



LAPORAN TAHUNAN  
ANNUAL REPORT



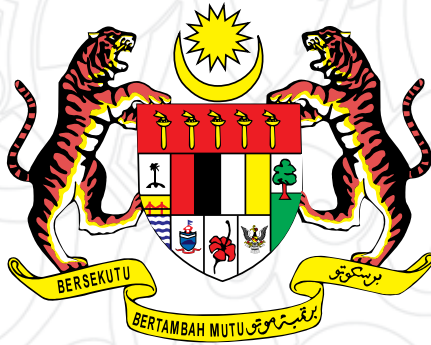
JABATAN TENAGA KERJA SARAWAK  
DEPARTMENT OF LABOUR SARAWAK

KEMENTERIAN SUMBER MANUSIA  
MINISTRY OF HUMAN RESOURCES









**LAPORAN TAHUNAN** | **2018**  
**ANNUAL REPORT**

*Pekerja Berkemahiran  
Peneraju Kecemerlangan  
Negara*

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

**KEMENTERIAN SUMBER MANUSIA**  
**MINISTRY OF HUMAN RESOURCES**



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**Perutusan daripada Ketua Setiausaha, Kementerian Sumber Manusia**  
*Message from Secretary General, Ministry of Human Resources*

**Kata-kata Aluan Pengarah**  
*Foreword from Director*

**Pengenalan Korporat Jabatan**  
*Department's Corporate Information*

- **Pengurusan Tertinggi dan Carta Organisasi**  
*Top Management and Organisation Chart*
- **Visi, Misi dan Objektif**  
*Vision, Mission and Objectives*
- **Latar Belakang Jabatan**  
*Background of the Department*
- **Piagam Pelanggan**  
*Client's Charter*
- **Pengurusan Kualiti Jabatan**  
*Management of the Department's Quality*
- **Ringkasan Undang-Undang yang Dikuatkuasakan**  
*Summary on Laws being Enforced*

**Menjamin Hak Pekerja dan Mewujudkan Peluang Pekerjaan**  
*Ensuring Employees' Rights and Creating Employment Opportunities*

- **Melaksanakan Penguatkuasaan Undang-Undang Buruh**  
*To Carry Out the Enforcement of Labour Laws*
- **Pengawalseliaan Penggajian Pekerja Bukan Pemastautin**  
*Regulating the Employment of Non-Resident Employees*
- **Mengoptimumkan Guna Tenaga Kerja**  
*Optimizing Workforce*
- **Responsif kepada Keperluan Majikan Selaras dengan Perubahan Suasana Perburuhan Semasa**  
*To be Responsive towards Employers' Needs in Accordance with the Current Labour Environment*
- **Pendidikan Perburuhan**  
*Labour Education*
- **Sistem Pentadbiran dan Kemahiran Kakitangan**  
*Department's Administration System and Personnel's Skill*
- **Pengurusan Maklumat**  
*Information Management*

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

**Galeri Peristiwa Sepanjang Tahun**  
*Event Gallery Throughout the Year*

**Sidang Editor Laporan Tahunan 2018**  
*Editors Committee of Annual Report 2018*

**Perutusan Ketua Setiausaha  
Kementerian Sumber Manusia**

*Message from the Secretary General  
Ministry of Human Resources*





# Perutusan Ketua Setiausaha, Kementerian Sumber Manusia

## Message from the Secretary General, Ministry of Human Resources

Assalamualaikum w.b.t, Salam Sejahtera dan Salam Negaraku Malaysia.

Alhamdulillah, terlebih dahulu saya ingin menzahirkan rasa kesyukuran ke hadrat Allah SWT serta selawat dan salam ditujukassn buat junjungan besar kita, Nabi Muhammad SAW. Dengan taufik dan hidayah-Nya jua dapat saya menyampaikan sepatah dua kata dalam Laporan Tahunan 2018 Jabatan Tenaga Kerja Sarawak ini.

### *Penghargaan terhadap pencapaian terdahulu*

Berdasarkan pengamatan saya pada tahun 2018, Jabatan Tenaga Kerja Sarawak (JTK Sarawak) secara keseluruhannya telah berjaya mencapai sasaran yang membanggakan dalam aktiviti kerja. Program-program yang dirancangkan telah dilaksanakan dengan jayanya sepanjang tahun 2018. Justeru saya mengucapkan setinggi-tinggi syabas dan tahniah kepada seluruh warga kerja JTK Sarawak di bawah kepimpinan Pengarah Tenaga Kerja, Sarawak yang telah memberi komitmen dan bekerjasama dalam memastikan semua sasaran yang dihasratkan tercapai.

### *Membudaya kecemerlangan dalam aktiviti kerja*

Dalam masa yang sama, saya ingin menyeru seluruh warga kerja JTK Sarawak supaya terus mengamalkan **budaya kerja cemerlang berteraskan integriti** yang tinggi sebagai asas bagi pencapaian penyampaian perkhidmatan yang terbaik. Kita haruslah bertitik tolak dengan pegangan yang teguh terhadap budaya kerja penuh berintegriti dalam menghadapi cabaran pada masa hadapan.

Saya menyedari **isu dan cabaran** dalam menjalankan kerja-kerja **penguatkuasaan undang-undang perburuhan di Sarawak** yang agak berbeza. Itizam **yang kuat dan budaya kerja berpasukan** perlu dijadikan asas dalam memberi perkhidmatan kepada masyarakat bagi memastikan kualiti penyampaian perkhidmatan yang terbaik daripada kita.

Dalam hal ini juga, suka saya mengingatkan supaya warga kerja JTK Sarawak dapat terus **meningkatkan keupayaan dan pengetahuan** bagi melihat sesuatu perkara dari sudut yang lebih luas berdasarkan **kaca mata nasional dan global**.

Assalamualaikum and may Allah bless you, peace be upon you and Salam Negaraku Malaysia.

*First and foremost all praises unto Allah Subhanahu Wata'ala and peace be upon the great prophet, Muhammad (peace be upon him). With the blessings and guidance of Allah, I am able to pen a few words in this Annual Report of Department of Labour Sarawak 2018.*

### **Appreciation on the past achievements**

*I observe that in the year 2018, Department of Labour Sarawak (JTK Sarawak), generally had tremendously achieved its set targets. The programmes planned had been successfully carried out in 2018. Therefore, I would like to congratulate the leadership of JTK Sarawak, officers and staff for their full commitment and cooperation in order to make this tremendous achievement possible.*

### **To cultivate the excellent culture in all work-related activities**

*Subsequently, I would kindly urge the officers and staff of JTK Sarawak to **cultivate the excellent culture in all work-related activities whilst steadfast in holding sense of full of integrity when discharging duties**. This is especially true in our endeavour to achieve a meaningful service delivery. The bottom-line is we must be steadfast in holding integrity in whatever thing we do in facing the challenges ahead.*

*I was given to understand that **the issues and challenges** in discharging the duties of **doing enforcement work on labour laws in Sarawak** are slightly different than that other parts of Malaysia. That being the case, **a full commitment and a strong sense of team work** should be the underline in rendering our high quality service delivery.*

*Towards this end, the officers and staff of JTK Sarawak should continue to empower themselves by mean of **building of their capacity and gaining more knowledge** in order to open themselves up to a wider scope of view point on a national and a global areas.*

## Meniti perubahan dan cabaran baharu

Dalam era ini negara sedang melangkah ke hadapan menghadapi gelombang Revolusi Perindustrian Keempat (Industri 4.0). Penggunaan teknologi robotik dan automasi, **artificial intelligence (AI), big data analytics, internet of things (IoT)** dan sebagainya akan merubah ekosistem perniagaan dalam semua sektor ekonomi.

Justeru banyak usaha perlu kita perbaiki dengan segera. Saya amat berharap kita dapat menerima hakikat ini dengan hati dan minda yang terbuka serta mempunyai **sense of urgency dalam meniti perubahan baharu** ini bagi memastikan daya saing negara dapat ditingkatkan.

Pembangunan ekonomi digital dan kemunculan **disruptive innovation** dijangka akan turut memberi kesan langsung terhadap pewujudan pekerjaan dan kemahiran baharu. Oleh itu, amat penting untuk kita bersama dalam arus perubahan ini sebagai **enabler bagi membantu pertumbuhan ekosistem industri berasaskan teknologi**.

## Membudaya teknologi, kreativiti dan inovasi

Saya menyarankan supaya kita seboleh mungkin mengadaptasi **cara kerja yang lebih berteraskan teknologi** serta berusaha beralih dari landasan yang bersifat manual dan tradisional dalam mendepani fenomena baharu ini.

Pada masa yang sama, saya juga menyeru supaya kita tidak berasa terlalu selesa dengan pencapaian terdahulu dan bersedia **meningkatkan produktiviti serta kecekapan melalui kreativiti dan inovasi** dalam pendekatan dan amalan kerja selaras dengan perubahan yang berlaku.

Sebelum mengundur diri, sekali lagi saya ingin merakamkan penghargaan di atas kecemerlangan kerja yang telah ditunjukkan oleh semua warga kerja JTK Sarawak sepanjang tahun 2018. Semoga usaha gigih yang telah diberikan sentiasa diberkati dan dapat diteruskan pada masa akan datang.

## Facing the changings and the new challenges ahead

We are in the era of a Fourth Industrial Revolution (Industrial 4.0). The introduction to robotic technology and automation, artificial intelligence (AI), big data analytics, internet of things (IoT) and the like are taking place and this will undoubtedly changing the ecosystem of doing business across the economic sectors.

In line with this scenario concerted efforts should be put forth forthwith. I fervently hope that we can face this new reality with an open-heart and an open mind and having a sense of urgency in living with it in order to ensure that our beloved country's competitive edge will always be intake and on the going up trend.

The development in the digital economy and the what is so called as **disruptive innovation** is expected to have a direct impact on the demand of the new jobs and new skills needed. In tandem with this, the new reality needs us to be hand-in-hand in facing it and be the **enablers to enhance the growth in the ecosystem of the digital based industries and the like**.

## To cultivate the new technologies and instill creativities and innovations

The way forward, I am of the opinion that we should always be ready to adopt and adapt **the methods of doing business that is based on the new technologies** and subsequently making a paradigm shift from manual or that of traditional way in order to face the new reality.

Concurrently, we should not be over complacent with the past achievements; we should always be ready to strive to **increase our productivity and enhance capability by way of being more creative and innovative** in our approach and ways of doing business in line with the changes taking place.

Last but not least, let me once again put forth my gratitude to all of you for the excellent service rendered in 2018. I pray that Allah Almighty will always bless us for the good deeds that we have done all this while. Let us all endeavor for a better performance in times to come.

**DATO' AMIR BIN OMAR**

**Ketua Setiausaha, Kementerian Sumber Manusia**  
Secretary General, Ministry of Human Resources



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

***Foreword  
Director of Labour Sarawak***





## Kata-kata Aluan Pengarah Tenaga Kerja Sarawak *Foreword by the Director of Labour Sarawak*

Assalamualaikum wbt dan Salam Negaraku Malaysia,

Alhamdulillah, dengan izin daripada Allah swt jua dapat kita bersua sekali lagi dalam laporan tahunan buat ke sekian kalinya ini. Saya gembira bahawa Laporan Tahunan Jabatan Tenaga Kerja Sarawak Tahun 2018 ini dapat dihasilkan dengan baik sekali. Saya ingin menzahirkan setinggi-tinggi penghargaan dan ucapan syabas kepada Ketua Editor dan Sidang Editornya yang telah berusaha gigih bagi menjayakan penerbitan laporan kali ini.

Jabatan Tenaga Kerja Sarawak (JTK Sarawak), secara keseluruhannya telah berjaya mencapai sasaran kerja dengan jayanya bagi aktiviti-aktiviti dan program-program utamanya yang telah dirancang untuk tahun 2018. Aktiviti-aktiviti penguatkuasaan undang-undang perburuhan termasuk pematuhan terhadap Perintah Gaji Minimum terus dipergiatkan dalam tahun 2018. Sebanyak 185 Kertas Siasatan telah dibuka. Ini menunjukkan pencapaian sebanyak 149% daripada sasaran kerja yang ditetapkan. Di samping itu, 34 pendakwaan telah diambil terhadap majikan-majikan yang ingkar mematuhi undang-undang perburuhan. Sejumlah 25 pendakwaan telah selesai dengan penalti berjumlah RM37,600.00. Tindakan kompaun juga telah dikenakan terhadap 149 majikan yang telah melakukan pelbagai kesalahan. Daripada tindakan ini, 104 telah selesai dengan jumlah bayaran kompaun sebanyak RM137,400.00. Sejumlah 1,252 kes buruh dikendalikan oleh JTK Sarawak dan 1,089 kes daripadanya telah selesai. Ini melibatkan perintah Mahkamah Buruh berjumlah RM895,449.00.

Dari segi penguatkuasaan undang-undang perburuhan, saya juga akan memberikan penekanan khusus terhadap kawasan-kawasan pedalaman Sarawak pada tahun 2019 ini nanti. Ini untuk memastikan para pekerja di kawasan-kawasan ini mendapat perlindungan undang-undang sewajarnya. Untuk tujuan itu, JTK Sarawak akan berusaha menghidupkan semula penggunaan sampan bagi menyusuri sungai-sungai di mana terletaknya kem-kem pembalakan khususnya di kawasan-kawasan pedalaman Kapit dan Marudi.

