmes. The details of 2PL Programmes is shown in Table 7.3 below.

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.



4
Peserta
Participants

Pejabat Bahagian Bintulu
Bintulu Divisional Office

10
Peserta
Participants

Pejabat Bahagian Miri
Miri Divisional Office

Jadual 7.3: Program Azam Kerja e-Kasih JTK Sarawak 2017
Program Penempatan & Latihan (2PL)

Table 7.3: Programme of Azam Kerja e-Kasih JTK Sarawak 2017
Place & Train Programme

Agensi Pekerjaan Swasta (APS)

Dalam tahun 2017, sebanyak 72 permohonan untuk mendapatkan Lesen APS di bawah Akta Agensi Pekerjaan Swasta 1981 telah dikendalikan berbanding 51 permohonan dalam tahun 2016. Maklumat permohonan adalah seperti di Jadual 7.4.

Private Employment Agency (PEA)

In 2017, 72 applications for PEA Licence under the Private Employment Agencies Act 1981 were received as compared to 51 in 2016. The details of the applications are shown in Table 7.4.

Jadual 7.4: Bilangan Permohonan Lesen Agensi Pekerjaan Swasta
Table 7.4: Number of Application for License of Private Employment Agency

2016		2017	
Baru New	2	Baru New	0
Pembaharuan Renewal	49	Pembaharuan Renewal	72
Jumlah Total	51	Jumlah Total	72



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 14 orang OKU telah didaftarkan dan 10 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 14 disable persons have been registered and 10 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, proiting and the pledge to employ other OKU was achieved.

Jadual 7.5: Bilangan Pendaftaran dan Penempatan OKU
Table 7.5: 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 2017, sebanyak 36 permohonan telah diluluskan dengan bayaran geran berjumlah RM 1,011,521.40. Maklumat lanjut adalah seperti di Jadual 7.6.

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 2017, a total of 36 applications were approved under this scheme involving the disbursement of RM 1,011,421.40. Further details are shown in Table 7.6.



Jadual 7.6: Bilangan Permohonan dan Amaun Geran yang Diluluskan
Table 7.6: Number of Applications and Amount of Grant Approved

Nota: Sebanyak 3 permohonan kali kedua diluluskan dalam tahun 2013

Note: A total of 3 second time applications was approved in the year 2013



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 2017, sebanyak 167 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 2017, 167 labour permits were approved by the Director of Labour Sarawak. Details are as follows:-

Jadual 8: Jenis Permit Perburuhan yang Dikeluarkan Dalam Tahun 2017
Table 8: Type of Labour Permits Issued in the Year 2017

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	77
2	Potongan Levi Deduction of Levy	44
3	Potongan Gaji Deduction of Wages	37
4	Sekatan Kerja Lebih Masa Melebihi 104 Jam Overtime Restrictions more than 104 Hours	4
5	Pendahuluan Gaji Advances of Wages	3
6	Menyimpan Daftar Dalam Bentuk Lain Registration Storage in Different Order	2
Jumlah Total		167

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.





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 2017 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 2017 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>	
2016:	260
2017:	276
Perbezaan Differences	+ 6.2%

Wawancara Radio <i>Radio Talk</i>	
2016:	36
2017:	40
Perbezaan Differences	+ 11.1%

Khidmat Nasihat <i>Advisory Services</i>	
2016:	55,713
2017:	62,277
Perbezaan Differences	+ 11.8%



Risalah Diedarkan <i>Brochured Distributed</i>	
2016:	61,242
2017:	66,747
Perbezaan Differences	+ 9.0%



Sistem Pentadbiran dan Kemahiran Kakitangan *Department's Administration System and Personnel's Skill*

Latihan

Secara keseluruhannya, seramai 284 torang pegawai dan kakitangan Jabatan Tenaga Kerja (JTK) Sarawak telah menghadiri latihan pada tahun 2017.

