



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)

**LAPORAN PEPENCAPAIAN JABATAN :
PIAGAM PELANGGAN(JANUARI - JUN 2024)**

***Department's Achievement Report :
Client's Charter (January - June 2024)***



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH CLIENT'S CHARTER FOR HANDLING LABOUR COMPLAINT



30 HARI
TEMPOH PENYELESAIAN
SETTLEMENT PERIOD

PRESTASI PENCAPAIAN SETAKAT JUN 2024

Setakat bulan Jun 2024, sebanyak **321** aduan buruh telah diterima dan **99.7%** telah berjaya diselesaikan dalam tempoh 30 hari.

*As of June 2024, approximately **321 cases** of labour complaints have been received and **99.7%** of the cases have been successfully **settled** within a period of 30 days.*



321

JUMLAH KES ADUAN
TOTAL CASES



99.7%

SELESAI
SETTLED

PIAGAM PELANGGAN BAGI PENGENDALIAN TUNTUTAN KES BURUH (MAHKAMAH BURUH) CLIENT'S CHARTER FOR HANDLING LABOUR CLAIM (LABOUR COURT)



60 HARI

TEMPOH PENYELESAIAN
SETTLEMENT PERIOD

PRESTASI PENCAPAIAN SETAKAT JUN 2024

Setakat bulan Jun 2024, sebanyak **781 kes** tuntutan buruh telah diterima dan **98%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam tempoh 60 hari.

*As of Jun 2024, approximately **781 cases** of labour claims have been received and **98%** of the cases have been successfully at the labour court **settled** within a period of 60 days.*



781

JUMLAH KES
TUNTUTAN
TOTAL CASES



98%

SELESAI
SETTLED

JABATAN TENAGA KERJA SARAWAK

PIAGAM PELANGGAN BAGI PENGELUARAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN

CLIENT'S CHARTER FOR ISSUANCE OF LABOUR LICENCE TO HIRE NON-RESIDENCE EMPLOYEE



6 HARI

TEMPOH PENYELESAIAN
SETTLEMENT PERIOD

PRESTASI PENCAPAIAN SETAKAT JUN 2024

Setakat Jun 2024, sebanyak **78.7% (4,922)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 6 hari**.

*As of Jun 2024, **78.7% (4,922)** license to hire non-resident worker have been successfully approved and issued within a **period of 6 days**.*



4,922

JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED



78.7%

SELESAI
SETTLED

JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN PENGGAJIAN PEKERJA
BUKAN PEMASTAUTIN
*CLIENT'S CHARTER FOR RENEWAL OF LABOUR LICENCE TO HIRE NON-
RESIDENCE EMPLOYEE*



8 HARI
TEMPOH PENYELESAIAN
SETTLEMENT PERIOD

**PRESTASI PENCAPAIAN
SETAKAT JUN 2024**

Setakat Jun 2024, sebanyak **83% (2,997)** lesen
penggajian pekerja bukan pemastautin telah
berjaya diperbaharui dalam **tempoh 8 hari**.

*As of Jun 2024, **83% (2,997)** license to hire non-
resident worker have been successfully renewed
within a **period of 8 days**.*



2,997

JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED



83%

SELESAI
SETTLED