Di samping penguatkuasaan undang-undang perburuhan, usaha menempatkan para pencari kerja juga terus digiatkan pada tahun 2018. Pelbagai aktiviti seperti Program Karnival Kerjaya, pendaftaran pencari kerja, pendaftaran jawatan kosong, pengendalian *Client Account* dan seumpamanya telah berjaya menempatkan 13,595 pencari kerja. Selain itu, pendaftaran dan penempatan Orang Kelainan Upaya (OKU) yang berdaftar dalam portal JobsMalaysia turut dibuat. Hasilnya, daripada 12 orang yang berdaftar, 9 orang telah berjaya ditempatkan. Apa

*Peace be upon you and may the blessings of Allah be upon you too, Salam Negaraku Malaysia,*

*All praises unto Allah Subhanahu Wata'ala for His blessings that enable us to meet again in this annual report. Peace be upon the great Prophet Muhammad (peace be upon him). I am indeed very grateful that this Department of Labour Sarawak Annual Report 2018 has been completed successfully. I wish to convey my appreciation and congratulations to the dedicated Chief Editor and his Editorial Members on their efforts in making the publishing of this report a successful one.*

*Department of Labour Sarawak (JTK Sarawak), in general, has successfully achieved its set targets in activities and programmes planned for the year 2018. The labour laws enforcement activities including that of for the Minimum Wages Order had been enhanced in 2018. A total number of 185 of the Investigation Papers had been opened for further actions. This shows an astounding achievement of 149% from the set target. Apart from that, 34 prosecutions had been carried out against the recalcitrant employers. Out of this, 25 prosecutions had been meted out with a total penalties amounting to RM37,600.00.*

*The issuance of compounds to 149 unscrupulous employers who violated various labour laws had been carried out. Arising out of it, 104 compounds had been settled with an amount of RM137,400.00 collected. A total of 1,252 labour cases had been dealt with by our Department. Out of this 1,089 of it had been delivered. Our tribunal, the Labour Court, had ordered payments totaling RM895,449.00.*

*In the aspect of labour laws enforcement, emphasis is specifically laid upon to the remote areas of the state in this forth coming year. This is in line with our efforts to ensure that the employees in those areas are not neglected in term of the labour laws coverage and the like. Towards this end, our Department will reintroduce the usage of long boats to reach the upper hand of the rivers and tributaries where most of the logging camps are located especially in the interiors of Kapit and Marudi.*

*Apart from carrying the enforcement works, our efforts in placing the job-seekers in employment were also done tirelessly in 2018. Various activities such as Career Carnival Programmes, registration of job-seekers, dealing with the so called Client*



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.

Kejayaan ini semua merupakan hasil kerjasama dan komitmen terhadap tugas mendalam yang telah ditunjukkan oleh semua warga kerja JTK Sarawak. Saya ucapkan syabas. Semoga kita semua akan terus berusaha untuk memartabatkan JTK Sarawak.

Pada tahun 2019 ini juga aktiviti-aktiviti berkaitan hasrat KSM untuk menjamin hak para 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.

Saya ingin menghulurkan sekalung penghargaan dan terima kasih kepada semua warga kerja JTK Sarawak yang senantiasa memberikan komitmen tinggi serta menyumbangkan fikiran dan 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.

*Accounts activities and some related programmes were carried out. These bring broad smile to some 13,595 job-seekers who were successfully placed in various employments. Other programme like doing placement for the disabled persons (OKU) registered in the JobsMalaysia portal was also done. This bears fruit when out of 12 of OKU registered 9 were successfully placed in employment. Bear in mind this is one of the Key Performance Indicators (KPI) set for Ministry of Human Resources (KSM), that is to somehow create job opportunities, and to safeguard the employees' rights. We are full of proud over this matter.*

*The above achievements were achieved with the existence of cooperations and commitments from among the entire strata of the officers and staff of JTK Sarawak. My hat's off to all of you. This is by no means you can sit on your laurel. Let us all strive to uplift Department of Labour Sarawak to a greater height.*

*Throughout the year 2019 also the activities that are in line with the Ministry's aspiration to safeguard the employees' rights in the forms of prosecutions and statutory inspections and the like will no doubt be intensified. Apart from that, the Career Carnival Programmes, a platform for job-matchings and placements, will definitely be carried out tremendously.*

*Last but not least, my deepest appreciation and thanks to all officers and staff of our Department who always strive in the highest sense of commitment in making the implementation of policies, programmes and activities planned possible. Let us together we steadfast in delivering the best for the people and our beloved nation.*

## **AWANG RADUAN BIN AWANG OMAR**

**Pengarah Tenaga Kerja Sarawak**

*Director of Labour Sarawak*



Pengenalan Korporat Jabatan  
*Department's Corporate Information*





**Pengurusan Tertinggi**  
*Top Management*



**Encik Awang Raduan Bin Awang Omar**  
Pegawai Pengarah Tenaga Kerja Sarawak  
*Director of Labour Sarawak*



**Encik Sulaiman bin Ismail**  
Timbalan Pegawai Pengarah Tenaga Kerja Sarawak  
*Deputy Director of Labour Sarawak*



**Puan Jamillah binti Putit**  
Ketua Bahagian Standard Perburuhan  
*Head of Labour Standard Division*



**Encik Barnabas anak Ahjam**  
Ketua Bahagian Penguatkuasaan  
*Head of Enforcement Division*



**Puan Syarifah Fatimah Azura  
binti Wan Ali**  
Ketua Unit Undang-Undang  
Head of Legal Unit  
(sehingga 14.09.2018)



**Encik Jamaluddin bin Yaakub**  
Ketua Bahagian Penggajian Pekerja  
Bukan Pemastautin  
Head of Non-Resident Employment Division



**Encik Izuddin bin Mohd Khalid**  
Ketua Bahagian Khidmat Pengurusan (Kewangan)  
Head of Management Service Division (Finance)



**Puan Rahman Bee  
Binti A.M. Sheriff**  
Ketua Bahagian Perkhidmatan Pekerjaan  
Head of Employment Service Division



**Tuan Haji Kamal bin Haji Aris**  
Ketua Bahagian  
Penyelidikan dan Maklumat  
Head of Research and Information

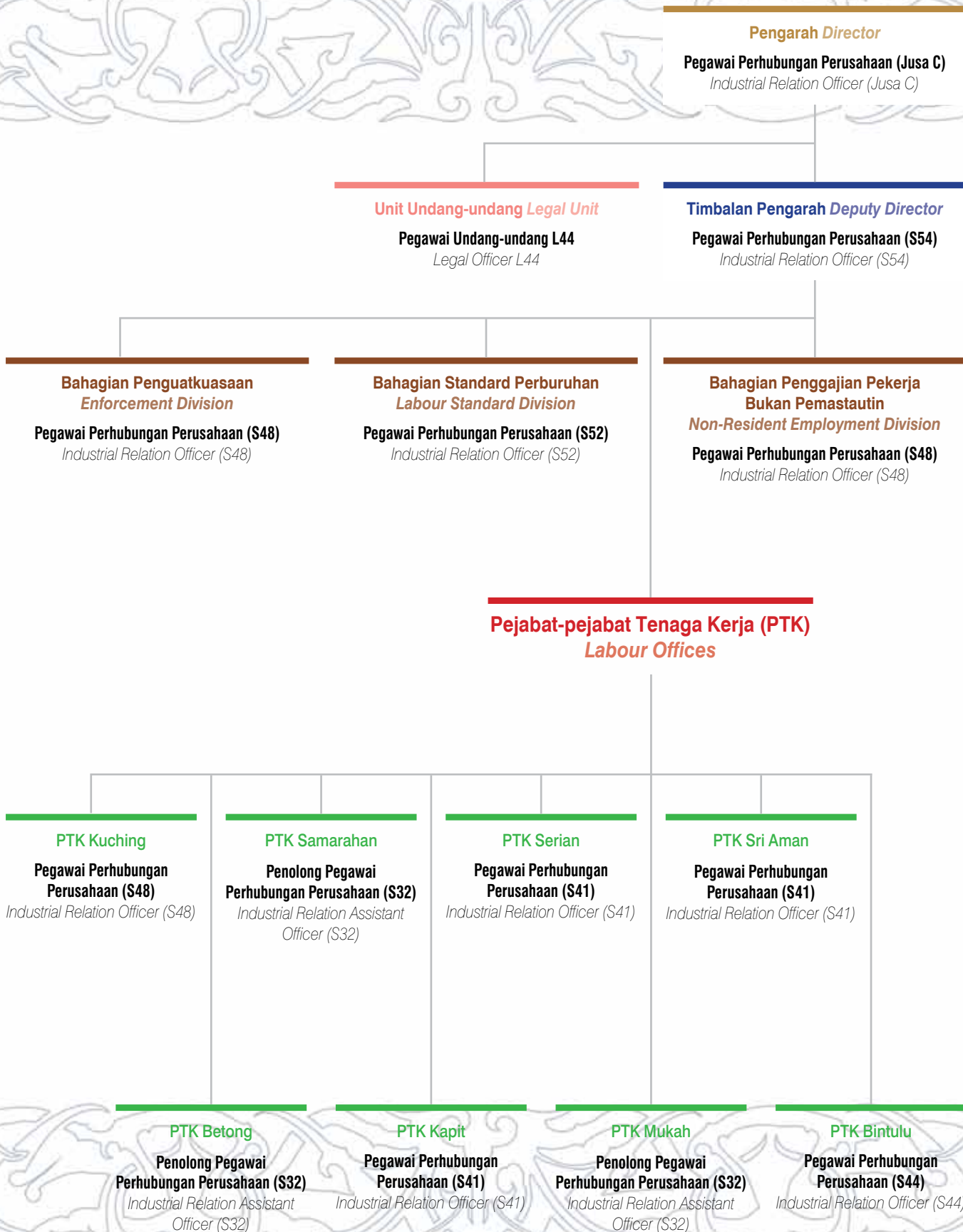


**Encik Bruno Jong Kim Luing**  
Penyelaras Jabatan dan Agensi  
Kementerian Sumber Manusia di  
Pusat Transformasi Bandar (PTB)  
Coordinator of Department and Agencies for  
Ministry of Human Resources at  
Urban Transformation Centre (UTC)



# 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 (S44)**  
*Industrial Relation Officer (S44)*

**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**  
Ketua PTK Kuching  
Head of Kuching Office



**Encik Anthony Lawai**  
Lutang  
Ketua PTK Miri  
Head of Miri Office



**Puan Dorrhea anak Chuat**  
Ketua PTK Bintulu  
Head of Bintulu Office



**Encik Tujuh anak Bachat**  
Ketua PTK Sibul  
Head of Sibul Office



**Encik Khusyairi Pangkas Abdullah**  
Ketua PTK Kapit  
Head of Kapit Office



**Puan Asmah binti Bujang**  
Ketua PTK Sarikei  
Head of Sarikei Office



**Encik Hussien anak Akong**  
Ketua PTK Sri Aman  
Head of Sri Aman Office



**Encik Lio Siang Yun**  
Ketua PTK Marudi  
Head of Marudi Office



**Puan Jessie anak Bidut**  
Ketua PTK Serian  
Head of Serian Office



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



**Tuan Haji Nurul Ashikin  
bin Bohari**  
Ketua PTK Saratok  
*Head of Saratok Office*



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



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



**Puan Norliza binti Mathan**  
Ketua PTK Samarahan  
*Head of Samarahan Office*



**Encik Dominic anak  
Empera**  
Ketua PTK Mukah  
*Head of Mukah Office*



**Encik Fabian Punan  
Liam**  
Ketua PTK Lawas  
*Head of Lawas Office*



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

### VISI

Peneraju utama kecemerlangan pentadbiran perburuhan di sektor swasta.

### VISION

*Main catalyst towards excellence in private sectors labour management.*

### MISI

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

### MISSION

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

### OBJEKTIF

- 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.

### OBJECTIVES

- *To safeguard the interest and the welfare of the industrial community;*
- *To ensure that priority of employment opportunities is given to local citizens;*
- *To assist industries improve their competitiveness in facing the challenges of globalisation; and*
- *To create an industrial community that is well-versed in labour laws and labour matters towards a labour environment that is conducive for investment and industrial development.*



## Latar Belakang Jabatan Background of the Department

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

Sebelum penubuhan Malaysia, fungsi Jabatan ini dilaksanakan oleh Pejabat Residen dan Daerah. Selepas 16 September 1963, fungsi berkenaan diambil alih oleh Kementerian Buruh pada ketika itu yang kini dikenali sebagai Kementerian Sumber Manusia. Pada 29 November 2002, Jabatan Tenaga Kerja Sarawak juga telah mengambil alih 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 sehenti (*one stop centre*) bagi perkhidmatan pekerjaan.

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

*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.*



**Lokasi pertama Ibu Pejabat, Jabatan Buruh ditempatkan di Round Tower pada tahun 1969. Bangunan bersejarah ini dibina pada tahun 1886 dan kini telah diubahsuai menjadi Hotel Waterfront.**

*Headquartes of Labour Department was first located at Round Tower in 1969. The historical building was built in 1886 and now have converted into Waterfront Hotel.*



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.