Bilangan latihan yang telah dihadiri adalah sebanyak 279 di mana 12 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 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 2017
Table 10: List of Training Organised by the Department of Labour Sarawak in 2017

Bil. No.	Nama Kursus Name of Courses	Tarikh Date	Tempat Venue	Bil. Peserta No. of Participants		
				P & P	SK 1 & 2	Jumlah Total
1	Bengkel Pemantapan Buku Rekod Dan Perkhidmatan Kerajaan	25 – 27.01.2017	56 Hotel, Kuching	10	30	40
2	Bengkel Latihan mySPATA Modul Daftar Aset Khusus (DAK) Komponen bagi Jabatan Tenaga Kerja Sarawak Tahun 2017	13 – 15.02.2017	INTAN Sarawak	10	33	43
3	Persidangan Pelan Strategik Jabatan Tenaga Kerja Sarawak Tahun 2017	2 – 4.03.2017	Grand Dormani Rajah Court Hotel, Kuching	48	12	60
4	Bengkel Pemurnian Manual Prosedur Kerja Dan Fail Meja bagi Jabatan Tenaga Kerja Sarawak	3 – 6.04.2017	Harbour View Hotel, Kuching	7	30	37
5	Kursus Pemantapan Aktiviti Penguatkuasaan / Undang-Undang Dan Prosedur Kerja Jabatan Bagi Jabatan Tenaga Kerja Sarawak	24 – 29.04.2017	56 Hotel, Kuching	9	28	37
6	Kursus Pemeriksaan Berkanun Siri 1/2017	11 – 12.07.2017	56 Hotel, Kuching	6	16	22
7	Kursus Bless Bagi Pegawai S29 hingga S38 Jabatan Tenaga Kerja Sarawak	13 – 14.07.2017	Institut Latihan Perindustrian (ILP) Kota Samarahan	1	20	21
8	Kursus Pemeriksaan Berkanun Siri 2/2017	25 – 27.09.2017	Merdeka Palace Hotel & Suite, Kuching	6	27	33
9	Bengkel Berkenaan Pengendalian Kertas Siasatan Jabatan Tenaga Kerja Sarawak	27 – 28.09.2017	Merdeka Palace Hotel & Suite, Kuching	6	32	38
10	Kursus Pengurusan Kewangan Dan Perolehan Kerajaan Bagi Jabatan Tenaga Kerja Sarawak	13 – 15.10.2017	Grand Dormani Rajah Court Hotel, Kuching	12	29	41
11	Kursus Pemeriksaan Berkanun Siri 3/2017	16 – 18.10.2017	Merdeka Palace Hotel & Suite, Kuching	6	27	33
12	Mesyuarat Pegawai-Pegawai Kanan Jabatan Tenaga Kerja Sarawak Tahun 2017/2018	12 – 14.11.2017	Pullman Hotels & Resorts, Kuching	48	12	60

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

Perjawatan

Pada tahun 2017, seramai 33 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 12 orang pegawai dan kakitangan Jabatan Tenaga Kerja Sarawak telah dinaikkan pangkat pada tahun 2017.

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 29 Mac 2017, 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 2016. Jadual di bawah menunjukkan kumpulan gred dan bilangan penerima anugerah tersebut.

Staffing

In year 2017, 33 new officers and staff reported for duty at the Department of Labour Sarawak. With the additional personel, the Department will be able to futher improve its service delivery to the clients.

In recognition of the excellent service rendered, 12 officers and staff of the Department of Labour Sarawak were promoted in year 2017.

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 certiicate 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 29 March 2017, 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 oficers and staffs of the Department of Labour Sarawak were successfully selected to receive the Excellent Service Award 2016. The table below shows the grade and number of recipients for the Award.

Kumpulan Jawatan *Category of Post*



Pengurusan
dan Profesional
Professional and
Management

5 Penerima
Recipients

Sokongan
Supporting
1 (27 – 40)

5 Penerima
Recipients

Sokongan
Supporting
2 (1 – 26)

13 Penerima
Recipients

Berikut adalah senarai penerima Anugerah Perkhidmatan Cemerlang Bagi Tahun 2016 dari Jabatan Tenaga Kerja Sarawak:

The list of recipients of the Excellent Service Award 2016 from the Department of Labour Sarawak are as below:

Ibu Pejabat Headquarters

Syarifah Fatimah Azura binti Wan Ali	L44
Sapinah binti Mohamad Ibrahim	S41
Tan Hui Mien	S41
Chang Nyuk Kui	F41
Susa anak Supak	N19
Normeriah binti Kamil	N19 (KUP)
Ryan Melvin Suyang anak Valentine	H11