**Bangunan UTC di Jalan Bukit Mata, Kuching, Sarawak.**  
UTC Building at Bukit Mata Road, Kuching, Sarawak.

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:

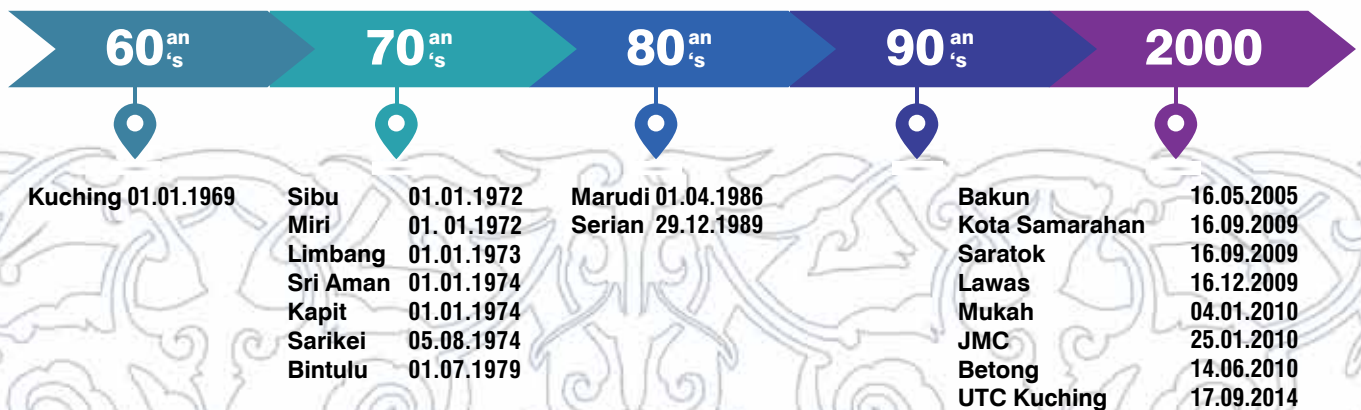
On 25 January 2010, JobsMalaysia Centre (JMC) was established in Kuching while JobsMalaysia Points (JMP) was established in all Labour Offices throughout Sarawak as a one stop centre for employment services.

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

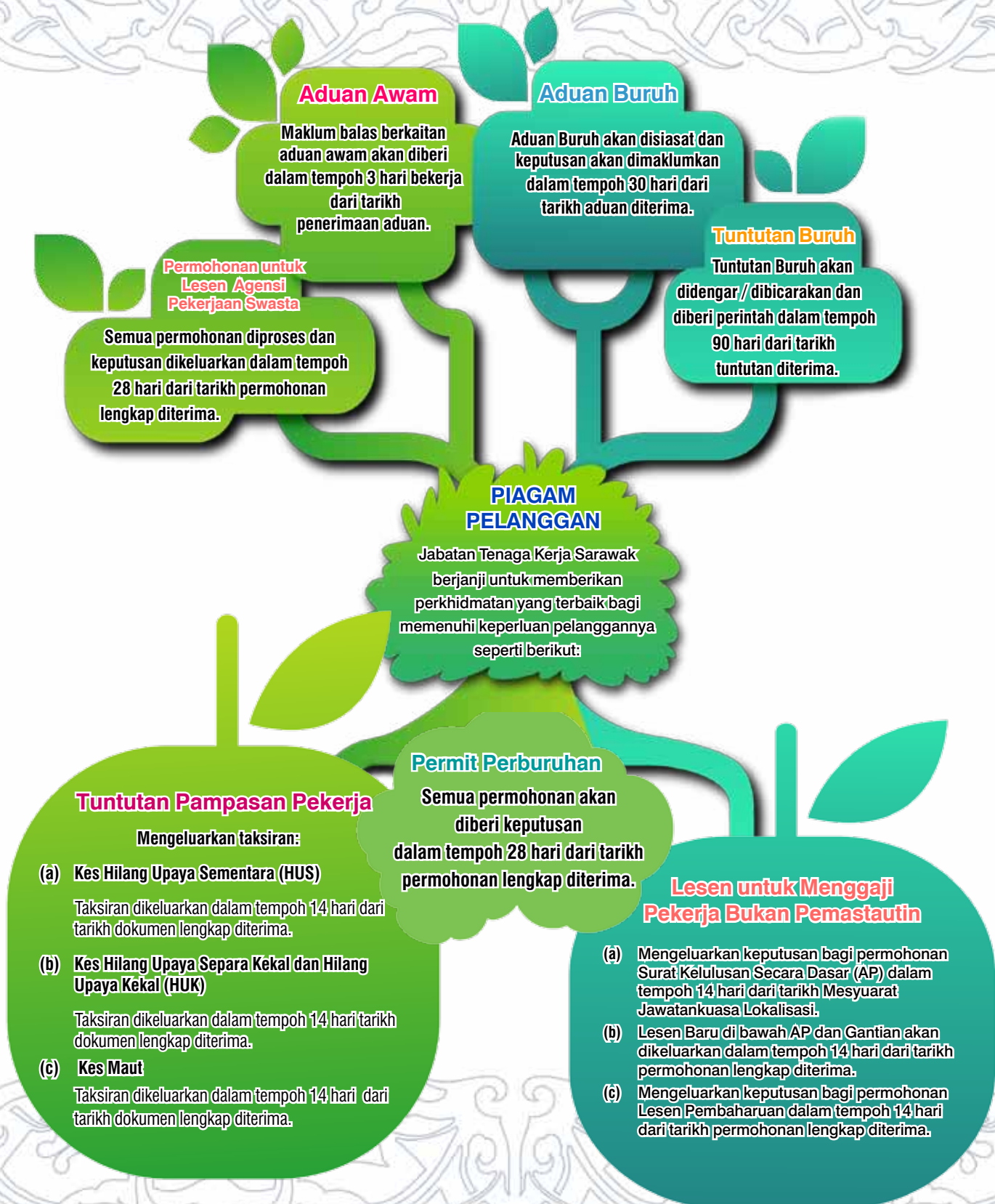
Agencies under the Ministry of Human Resources such as Department of Labour Sarawak, Industrial Training Institute Kota Samarahan, Department of Skills Development and Skills Development Fund Corporation share a common space to provide the services to the clients.

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:

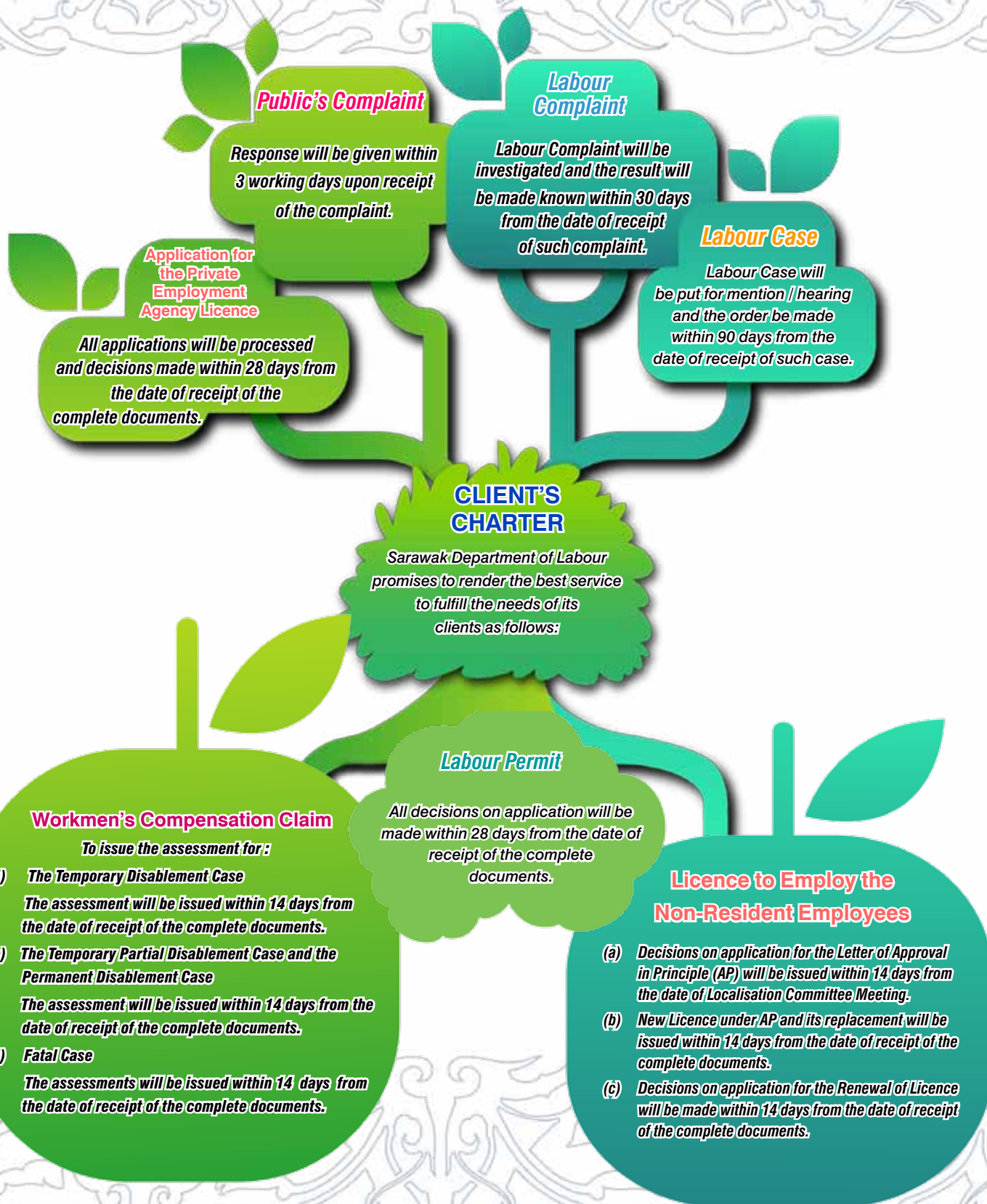


## PETUNJUK PRESTASI





**PERFORMANCE INDICATOR**



# 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:

### 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

## 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 updated.*

### Nurturing of the Quality as a Way of Life

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

### 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.*



penambahbaikan mutu perkhidmatan Jabatan.

### **Piagam Pelanggan**

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

### **Penglibatan Anggota**

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

### **Pengauditan dan Pemantauan**

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

Selain daripada itu, pelbagai 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.

### **Clients' Charter**

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

### **Staff Involvement**

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

### **Auditing and Monitoring**

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

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

### **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 on 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 Binatang (Bintangor), kawasan yang ditetapkan dalam Jadual Majlis Perbandaran Simanggang (Sri Aman) dan kawasan perbandaran Saratok. Ordinan ini memperuntukkan bahawa tiap-tiap orang yang digaji selain daripada dalam kapasiti sulit atau dalam posisi pengurusan, dalam mana-mana kedai, restoran atau pawagam adalah dibenarkan untuk cuti satu hari dalam satu minggu. Ordinan ini memperuntukkan bahawa tiada potongan atau pengurangan boleh dibuat daripada gaji pada hari yang premisnya ditutup ataupun pada hari seseorang 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.

### **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

### **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 applies 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 Binatang (Bintangor) District Council, the areas specified in the Schedule to the Simanggang (Sri Aman) Town District and Saratok town land. This Ordinance provides that every person employed otherwise than in a confidential capacity or in a position of management, in any shops, restaurants or theatre shall be allowed in each week a holiday of one whole day. The Ordinance provides no deduction or abatement to be made from wages on which the establishment has remained closed, or on which holiday has been allowed. An inspector may within the limit for which he is appointed enter and remain in any establishment to inspect any record, register or notice maintained therein.*

### **Workmen's Compensation Act 1952 (Act 273)**

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

### **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*

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 menjalankan aktiviti merekrut hendaklah mendapatkan lesen daripada Pengarah Tenaga Kerja. Akta ini telah dipinda dan berkuatkuasa pada 1 Februari 2018. Kategori lesen di bawah Akta ini adalah seperti berikut:

Kategori Lesen	Modal Berbayar	Wang Jaminan
Lesen A (untuk penempatan pekerjaan di dalam Malaysia)	<b>RM50,000</b>	<b>RM5,000</b>
Lesen B (untuk penempatan pekerjaan di dalam dan di luar Malaysia serta pekhidmat domestik asing di dalam Malaysia)	<b>RM100,000</b>	<b>RM100,000</b>
Lesen C (untuk penempatan pekerjaan di dalam dan di luar Malaysia serta pekerja bukan warganegara di dalam Malaysia)	<b>RM250,000</b>	<b>RM250,000</b>

### 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.

*structure and qualification required for each occupation. Any employer who fails to deliver a written statement to the authorised officer shall on conviction be liable to a fine of two thousand ringgit and in addition, to a fine of one hundred ringgit in respect of every day during which such offence shall continues.*

### Private Employment Agencies Act 1981

*This Act regulates the operation of Private Employment Agencies in Malaysia. The Act provides that any agency wishing to operate must obtain a licence from Director of Labour. This Act has been amended and enforced on 1 February 2018. The license categories under this Act are as follows:*

Licence Category	Paid-Up Capital	Bank Guarantee
Licence A (for job placement within Malaysia)	<b>RM50,000</b>	<b>RM5,000</b>
Licence B (for job placement within and outside Malaysia as well as foreign domestic servants within Malaysia)	<b>RM100,000</b>	<b>RM100,000</b>
Licence C (for job placement within and outside Malaysia as well as non-Malaysian employees in Malaysia)	<b>RM250,000</b>	<b>RM250,000</b>

### 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 workmen containing details of workmen 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 Antipemerdagangan Orang dan Antipenyeludupan Migran (Pindaan) 2010 [Akta 670]**

Akta ini telah diluluskan pada tahun 2007 sebagai Akta Antipemerdagangan 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 Antipemerdagangan Orang dan Antipenyeludupan 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 2018**

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.

Pada 23 November 2018, satu Warta Kerajaan Persekutuan telah disiarkan oleh Pejabat Peguam Negara yang boleh dinamakan sebagai Perintah Gaji Minimum (Pindaan) 2018. Kadar gaji minimum yang baharu ini adalah seragam bagi Semenanjung Malaysia, Sabah, Sarawak dan Wilayah Persekutuan Labuan.

Tarikh kuat kuasa Perintah Gaji Minimum (Pindaan) 2018 adalah mulai 1 Januari 2019 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 mengikut jam yang ditetapkan di bawah Perintah Gaji Minimum (Pindaan) 2018 bagi seluruh negara ialah seperti berikut:

### **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 2018**

*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.*

*On 23 November 2018, a Federal Government Gazette was published by the Attorney General's Chambers which could be named as the Minimum Wage Order (Amendment) 2018. This new minimum wage rate is uniform for Peninsular Malaysia, Sabah, Sarawak and Federal Territory of Labuan.*

*The effective date of the Minimum Wage Order (Amendment) 2018 shall be from 1 January 2019 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 (Amendment) 2018 for the whole country are as follows.*

Bulanan	Harian		Setiap Jam
	Bil. hari bekerja dalam seminggu		
RM1,100	6	RM42.31	RM5.29
	5	RM50.77	
	4	RM63.46	

Monthly	Daily		Hourly
	No. working days in a week		
RM1,100	6	RM42.31	RM5.29
	5	RM50.77	
	4	RM63.46	

Sehubungan dengan itu, pekerja yang tiada gaji pokok tetapi dibayar mengikut “upah ikut kerja”, berat tan, tugasan, perjalanan atau komisen, kadar gaji bulanan yang kena dibayar hendaklah tidak kurang daripada kadar gaji minimum bulanan yang telah ditetapkan:

*Accordingly, employees who have no basic salaries but are paid according to piece rated, tonnes, task, travel or commissions, the monthly payable shall be no less than the prescribed monthly minimum wage.*

## Kesalahan dan Penalti di bawah Akta Majlis Perundingan Gaji Negara 2011 Offences and Penalty under National Wages Consultative Council Act 2011

<b>Penalti bagi Kesalahan Pertama</b> <i>Penalty for First Offense</i>	<b>Seksyen 43</b> <i>Section 43</i>	<b>Denda tidak melebihi RM10,000 bagi setiap pekerja.</b> <i>A fine of not more than RM10,000 for each employee.</i>
<b>Perintah Mahkamah</b> <i>Court Order</i>	<b>Seksyen 44</b> <i>Section 44</i>	<b>Mahkamah boleh mengarahkan majikan membayar perbezaan antara gaji minimum dengan gaji pokok dan bayaran lain.</b> <i>The court may order the employer to pay the difference between minimum wages rate and the basic rates paid including other payment.</i>
<b>Penalti Am</b> <i>General Penalty</i>	<b>Seksyen 45</b> <i>Section 45</i>	<b>Denda tidak melebihi RM10,000 bagi setiap kesalahan di mana penalti khusus tidak dinyatakan.</b> <i>A fine of not exceeding RM10,000 for an offence which no penalty is expressly provided.</i>
<b>Penalti bagi Kesalahan Berterusan</b> <i>Penalty for Continuing Offence</i>	<b>Seksyen 46</b> <i>Section 46</i>	<b>RM1,000 bagi setiap hari kesalahan itu berterusan selepas sabitan.</b> <i>RM1,000 for each day the offence continues after conviction.</i>
<b>Penalti bagi Kesalahan Berulang</b> <i>Penalty for Repeated Offence</i>	<b>Seksyen 47</b> <i>Section 47</i>	<b>Tidak melebihi RM20,000 atau penjara tidak melebihi 5 tahun.</b> <i>A fine not exceeding RM20,000 or to imprisonment not exceeding 5 years.</i>



## 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:

### 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 separuh 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.

## 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:*

### 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<sup>st</sup> July 2013 and subsequently is re-employed.*







## Menjamin Hak Pekerja Dan Mewujudkan Peluang Pekerjaan

### *Ensuring Employees' Rights And Creating Employment Opportunities*

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



## 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.

*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 labour laws in the State of Sarawak.*

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

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

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

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

### Pendaftaran Tempat Pekerjaan Baru

Bilangan tempat pekerjaan baru yang telah didaftarkan dalam tahun 2018 adalah sebanyak 2,624. Daripada jumlah tersebut, 1,190 tempat pekerjaan telah didaftarkan di Kuching, 293 di Miri, 269 di Bintulu, 124 di Sibu dan yang selebihnya daripada Bahagian yang lain di Sarawak. Ini memberi gambaran pertumbuhan ekonomi yang pesat di Bahagian-bahagian tersebut.

### Registering New Places of Employment

*The number of new places of employment registered in the year 2018 was 2,624. Out of that total, 1,190 places of employment were registered in Kuching, 293 in Miri, 269 in Bintulu, 124 in Sibu and the rest from other Divisions of Sarawak. This shows that there has been a rapid economic growth in these Divisions.*

### Pemeriksaan Berkanun

Sepanjang tahun 2018, sebanyak 6,321 tempat pekerjaan telah diperiksa di mana 2,468 notifikasi pelanggaran telah dikeluarkan untuk majikan yang melanggar undang-undang perburuhan. Pencapaian untuk setiap Pejabat Tenaga Kerja di Sarawak adalah seperti rajah di bawah.

### Statutory Inspections

*During the year 2018, 6,321 places of employment were inspected while 2,468 violation notification 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*

Pembuatan Tenaga Kerja Labour Office	Kuching	Sibu	Bintulu	Miri	Samarahan	Serian	Sri Aman	Sarikei	Mukah	Betong	Saratok	Kapit	Bakun	Marudi	Limbang	Lawas	Jumlah Total
<b>Bilangan Number</b>	1,085	682	922	950	192	338	267	326	188	179	211	267	177	187	203	147	6321



Dari jumlah tempat pekerjaan yang diperiksa, sebanyak 2,128 (33.7%) 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 1,044 (16.5%), Aktiviti Perkhidmatan Lain 853 (13.5%), Pertanian, Perhutanan dan Perikanan 578 (9.1%), Pembinaan 308 (4.9%), Pembuatan 294 (4.7%) serta industri-industri yang lain di Sarawak. Bilangan tempat pekerjaan yang diperiksa mengikut industri dalam tahun 2018 adalah seperti di Jadual 1.

*Of the total places of employment inspected, 2,128 (33.7%) were in industries such as Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles. The remaining places that were inspected including in the Accomodation and Food Service Activities 1,044 (16.5%), Other Services Activities 853 (13.5%), Agriculture, Fisheries and Forestry 578 (9.1%), Construction 308 (4.9%), Manufacturing 294 (4.7%) and other industries in Sarawak. The number of places of employment inspected by industry in 2018 is shown in Table 1:*



**Jadual 1: Bilangan Tempat Pekerjaan Diperiksa Mengikut Industri dalam Tahun 2018**  
**Table 1: Number of Places of Employment Inspected by Industry in the Year 2018**

<b>Industri Industry</b>	<b>Bil. Pemeriksaan No. of Inspection</b>	<b>Peratusan Percentage</b>
<b>Pertanian, Perhutanan dan Perikanan</b> <i>Agriculture, Forestry and Fishing</i>	<b>578</b>	<b>9.1%</b>
<b>Perlombongan dan Pengkuarian</b> <i>Mining and Quarrying</i>	<b>17</b>	<b>0.3%</b>
<b>Bekalan Elektrik, Gas, Wap dan Pendingin Udara</b> <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	<b>108</b>	<b>1.7%</b>
<b>Bekalan Air, Pembetulan, Pengurusan Sisa dan Aktiviti Pemulihan</b> <i>Water Supply, Sewerage, Waste Management and Remediation</i>	<b>34</b>	<b>0.5%</b>
<b>Pembuatan</b> <i>Manufacturing</i>	<b>294</b>	<b>4.7%</b>
<b>Pembinaan</b> <i>Construction</i>	<b>308</b>	<b>4.9%</b>
<b>Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal</b> <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	<b>2,128</b>	<b>33.7%</b>
<b>Pengangkutan dan Penyimpanan</b> <i>Transportation and Storage</i>	<b>195</b>	<b>3.1%</b>
<b>Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman</b> <i>Accommodation and Food Service Activities</i>	<b>1,044</b>	<b>16.5%</b>
<b>Maklumat dan Komunikasi</b> <i>Information and Communication</i>	<b>84</b>	<b>1.3%</b>
<b>Aktiviti Kewangan dan Insurans / Takaful</b> <i>Financial and Insurance / Takaful Activities</i>	<b>107</b>	<b>1.7%</b>
<b>Aktiviti Hartanah</b> <i>Real Estate Activities</i>	<b>10</b>	<b>0.2%</b>
<b>Aktiviti Profesional, Sainifik dan Teknikal</b> <i>Professional, Scientific and Technical Activities</i>	<b>31</b>	<b>0.5%</b>
<b>Aktiviti Pentadbiran dan Khidmat Sokongan</b> <i>Administrative and Support Service Activities</i>	<b>129</b>	<b>2.0%</b>
<b>Pentadbiran Awam dan Pertahanan, Keselamatan Sosial Wajib</b> <i>Public Administration and Defence, Compulsory Social Security</i>	<b>98</b>	<b>1.6%</b>
<b>Pendidikan</b> <i>Education</i>	<b>48</b>	<b>0.8%</b>
<b>Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial</b> <i>Human Health and Social Work Activities</i>	<b>98</b>	<b>1.6%</b>
<b>Kesenian, Hiburan dan Rekreasi</b> <i>Art, Entertainment and Recreation</i>	<b>137</b>	<b>2.2%</b>
<b>Aktiviti Perkhidmatan Lain</b> <i>Other Services Activities</i>	<b>853</b>	<b>13.5%</b>
<b>Aktiviti Isi Rumah Sebagai Majikan; Aktiviti Mengeluarkan Barangan dan Perkhidmatan yang tidak dapat Dibezakan oleh Isi Rumah untuk Kegunaan Sendiri</b> <i>Activity of Households as Employers, Undifferentiated Goods and Services Producing Activities of Households for Own Use</i>	<b>18</b>	<b>0.3%</b>
<b>Aktiviti Badan dan Pertubuhan Luar Wilayah</b> <i>Activities of Exterritorial Organizations and Bodies</i>	<b>2</b>	<b>0.0%</b>
<b>Jumlah Total</b>	<b>6,321</b>	<b>100.0%</b>

## Aduan Buruh

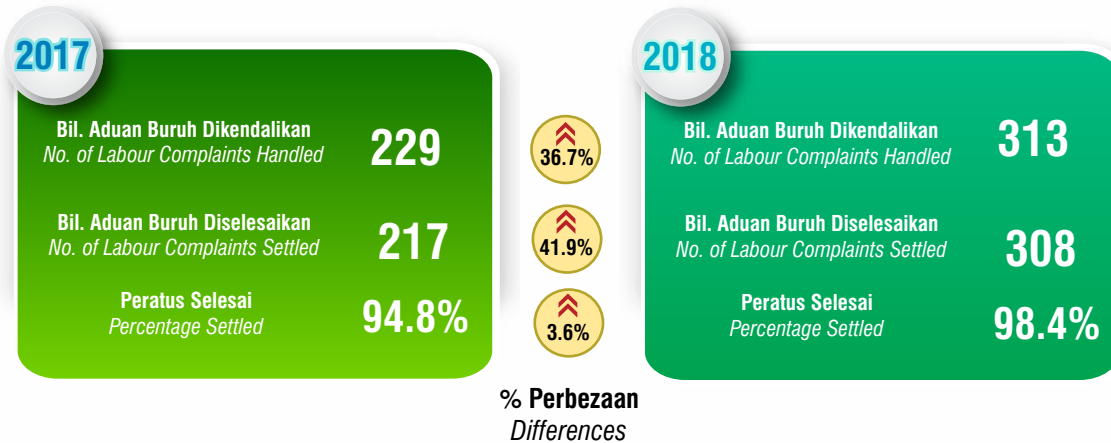
Dalam tahun 2018, sebanyak 313 kes aduan buruh telah dikendalikan berbanding 229 kes dalam tahun 2017. Peningkatan ini dipercayai berpunca daripada peningkatan dalam kesedaran pekerja terhadap undang-undang perburuhan. Dalam tahun yang sama sebanyak 308 kes telah berjaya diselesaikan.

## Labour Complaints

In 2018, a total of 313 labour complaints cases were handled as compared to 229 cases in 2017. The increase in the cases deal was believed to be due to the increase in awareness of employees on labour laws. In the same year, the Department settled 308 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 2018 adalah sebanyak 1,252 kes yang merupakan penurunan sebanyak 4.3% berbanding tahun 2017. Maklumat terperinci kes berkenaan adalah seperti di Jadual 3.

## Labour Claims

The number of labour claims handled in 2018 were 1,252 cases, representing a decrease by 4.3% as compared to 2017. Details of the cases are as shown in Table 3.

**Jadual 3: Bilangan Tuntutan Buruh Dikendalikan dan Diselesaikan**

*Table 3: Number of Labour Claims Handled and Settled*





## Kompaun

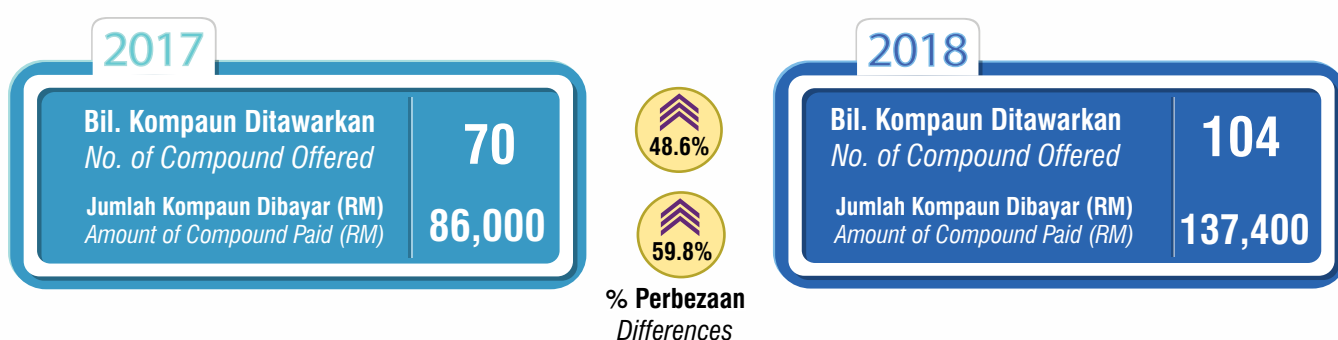
Dalam tahun 2018, Jabatan ini telah mengenakan tindakan kompaun kepada 104 buah syarikat yang melanggar peruntukan undang-undang perburuhan. Ini menunjukkan peningkatan sebanyak 48.6% berbanding dengan bilangan kompaun yang dikeluarkan dalam tahun 2017 iaitu sebanyak 70 kompaun. Maklumat kompaun yang dikeluarkan dan amaun yang terlibat pada tahun 2017 dan 2018 adalah seperti Jadual di bawah.