Kuching

Asip anak Ganam	S38
Uli Amri bin Bujang	N19
Bryine Benner anak Lanen	N11

Kota Samarahan

Norliza binti Mathan	S32
----------------------	-----

Sarikei

Wong Bik Yeng	L19
---------------	-----

Bakun

Rodizan bin Salleh

S19

Sri Aman

Mustapha bin Jobeli

S32

Hasanah binti Abang Adenan

N19 (KUP)

Betong

Nor Aqidah binti Abdul Manaf

S29

Sibu

Rahman bin Masaat

S41/S44

Muhd Azrizam bin Osman

S19

Mohd Khalil bin Mohd Usop

N19

Patrick Rabar anak Garing

N11

Limbang

Nancy anak Geli

W22 (KUP)

Miri

Aini binti Mustapha

S32

Nomi anak Humphery

L22





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 berasaskan 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**

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

Sambutan Bulan Inovasi 2017 Kementerian Sumber Manusia

Sempena sambutan Bulan Inovasi 2017, jabatan-jabatan dan agensi-agensi di bawah Kementerian Sumber Manusia (KSM) telah menyertai pelbagai program yang dianjurkan dari 24 hingga 26 Oktober 2017. Program ini memberi tumpuan terhadap inovasi dan kreativiti di samping memfokuskan aspek penyelesaian masalah di tempat kerja.

Jabatan Tenaga Kerja Sarawak telah menghantar tiga orang pegawai dari Unit ICT, untuk menyertai pertandingan bagi kategori pengurusan. Produk inovasi yang dibentangkan ialah "Interview Management System (IMS)". Kumpulan tersebut mendapat sijil penyertaan dan kata-kata galakan daripada pihak juri serta Pengurusan Tertinggi KSM.

Namun penghargaan harus diberikan kepada para pegawai kita yang terlibat kerana sepanjang tahun 2017 sebanyak 11 Program Karnival Kerjaya telah menggunakan sistem tersebut dan berjaya menempatkan sejumlah lebih kurang 3,300 orang pencari kerja.

The Innovation Month 2017 of Ministry of Human Resources

In conjunction with the Innovation Month celebration 2017, the departments and agencies of the Ministry of Human Resources participated in various programmes held from 24 to 26 October 2017. The programme focuses on innovations and creativities, besides highlighting on the problem solving aspects in the workplace.

Department of Labour Sarawak sent three officers from ICT Unit to participate in the competition for the management category. The innovative product presented was "Interview Management System (IMS)". The group was presented with a certificate of participation and had words of encouragement from the judges and the Ministry's Top Management.

Nevertheless a pat on the back should be given to the team as throughout the year of 2017, eleven Career Carnival Programmes had the system used and successfully emplaced some 3,300 job seekers in employment.



YB Dato' Sri (Dr) Richard Riot Anak Jaem, Menteri Sumber Manusia melawati booth pendaftaran pencari kerja menggunakan IMS semasa Job Fair @ UTC Sarawak Peringkat Kebangsaan 2017

The Honorable Minister of Human Resources, Dato' Sri (Dr) Richard Riot Anak Jaem, visited the job seekers registration booth using the IMS during Job Fair @ UTC Sarawak National Level 2017

Galeri Peristiwa Sepanjang Tahun

Event Gallery throughout the Year



Kraftangan Sarawak
Sarawak Crafts



Kursus Pemeriksaan Berkas Siri 1, 2 & 3





Kursus BLESS 13 - 14.07.17





Kunjungan Nestle
Manufacturing
15.08.17





Program Minggu
Kerjaya Kenyalang
17-23.08.17













Bengkel Pengendalian
Kertas Siasatan
27-28.09.17





Program Penempatan
Pekerjaan PTK Kuching
30.09.17





Job Fair @ UTC 3.0
30.09.17





Kursus Pengurusan Kewangan
& Perolehan Kerajaan
13-15.10.17



Kunjungan PPNS
02.11.17



Mesyuarat Penolong
Kanan JTKSWK
12-14.11.17





Perarakan Sempena
Sambutan Maulidur Rasul 1439H
01.12.17





Lokasi Pejabat Tenaga Kerja Sarawak dan Pusat JobsMalaysia

*Location of Sarawak Labour Offices
and JobsMalaysia Centre*



Places of interest in Sarawak
Tempat-tempat menarik di Sarawak



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



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

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

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

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

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

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

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

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

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

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

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

**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

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

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

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

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

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

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