## Compound

In 2018, the Department has imposed compounds to 104 companies who have violated the provisions of labour laws. This is increase of 48.6% compared to 70 compounds issued in 2017. The details of compounds issued and the amount involved in 2017 and 2018 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

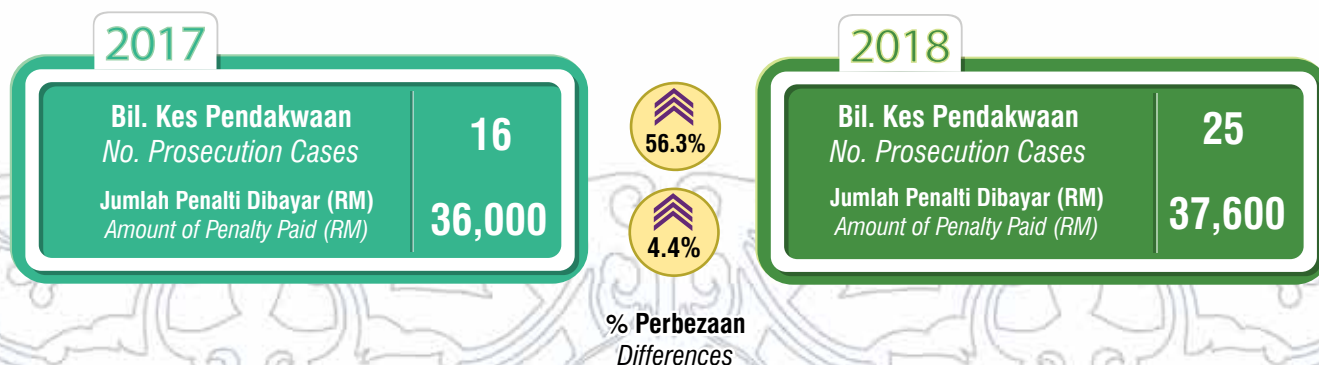
Jabatan ini mengambil pendekatan untuk terlebih dahulu menawarkan kompaun kepada syarikat-syarikat yang melanggar peruntukan undang-undang dan sekiranya syarikat tersebut gagal membayar kompaun dalam tempoh yang telah ditetapkan barulah tindakan pendakwaan diambil ke atas syarikat-syarikat tersebut. Oleh itu, bilangan kes pendakwaan yang dijalankan oleh Jabatan ini adalah 25 kes pada tahun 2018 berbanding 16 kes dalam tahun 2017.

## 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 25 cases in 2018 compared with 16 cases in 2017.

**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

### **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 reformation and wage trends; and*
- *Dealing with matters regarding international labour standards under the International Labour Organisation (ILO) conventions which Malaysia has ratified.*

### **Fungsi 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.
- Memberi keizinan untuk prosiding kompaun dan pendakwaan.

### **Legal Functions**

- *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.*
- *To provide consent for compound and prosecution proceedings.*



## Mewujudkan Peluang Pekerjaan Dan Menjamin Hak Pekerja

### *Creating Employment Opportunities And Ensuring Employees' Right*

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

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

Bilangan permohonan Surat Kelulusan Secara Dasar (AP) yang dikendalikan dalam tahun 2018 telah berkurang sebanyak 30.3%. Sementara itu, permohonan Lesen Baru / Gantian dan permohonan Lesen Pembaharuan yang dikendalikan dalam tahun 2018 juga berkurang sebanyak 0.9% dan 11.6% masing-masing. Ini menunjukkan terdapat pengurangan permintaan terhadap guna tenaga kerja asing oleh majikan-majikan di negeri ini. Maklumat permohonan dan keputusan adalah seperti di Jadual 6.1, 6.2 dan 6.3.

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

The number of applications for Letter of Approval in Principle (AP) decreased by 30.3% in year 2018. Meanwhile, applications for New / Replacement Licence and applications for Renewal of Licence have decreased by 0.9% and 11.6% in year 2018. These reflect a decrease on demand of foreign workers by employers in the state. The details of applications and decisions made are shown in Table 6.1, 6.2 and 6.3.

**Jadual 6.1: Bilangan Permohonan Surat Kelulusan Secara Dasar (AP) yang Dikeluarkan**

*Table 6.1: Number of Letter of Approval in Principle (AP) Issued*

<b>Aktiviti Activity</b>	<b>2017</b>	<b>2018</b>	<b>% Perbezaan Differences</b>
<b>Bil. Permohonan Dikendalikan</b> <i>No. of Applications Handled</i>	<b>2,007</b>	<b>1,399</b>	<b>- 30.3%</b>
<b>Bil. Permohonan Selesai Diproses</b> <i>No. of Applications Processed</i>	<b>1,650</b>	<b>1,286</b>	<b>- 22.1%</b>
<b>Bil. Diberi Keputusan</b> <i>No. of Decisions Made</i>	<b>1,405</b>	<b>1001</b>	<b>- 28.8%</b>
<b>Peratus Keputusan</b> <i>Decisions Made in Percentage</i>	<b>85.2%</b>	<b>77.8%</b>	<b>- 7.4%</b>

**Jadual 6.2: Bilangan Permohonan Lesen Baru dan Gantian yang Dikeluarkan**

*Table 6.2: Number of New and Replacement of Licenses Issued*

<b>Aktiviti Activity</b>	<b>2017</b>	<b>2018</b>	<b>% Perbezaan Differences</b>
<b>Bil. Permohonan Dikendalikan</b> <i>No. of Applications Handled</i>	<b>6,402</b>	<b>6,347</b>	<b>- 0.9%</b>
<b>Bil. Diberi Keputusan</b> <i>No. of Decisions Made</i>	<b>6,348</b>	<b>6,328</b>	<b>- 0.3%</b>
<b>Peratus Keputusan</b> <i>Decisions Made in Percentage</i>	<b>99.2%</b>	<b>99.7%</b>	<b>0.5%</b>

**Jadual 6.3: Bilangan Permohonan Lesen Pembaharuan yang Dikeluarkan**

*Table 6.3: Number of Renewals of Licenses Issued*

<b>Aktiviti Activity</b>	<b>2017</b>	<b>2018</b>	<b>% Perbezaan Differences</b>
<b>Bil. Permohonan Dikendalikan</b> <i>No. of Applications Handled</i>	<b>8,349</b>	<b>7,378</b>	<b>-11.6%</b>
<b>Bil. Diberi Keputusan</b> <i>No. of Decisions Made</i>	<b>8,315</b>	<b>7,210</b>	<b>-13.3%</b>
<b>Peratus Keputusan</b> <i>Decisions Made in Percentage</i>	<b>99.6%</b>	<b>97.7%</b>	<b>-1.9%</b>



## Tuntutan Pampasan Pekerja

Bilangan kes kemalangan bukan maut dan maut yang dilaporkan dalam tahun 2018 telah bertambah sebanyak 7.0% dan 43.0% masing-masing berbanding tahun 2017. Perkembangan pesat dalam industri mengundang pelbagai risiko kemalangan. Oleh itu, faktor sistem keselamatan harus dipertingkatkan bagi mengelak kadar kemalangan meningkat. Maklumat terperinci berkaitan tuntutan pampasan pekerja adalah seperti di Jadual 6.4.

## Workmen's Compensation Claims

The number of non-fatal and fatal accident cases reported has increased by 7.0% and 43.0% in 2018 as compared to 2017. A rapid development in the economy could result in a greater occurrence of accident at the workplace. Therefore, occupational safety system should be increased to avoid an increase in accident. The details of workmen compensation claims in 2017 and 2018 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*

Aktiviti Activity	2017	2018	% Perbezaan Differences
<b>Kes Bukan Maut Non-Fatal Cases</b>			
Bil. Laporan Kemalangan Dikendalikan No. of Accident Reports Handled	743	795	7.0%
Bil. Kes Dengan Dokumen Lengkap Diterima No. of Cases with Completed Documents Received	338	264	- 21.9%
Bil. Kes Dikeluarkan Taksiran No. of Cases with Assessment Issued	338	264	- 21.9%
Peratus Taksiran Dikeluarkan Percentage of Assessment Issued	100%	100%	0.0%
<b>Kes Maut Fatal Cases</b>			
Bil. Laporan Kemalangan Dikendalikan No. of Accident Reports Handled	93	133	43.0%
Bil. Kes Dengan Dokumen Lengkap Diterima No. of Cases with Completed Documents Received	44	75	70.5%
Bil. Kes Dikeluarkan Taksiran No. of Cases with Assessment Issued	44	75	70.5%
Peratus Taksiran Dikeluarkan Percentage of Assessment Issued	100%	100%	0.0%





# Mewujudkan Peluang Pekerjaan Dan Menjamin Hak Pekerja

## *Creating Employment Opportunities And Ensuring Employees' Right*

- Mengoptimumkan Guna Tenaga Kerja
- *Optimizing Workforce*





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

- **Mendaftar dan menempatkan pencari kerja;**
- **Mengenal pasti dan mendaftar kekosongan jawatan;**
- **Memberi perkhidmatan bimbingan kerjaya di institusi pendidikan tinggi, pusat latihan dan sekolah;**
- **Penempatan semula pekerja yang diberhentikan;**
- **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;*
- *Placement of retrenched workers;*
- *Preparing guidelines and operating procedures for the officers;*
- *Manage and promote activities of *JobsMalaysia* Centre and *JobsMalaysia Points*;*
- *Organising Job Placement Programmes;*
- *Secretariat to the Sub-Committee for the Recruitment of Local Workers;*
- *Processing application for Private Employment Agency Licence;*
- *Monitoring the activities of Private Employment Agencies; and*
- *Managing the Malaysia Overseas Employees Management Centre (MOEMC).*



## Perkhidmatan Pekerjaan

Seperti dalam Jadual 7.1, sebanyak 3,301 lawatan keperluan guna tenaga telah dijalankan terhadap majikan dan 1,068 akaun klien telah dibuka dalam tahun 2018. Kedua-dua aktiviti ini dijalankan bagi mendapatkan maklumat berhubung kekosongan jawatan di dalam pasaran buruh.

Bilangan kekosongan jawatan didaftarkan dan pencari kerja baru didaftarkan telah menurun sebanyak 2.0% dan 41.2% dalam tahun 2018 berbanding tahun sebelumnya. Walau bagaimanapun, bilangan pencari kerja ditempatkan telah meningkat sebanyak 1.7%.

Sebanyak 179 sesi ceramah kerjaya telah dijalankan pada tahun 2018. Kumpulan sasaran ialah pelajar sekolah menengah, siswa-siswi institusi pengajian tinggi dan pelatih institusi latihan kemahiran. Tujuannya adalah untuk memberikan penerangan berkaitan pasaran buruh, peluang latihan kemahiran, panduan mencari kerja, persediaan menghadiri temuduga, penulisan resume dan tatacara menggunakan portal *JobsMalaysia*.

Sementara itu, aktiviti publisiti menunjukkan peningkatan sebanyak 4.6% pada tahun 2018 berbanding tahun sebelumnya.

## Employment Service

As shown in Table 7.1, a total of 3,301 promotional visits were made to various companies and 1,068 client accounts were created in 2018. These activities were conducted for the purpose of obtaining information on job vacancies in the labour market.

The number of vacancies registered and registration of new jobseekers has decreased by 2.0% and 41.2% in 2018 over the previous year. However, the number of jobseekers placement has increased by 1.7%.

A total of 179 career talks were conducted in 2018. 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 accessing and using *JobsMalaysia* portal.

Meanwhile, publicity activities have increased by 4.6% in 2018 over the previous year.

**Jadual 7.1: Aktiviti-aktiviti di bawah Perkhidmatan Pekerjaan**

*Table 7.1: Activities under the Employment Service*

<b>Aktiviti Activity</b>	<b>2017</b>	<b>2018</b>	<b>% Perbezaan Differences</b>
<b>Lawatan Keperluan Guna Tenaga</b> <i>Promotional Visit</i>	<b>3,366</b>	<b>3,301</b>	<b>- 1.9%</b>
<b>Akaun Klien Client Accounts</b>	<b>1,278</b>	<b>1,068</b>	<b>- 16.4%</b>
<b>Pendaftaran Kekosongan Jawatan</b> <i>Registration of Vacancies</i>	<b>84,183</b>	<b>82,504</b>	<b>- 2.0%</b>
<b>Pendaftaran Pencari Kerja Baru</b> <i>Registration of New Jobseekers</i>	<b>9,880</b>	<b>5,805</b>	<b>- 41.2%</b>
<b>Penempatan Pencari Kerja</b> <i>Placement of Jobseekers</i>	<b>13,374</b>	<b>13,595</b>	<b>1.7%</b>
<b>Ceramah Kerjaya Career Talks</b>	<b>158</b>	<b>179</b>	<b>13.3%</b>
<b>Publisiti Publicity</b>	<b>455</b>	<b>476</b>	<b>4.6%</b>



## Program Karnival Kerjaya

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

Jabatan telah menganjurkan 10 program pada tahun 2018. Program ini telah disertai oleh 254 buah syarikat, agensi pekerjaan dan agensi kerajaan yang mana 16,720 kekosongan jawatan telah ditawarkan. Semasa program berlangsung, sebanyak 7,983 permohonan kerja dibuat, 7,083 pencari kerja ditemuduga dan 2,947 orang telah ditawarkan pekerjaan.

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

## Career Carnival Programme

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

In 2018, 10 programmes were conducted. 254 companies, employment and government agencies participated in the programmes where 16,720 vacancies were offered. A total of 7,983 job applications were received, 7,083 jobseekers were interviewed and 2,947 were placed in employment.

The details of career carnival programme are shown in Table 7.2 below.

**Jadual 7.2: Laporan Program Karnival Kerjaya 2018**

*Table 7.2: Career Carnival Programme Report 2018*

Pejabat Tenaga Kerja <i>Labour Office</i>	Tarikh <i>Date</i>	Majikan <i>Employer</i>	Agensi Pekerjaan Swasta <i>Private Employment Agency</i>	Agensi Kerajaan <i>Government Agencies</i>	Jumlah <i>Total</i>	Pengunjung <i>Visitors</i>	Pendaftar JobsMalaysia <i>JobsMalaysia Registrants</i>	Jawatan Kosong Ditawarkan <i>Vacancies Offered</i>	Calon Memohon <i>Candidates Applied</i>	Calon Ditemuduga <i>Candidates Interviewed</i>	Bil. Ditawarkan Pekerjaan <i>No. Offered Jobs</i>
Sri Aman	27.01.2018	18	0	3	21	795	11	558	502	502	224
Serian	03.03.2018	20	0	9	29	1,866	31	1,115	483	483	220
Kapit	17.03.2018	25	1	5	31	1,119	59	3,044	433	433	59
Sarikei	14.04.2018	21	1	0	22	1,297	21	1,004	177	177	126
Miri	21.04.2018	25	0	4	29	2,167	58	1,502	1,160	1,160	351
Kuching	05.05.2018	34	0	0	34	3,997	58	2,242	1,075	1,075	622
UTC	06.10.2018	20	0	0	20	1,813	140	1,681	1,604	704	308
Sibu	13.10.2018	20	0	0	20	1,450	704	1,676	704	704	356
Bintulu / Bakun	20.10.2018	28	0	0	28	2,834	12	1,876	1,359	1,359	503
Kuching	03.11.2018	20	0	0	20	4,452	9	2,022	486	486	178
<b>Jumlah Total</b>		<b>231</b>	<b>2</b>	<b>21</b>	<b>254</b>	<b>21,790</b>	<b>1103</b>	<b>16,720</b>	<b>7,983</b>	<b>7,083</b>	<b>2,947</b>

### Agensi Pekerjaan Swasta (APS)

Dalam tahun 2018, sebanyak 11 permohonan untuk mendapatkan Lesen APS di bawah Akta Agensi Pekerjaan Swasta 1981 telah dikendalikan berbanding 72 permohonan dalam tahun 2017. Maklumat permohonan adalah seperti di Jadual 7.4.

### Private Employment Agency (PEA)

*In 2018, 11 applications for PEA Licence under the Private Employment Agencies Act 1981 were received as compared to 72 in 2017. 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*

[ 2017 ]	
Baru <i>New</i>	0
Pembaharuan <i>Renewal</i>	72
Jumlah <i>Total</i>	72

[ 2018 ]	
Baru <i>New</i>	11
Pembaharuan <i>Renewal</i>	0
Jumlah <i>Total</i>	11

### Penyertaan Orang Kurang Upaya (OKU) dalam Pasaran Buruh

#### *Participation of the Disabled Persons in the Labour Market*

Jabatan Tenaga Kerja Sarawak juga telah dipertanggungjawabkan memastikan penyertaan Orang Kurang Upaya (OKU) dalam pasaran buruh yang merangkumi pendaftaran dan penempatan dalam pekerjaan. Seramai 12 orang OKU telah didaftarkan dan 9 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.

*The Sarawak Labour Department has been given the responsibility to ensure that the disabled person is participating in the labour market workforce which include registration and jobs placement. A total of 12 disabled persons have been registered and 9 persons were successfully being placed into employment.*

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

**Jadual 7.5: Bilangan Pendaftaran dan Penempatan OKU**  
*Table 7.5: Number of Registration and Placement of OKU*

[ 2017 ]	
Pendaftaran <i>Registration</i>	14
Penempatan <i>Placement</i>	10

[ 2018 ]	
Pendaftaran <i>Registration</i>	12
Penempatan <i>Placement</i>	9



### 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 2018, sebanyak 40 permohonan telah diluluskan dengan bayaran geran berjumlah RM 1,166,969.40. 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 2018, a total of 40 applications were approved under this scheme involving the disbursement of RM 1,166,969.40. 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*

<b>Tahun Year</b>	<b>Bil. Permohonan Diluluskan No. of Applications Approved</b>	<b>Jumlah Diluluskan (RM) Amount Approved (RM)</b>
<b>2007</b>	<b>8</b>	<b>155,000.00</b>
<b>2008</b>	<b>4</b>	<b>165,000.00</b>
<b>2009</b>	<b>5</b>	<b>100,000.00</b>
<b>2010</b>	<b>1</b>	<b>77,000.00</b>
<b>2011</b>	<b>1</b>	<b>88,779.00</b>
<b>2012</b>	<b>2</b>	<b>74,689.00</b>
<b>2013</b>	<b>4</b>	<b>100,716.00</b>
<b>2014</b>	<b>4</b>	<b>38,185.40</b>
<b>2015</b>	<b>1</b>	<b>11,718.00</b>
<b>2016</b>	<b>3</b>	<b>107,246.00</b>
<b>2017</b>	<b>3</b>	<b>93,088.00</b>
<b>2018</b>	<b>4</b>	<b>155,548.00</b>
<b>Jumlah Total</b>	<b>40</b>	<b>1,166,969.40</b>

**Nota: Sebanyak 3 permohonan kali kedua diluluskan dalam tahun 2013**

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

## Mewujudkan Peluang Pekerjaan Dan Menjamin Hak Pekerja

### *Creating Employment Opportunities And Ensuring Employees' Rights*

- 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 2018, sebanyak 195 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 2018, 195 labour permits were approved by the Director of Labour Sarawak. Details are as follows:-

**Jadual 8: Bilangan Permohonan Permit Perburuhan yang Dikeluarkan**

*Table 8: Number of Labour Permits Issued*

Bil. No.	Jenis Permit <i>Type of Permit</i>	Bil. Keputusan Dikeluarkan <i>No. of Decision Issued</i>
1	Potongan Gaji <i>Deduction of Wages</i>	103
2	Menyimpan Rekod Daftar Pekerja di Ibu Pejabat <i>Keeping Labour Register Record at Headquarters</i>	75
3	Sekatan Kerja Lebih Masa Melebihi 104 Jam <i>Overtime Restrictions more than 104 Hours</i>	8
4	Sekatan Wanita Bekerja Malam <i>Prohibition of Women Working at Night</i>	5
5	Menyimpan Daftar Dalam Bentuk Lain <i>Registration Storage in Different Order</i>	3
6	Pendahuluan Gaji <i>Advances of Wages</i>	1
	<b>Jumlah Total</b>	<b>195</b>

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

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

Jenis Permit <i>Type of Permit</i>
Pengumpulan Cuti Rehat Mingguan <i>Accumulation of Rest Days</i>
Kelonggaran Masa Bekerja <i>Flexible Working Hour</i>
Waktu Kerja Syif <i>Shift Working Hours</i>

# Mewujudkan Peluang Pekerjaan Dan Menjamin Hak Pekerja

## *Creating Employment Opportunities And Ensuring Employees' Rights*

- 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 2018 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 2018 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>		Wawancara Radio <i>Radio Talk</i>	
2017	276	2017	40
2018	329	2018	12
% Perbezaan Difference	19.2%	% Perbezaan Difference	-70.0%

Khidmat Nasihat <i>Advisory Services</i>		Risalah Diedarkan <i>Brochure Distributed</i>	
2017	62,277	2017	66,747
2018	67,006	2018	53,730
% Perbezaan Difference	7.6%	% Perbezaan Difference	-19.5%



## Mewujudkan Peluang Pekerjaan Dan Menjamin Hak Pekerja

### *Creating Employment Opportunities And Ensuring Employees' Rights*

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



## Latihan

Secara keseluruhannya, seramai 290 orang pegawai dan kakitangan Jabatan Tenaga Kerja (JTK) Sarawak telah menghadiri latihan pada tahun 2018. Bilangan latihan yang telah dihadiri adalah sebanyak 279 di mana 14 daripadanya ialah anjuran Jabatan ini. Ringkasan latihan yang dianjurkan oleh Jabatan ini adalah seperti di Jadual 10.

## Latihan

Approximately, 290 officers and staffs from Department of Labour Sarawak have attended various training in 2018. The number of courses attended were 279, of which 14 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 2018  
Table 10: List of Training Organised by the Department of Labour Sarawak in 2018

Nama Kursus Name of Courses	Tarikh Date	Tempat Venue	Bil. Peserta No. of Participants		
			P & P	SK 1 & 2	Jumlah Total
Persidangan Pegawai-Pegawai Kanan Jabatan Tenaga Kerja Sarawak Tahun 2018	23 – 26 Februari 2018	Kingwood Hotel, Sibul	48	6	54
Program Sharing HRMIS Application Knowledge & Experience (Share) bagi Jabatan Tenaga Kerja Sarawak Tahun 2018	20 – 23 Mac 2018	INTAN Sarawak	10	32	42
Kursus Pengendalian Kes Buruh / Pemprosesan Permit Perburuhan dan Penyediaan Kertas Siasatan	17 – 20 April 2018	Dorset Boutique Hotel, Kuching	8	27	35
Program Taklimat Tentang Asas Pertolongan Cemas	11 Mei 2018	Auditorium Tingkat 17, Bangunan Sultan Iskandar, Kuching	13	34	47
Taklimat Tentang Penaksiran Risiko dan Prosedur Kerja Selamat	7 Ogos 2018	Auditorium Tingkat 17, Bangunan Sultan Iskandar, Kuching	3	33	35
Kursus Pengurusan Kewangan dan ePerolehan Kerajaan	14 – 17 Ogos 2018	Dorset Boutique Hotel, Kuching	14	42	56
Kursus Pembangunan Profesionalisme & Kemahiran Kendiri bagi PPP Gred S19-S26 dengan kerjasama UNIMAS	3 – 7 September 2018	UNIMAS	2	32	34
Kursus Pemantapan Integriti Penjawat Awam	13 – 15 September 2018	Citadines Uplands, Kuching	23	33	56
Kursus Penyiasatan Aduan (Siri 1)	18 – 21 September 2018	56 Hotel, Kuching	4	20	24
Kursus Penyiasatan Aduan (Siri 2)	25 – 28 September 2018	Penview Hotel, Kuching	4	20	24
Bengkel Penggunaan MSEN Zon Kuching	2 – 4 Oktober 2018	The Limetree Hotel, Kuching	4	30	34
Bengkel Penggunaan MSEN Zon Bintulu	9 – 11 Oktober 2018	Promenade Hotel, Bintulu	3	33	36
Kursus Jurubahasa & Penyampaian Saman	16 – 19 Oktober 2018	Harbour View Hotel, Kuching	6	48	54
Persidangan Penggal Kedua Pegawai-Pegawai Kanan Jabatan Tenaga Kerja Sarawak Tahun 2018	28 – 31 Oktober 2018	Promenade Hotel, Bintulu	30	55	85

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

## Perjawatan

Pada tahun 2018, seramai 12 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 4 orang pegawai dan kakitangan Jabatan Tenaga Kerja Sarawak telah dinaikkan pangkat pada tahun 2018.

## 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 14 Mac 2018, Majlis Anugerah Perkhidmatan Cemerlang telah diadakan di Auditorium Kompleks D, Putrajaya dan dirasmikan oleh Menteri Sumber Manusia, Yang Berbahagia Dato' Sri (Dr) Richard Riot Anak Jaem.

Seramai 24 orang pegawai dan kakitangan Jabatan Tenaga Kerja Sarawak telah dipilih untuk menerima Anugerah Perkhidmatan Cemerlang 2017. Jadual di bawah menunjukkan kumpulan gred dan bilangan penerima anugerah tersebut.

## Staffing

*In year 2018, 12 new officers and staffs reported for duty at the Department of Labour Sarawak. With the additional personnel, the Department will be able to further improve its service delivery to the clients.*

*In recognition of the excellent service rendered, 4 officers and staffs of the Department of Labour Sarawak were promoted in year 2018.*

## Excellent Services Award

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

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

*In 14 March 2018, the Excellent Service Award was held at Auditorium Complex D, Putrajaya. The ceremony was officiated by The Honourable Dato' Sri (Dr) Richard Riot Anak Jaem, Minister of Human Resources.*

*There were 24 officers and staffs of the Department of Labour Sarawak were successfully selected to receive the Excellent Service Award 2017. The table below shows the grade and number of recipients for the Award.*

Bil. No.	Kumpulan Jawatan <i>Category of Post</i>	Bil. Penerima <i>No. of Recipients</i>
1	Pengurusan dan Profesional <i>Professional and Management</i>	6
2	Sokongan <i>Supporting 1 (27- 40)</i>	8
3	Sokongan <i>Supporting 2 (1 - 26)</i>	10



Berikut adalah senarai penerima Anugerah Perkhidmatan Cemerlang Bagi Tahun 2017 dari Jabatan Tenaga Kerja Sarawak:

The list of recipients of the Excellent Service Award 2017 from the Department of Labour Sarawak are as below:

Bil. No.	Nama Penerima Name of Recipients	Gred Grade	Pejabat Tenaga Kerja Labour Office
1	Sulaiman bin Ismail	S54	Ibu Pejabat Headquarters
2	Florence Yong Hui Ling	S44	Kuching
3	Dorrhea anak Chuat	S44	Bintulu
4	Jeffery Douglas anak William Nagun	S44	Ibu Pejabat Headquarters
5	Asmah binti Bujang	Fleksi S41/ S44	Sarikei
6	Aida Fadzilla binti Yusuf	S41	Ibu Pejabat Headquarters
7	Steward anak Baring	S32	Sibu
8	Siti Para Suara binti Ahmad	S29	Miri
9	Heyward anak Banggit	S29	Serian
10	Augless Jinie	N29	Ibu Pejabat Headquarters
11	Mariam Diana anak Martin	LA29 (KUP)	Lawas
12	Diana binti Haji Nerawi	W29 (TBK)	Betong
13	Barbara anak Suyang	N22 (TBK)	Ibu Pejabat Headquarters
14	Teresa Rami anak Mugah	W22 (TBK)	Sarikei
15	Kamisiah binti Rambli	N19	Ibu Pejabat Headquarters
16	Dening Kim Huat	N19 (KUP)	Ibu Pejabat Headquarters
17	Gorettie Crissy Sudin	N19	Bakun
18	Flyna Barbra Tham	LA19	Kota Samarahan
19	Irwan Syahrin bin Mohd Anuar	S19	Kuching
20	Nur Atiqah binti Abdullah	S19	Miri
21	Stewart Lian	S19	Marudi
22	Athur anak Raphael Jessy	N11	Sri Aman
23	Rahayu binti Amri	N11	Ibu Pejabat Headquarters
24	Jeffery bin Bakar	H11	Sibu





## Mewujudkan Peluang Pekerjaan Dan Menjamin Hak Pekerja

### *Creating Employment Opportunities And Ensuring Employees' Rights*

- 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 Guna Tenaga Kebangsaan;
- 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;
- Memberikan maklum balas 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 berkepentingan.

### **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.

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

### **1. Research, Planning and Documentations Unit**

- *Conducting National Employment surveys;*
- *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;*
- *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. 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

*Interview Management System (IMS)* adalah sebuah sistem yang dibangunkan oleh Unit Teknologi Maklumat dan Komunikasi dengan kerjasama Bahagian Perkhidmatan Pekerjaan, Jabatan Tenaga Kerja Sarawak. Sistem ini digunakan oleh pegawai bertugas untuk merekodkan senarai pencari kerja yang menghadiri temuduga terbuka yang dianjurkan oleh Jabatan. Sistem ini juga membolehkan pencari kerja mendaftar lebih awal dan melihat senarai jawatan kosong yang ditawarkan sebelum menghadiri hari temuduga terbuka. Sistem tersebut merangkumi modul-modul berikut:-

- Pendaftaran syarikat swasta yang menawarkan pekerjaan;
- Pendaftaran jawatan kosong;
- Pra-pendaftaran pencari kerja;
- Pengagihan nombor giliran;
- Panggilan nombor giliran;
- Laporan temuduga; dan
- Laporan penempatan.

Sejak bulan September 2015 sehingga November 2018, sistem ini telah diguna pakai semasa program-program berikut:

Tarikh	Tempat
5 September 2015	Dewan Suarah Bintulu
24 Oktober 2015	Hills Shopping Mall, Kuching
14 — 15 September 2015	Pemmy Mall, Miri
21 Ogos 2016	Dewan Suarah Bintulu
18 Mac 2017	Dewan Suarah Betong
20 — 21 Mei 2017	Pusat Transformasi Bandar Kuching
17 Ogos 2017	Dewan Suarah Bintulu
23 Ogos 2017	Taman Awam Lawas
30 September 2017	Pusat Transformasi Bandar Sibul
27 Januari 2018	Dewan Suarah Sri Aman
3 Mac 2018	Dewan Serbaguna, SJK Chung Hua, Serian
14 April 2018	Pusat Inovasi Sarikei
5 Mei 2018	Bangunan DUN Lama, Kuching
6 Oktober 2018	Pusat Transformasi Bandar Kuching
13 Oktober 2018	Dewan Suarah Sibul
20 Oktober 2018	Dewan Suarah Bintulu
3 November 2018	Eastern Mall, Batu 17, Jalan Kuching - Siburan

Sistem ini akan terus digunakan pada tahun-tahun akan datang bagi memberikan perkhidmatan terbaik kepada rakyat dalam proses membantu mereka untuk mendapatkan pekerjaan.

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

*Interview Management System (IMS)* is a system developed by the Information and Communication Technology Unit in collaboration with the Division of Employment Services, the Labour Department of Sarawak. This system is used by an officer to record a list of jobseekers attending an open interview organized by the Department. The system also allows jobseekers to register earlier and view the list of vacancies offered before attending open interviews. The system includes the following modules:-

- Private company registration that offers employment;
- Registration of vacancies;
- Pre-registered job seekers;
- Distribution of queue numbers;
- Calling of queue number;
- Interview report; and
- Placement report.

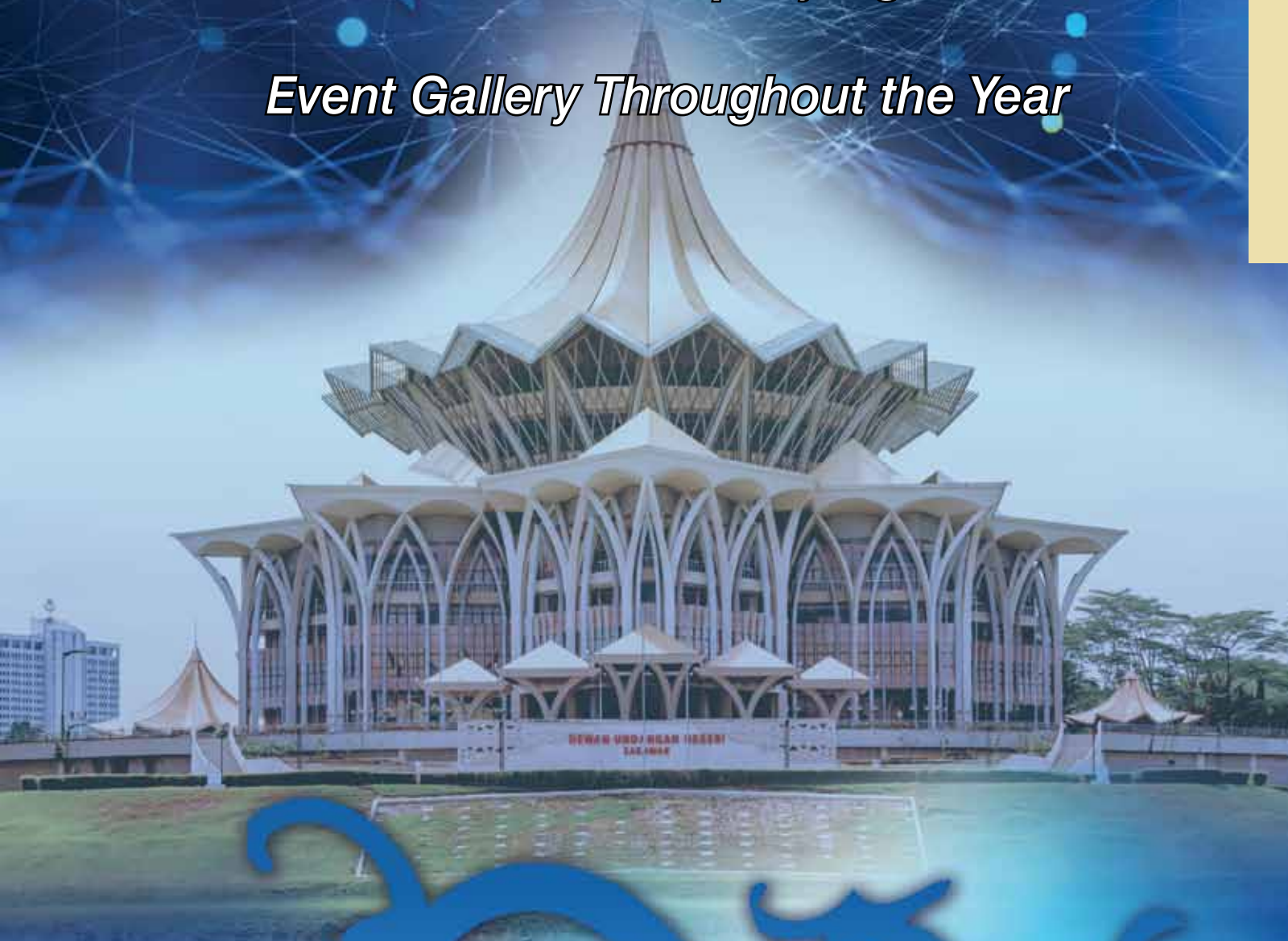
Since September 2015 until November 2018, this system has been used during the following programs:

Date	Location
5 <sup>th</sup> September 2015	Bintulu Civic Centre
24 <sup>th</sup> October 2015	Hills Shopping Mall, Kuching
14 <sup>th</sup> — 15 <sup>th</sup> September 2015	Pemmy Mall, Miri
21 <sup>st</sup> August 2016	Bintulu Civic Centre
18 <sup>th</sup> March 2017	Betong Civic Centre
20 <sup>th</sup> — 21 <sup>st</sup> May 2017	Urban Transformation Centre (UTC) Kuching
17 <sup>th</sup> August 2017	Bintulu Civic Centre
23 <sup>rd</sup> August 2017	Lawas Public Park
30 <sup>th</sup> September 2017	Pusat Transformasi Bandar Sibul
27 <sup>th</sup> January 2018	Sri Aman Civic Centre
3 <sup>rd</sup> March 2018	Multipurpose hall, SJK Chung Hua, Serian
14 <sup>th</sup> April 2018	Sarikei Innovation Center
5 <sup>th</sup> May 2018	Old State Legislative Assembly Building, Kuching
6 <sup>th</sup> October 2018	Urban Transformation Centre (UTC) Kuching
13 <sup>th</sup> October 2018	Sibul Civic Centre
20 <sup>th</sup> October 2018	Bintulu Civic Centre
3 <sup>rd</sup> November 2018	Eastern Mall, 17 Miles, Kuching - Siburan Road

This system will continue to be used in the coming years to provide the best services to the people in the process of helping them to gain employment.



*Galeri Peristiwa Sepanjang Tahun*  
*Event Gallery Throughout the Year*





## Sesi Konsultasi Awam bagi Kajian Semula Perintah Gaji Minimum 2016 24 – 26 Januari 2018



## Karnival Kerjaya Sri Aman 27 Januari 2018







Taklimat APS  
7 Februari 2018









**Karnival Kerjaya Kapit**  
**17 Mac 2018**



**Program Sharing HRMIS**  
**20 – 23 Mac 2018**





## Karnival Kerjaya Sarikei 14 April 2018



## Kursus Pengendalian KB Permit & IP 17 – 20 April 2018





## Perhimpunan Bulanan JTK Sarawak 20 April 2018



## Program Karnival Kerjaya Miri 21 April 2018





## Program Karnival Kerjaya Kuching 5 Mei 2018



## Taklimat Asas Pertolongan Cemas 11 Mei 2018





**Majlis Sanjungan Budi Lambaian Kasih**  
**11 Mei 2018**



**Operasi Khas Pemeriksaan Berkanun**  
**12 Jun 2018**





## Operasi Khas Pemeriksaan Berkanun Jun – Oktober 2018



## Engagement With TVET Institutions 6 Ogos 2018







**Kursus Penyiasatan Aduan Siri 1 & 2  
18 – 21 & 25 – 28 September 2018**





# Bengkel dan Taklimat MSEN 2 – 4 & 9 – 11 Oktober 2018







**Program Karnival Kerjaya Pejabat Tenaga Kerja Sibul  
13 Oktober 2018**





## Kursus Jurubahasa & Penyampaian Saman JTKSWK 2018 16 – 19 Oktober 2018



## Lawatan Kerja Ketua Setiausaha, KSM 16 Oktober 2018





## Program Karnival Kerjaya Pejabat Tenaga Kerja Bintulu 20 Oktober 2018



## Persidangan Pegawai-Pegawai Kanan JTK Sarawak 28 – 31 Oktober 2018





## Program Karnival Kerjaya Pejabat Tenaga Kerja Kuching 3 November 2018



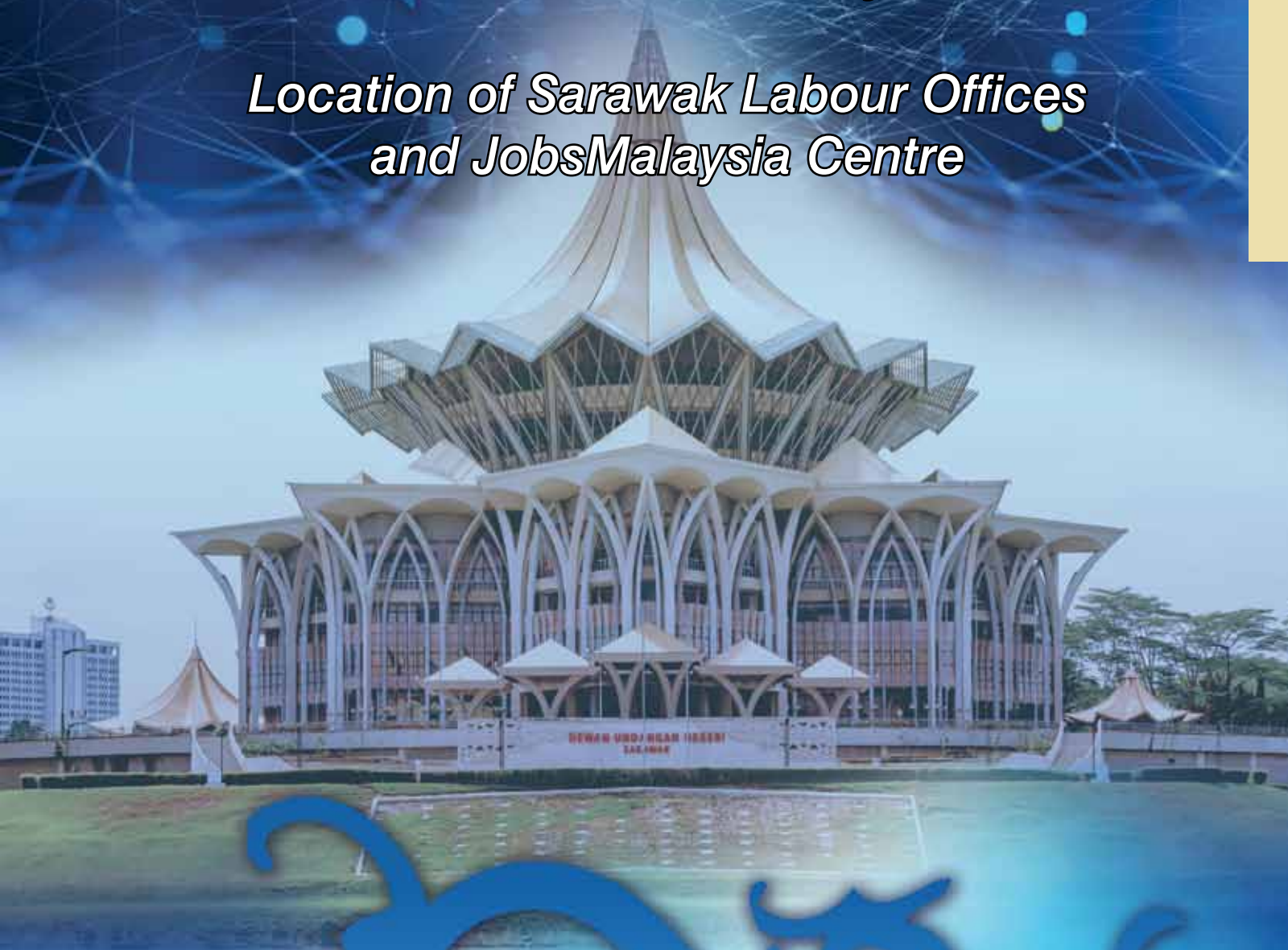
## Kunjungan Pasukan Penyelidik UNICEF-ISIS 21 November 2018



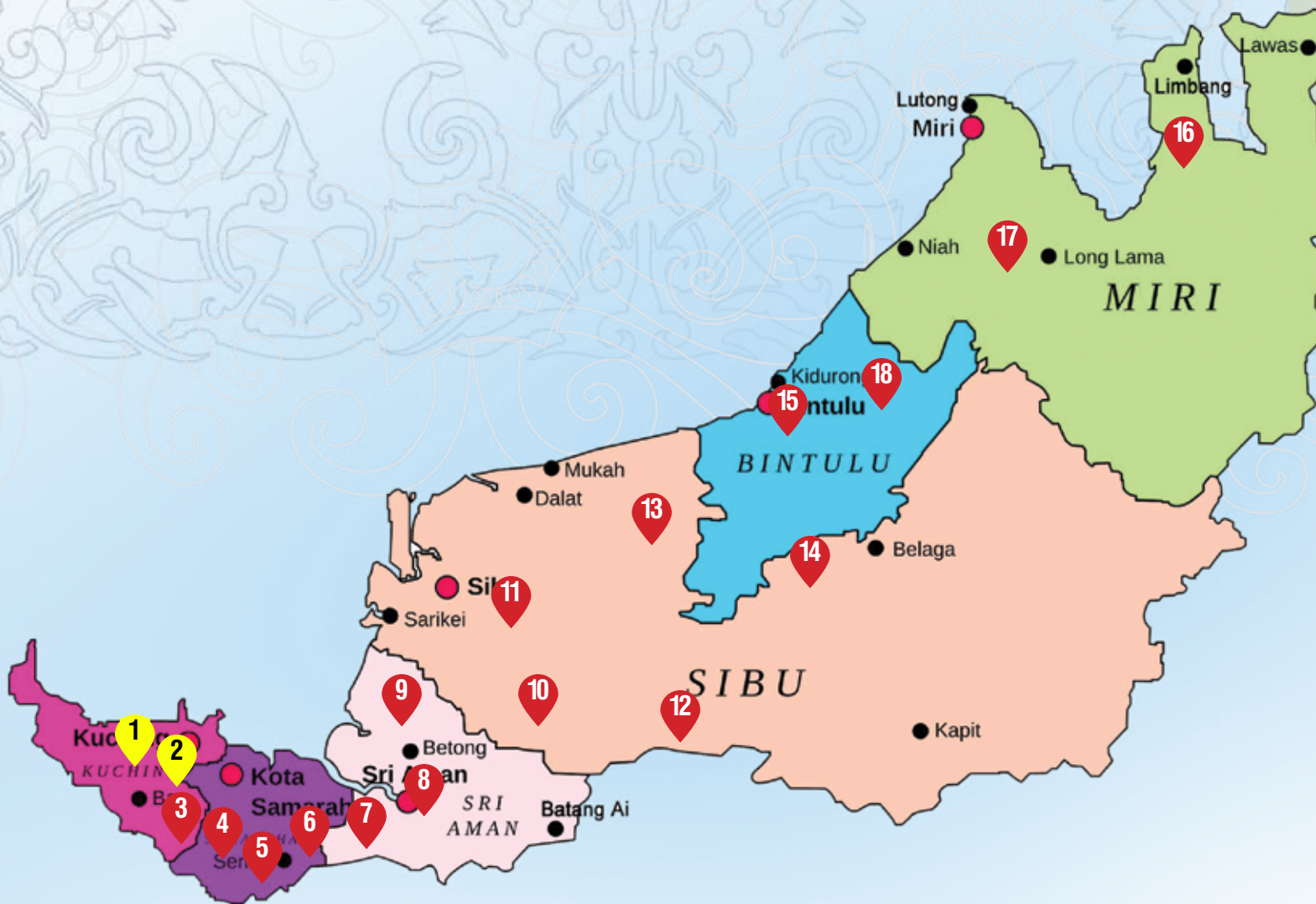


**Lokasi Pejabat Tenaga Kerja Sarawak  
dan Pusat JobsMalaysia**

***Location of Sarawak Labour Offices  
and JobsMalaysia Centre***







**1** **Ibu Pejabat Jabatan Tenaga Kerja Sarawak**  
 Tingkat 13, Bangunan Sultan Iskandar,  
 Jalan Simpang Tiga, Peti Surat No.1383,  
 93532 Kuching, Sarawak.  
 Tel: 082-242261, 414062  
 Faks: 082-244909, 237051  
 Telekerja: 082-242050  
 E-mel: jtknsarawak@mohr.gov.my  
 Laman Web: <http://jtkswk.mohr.gov.my>  
 Talian Terus Bilik Gerakan Gaji Minimum: 082-254281  
 E-mel Bilik Gerakan Gaji Minimum: gajimin@mohr.gov.my

**2** **JobsMalaysia Centre (JMC) Kuching**  
 Sublot 17, Lot 11884,  
 Ground Floor (Corner Lot),  
 KCLD Jalan Tun Jugah,  
 93532 Kuching, Sarawak.  
 Tel: 082-576497  
 Faks: 082-576492  
 E-mel: jmckch@mohr.gov.my

**3** **Pejabat Tenaga Kerja Kuching**  
 Tingkat 7 & 8, Bangunan KWSP,  
 Jalan Upland, Peti Surat 375,  
 93300 Kuching, Sarawak.  
 Tel: 082-247349, 247401  
 Faks: 082-247305  
 E-mel: jtkbkuching@mohr.gov.my

**4** **Pejabat Tenaga Kerja Kota Samarahan**  
 Sublot 33, (Survey Lot 4681),  
 Fasa 17, Blok 1, Desa Ilmu,  
 Sarawak Land District,  
 94300 Kota Samarahan, Sarawak.  
 Tel: 082-616073  
 Faks: 082-616054  
 E-mel: jtkbsamarahan@mohr.gov.my

**5** **Pejabat Tenaga Kerja Serian**  
 Tingkat Bawah, Lot 1061-1062,  
 Jalan Alamanda, Serian District Town,  
 94700 Serian, Sarawak.  
 Tel: 082-874840  
 Faks: 082-875299  
 E-mel: jtkbserian@mohr.gov.my

**6** **Pejabat Tenaga Kerja Sri Aman**  
 Tingkat Bawah, Bangunan Persekutuan Fasa II,  
 Jalan Kejatau, Peti Surat 83,  
 95007 Sri Aman, Sarawak.  
 Tel: 083-322527  
 Faks: 083-323194  
 E-mel: jtkbsriaman@mohr.gov.my



**7 Pejabat Tenaga Kerja Betong**  
Sublot 23, Lot 177, Tingkat Bawah 1 & 2,  
Betong Town District,  
95700 Betong, Sarawak.  
Tel: 083-471501  
Faks: 083-472945  
E-mel: jtkbbetong@mohr.gov.my

**8 Pejabat Tenaga Kerja Saratok**  
Tingkat Bawah, Lot 719,  
Saratok Bazaar,  
95400 Saratok, Sarawak.  
Tel: 083-438603  
Faks: 083-438609  
E-mel: jtkbsaratok@mohr.gov.my

**9 Pejabat Tenaga Kerja Sarikei**  
Tingkat 2, Wisma Persekutuan  
Jalan Bangunan Kerajaan, Peti Surat 509,  
96100 Sarikei, Sarawak.  
Tel: 084-651242  
Faks: 084-654011  
E-mel: jtkbsarikei@mohr.gov.my

**10 Pejabat Tenaga Kerja Sibul**  
Tingkat 3, Wisma Persekutuan Blok 3,  
Lot 462, Persiaran Brooke, Peti Surat 431,  
96007 Sibul, Sarawak.  
Tel: 084-330700  
Faks: 084-317284  
E-mel: jtkbsibul@mohr.gov.my

**11 Pejabat Tenaga Kerja Mukah**  
Sublot No. 43, Lot 924 & 927,  
Block 68, Mukah Land District,  
Mukah Town Extension, Phase II  
96400 Mukah, Sarawak.  
Tel: 084-874179  
Faks: 084-874182  
E-mel: jtkbmukah@mohr.gov.my

**12 Pejabat Tenaga Kerja Kapit**  
Tingkat 2, Wisma Persekutuan,  
Jalan Kapit By-Pass, Peti Surat 75,  
96807 Kapit, Sarawak.  
Tel: 084-796430  
Faks: 084-797637  
E-mel: jtkbkapit@mohr.gov.my

**13 Pejabat Tenaga Kerja Bintulu**  
Tingkat 2, Bangunan Persekutuan,  
Batu 2, Jalan Bintulu/Miri, Peti Surat 418,  
97008 Bintulu, Sarawak.  
Tel: 086-337625  
Faks: 086-339457  
E-mel: jtkbbintulu@mohr.gov.my

**14 Pejabat Tenaga Kerja Bakun**  
No. 4, Sungai Asap Commercial Centre,  
Belaga, Peti Surat 418,  
97008 Bintulu, Sarawak.  
Tel: 019-8595286  
Faks: 086-339457  
E-mel: jtkbbakun@mohr.gov.my

**15 Pejabat Tenaga Kerja Miri**  
Tingkat 3, Bangunan Persekutuan,  
Jalan Gartok, Peti Surat 541,  
98007 Miri, Sarawak.  
Tel: 085-419949  
Faks: 085-417181  
E-mel: jtkbmiri@mohr.gov.my

**16 Pejabat Tenaga Kerja Lawas**  
Lot 334, Tingkat Bawah 1 & 2,  
Jalan Trusan, Lawas District Town,  
98850 Lawas, Sarawak.  
Tel: 085-285452  
Faks: 085-285476  
E-mel: jtkblawas@mohr.gov.my

**17 Pejabat Tenaga Kerja Limbang**  
Tingkat 2, Bangunan Persekutuan,  
Jalan Fisher, Peti Surat 128,  
98707 Limbang, Sarawak.  
Tel: 085-211228  
Faks: 085-212461  
E-mel: jtkblimbang@mohr.gov.my

**18 Pejabat Tenaga Kerja Marudi**  
Tingkat 2, Wisma Persekutuan,  
Jalan Kampung Cina, Peti Surat 224,  
98508 Marudi, Sarawak.  
Tel: 085-755963  
Faks: 085-756559  
E-mel: jtkbmarudi@mohr.gov.my

*Sidang Editor Laporan Tahunan 2018*

*Editors Committee of Annual Report 2018*





# Sidang Editor Laporan Tahunan 2018

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	<b>Encik Kipli bin Dollah</b> <b>Bahagian Khidmat Pengurusan</b> <i>Management Service Division</i>







