



Suruhanjaya Perkhidmatan Awam Malaysia

# LAPORAN TAHUNAN 2018

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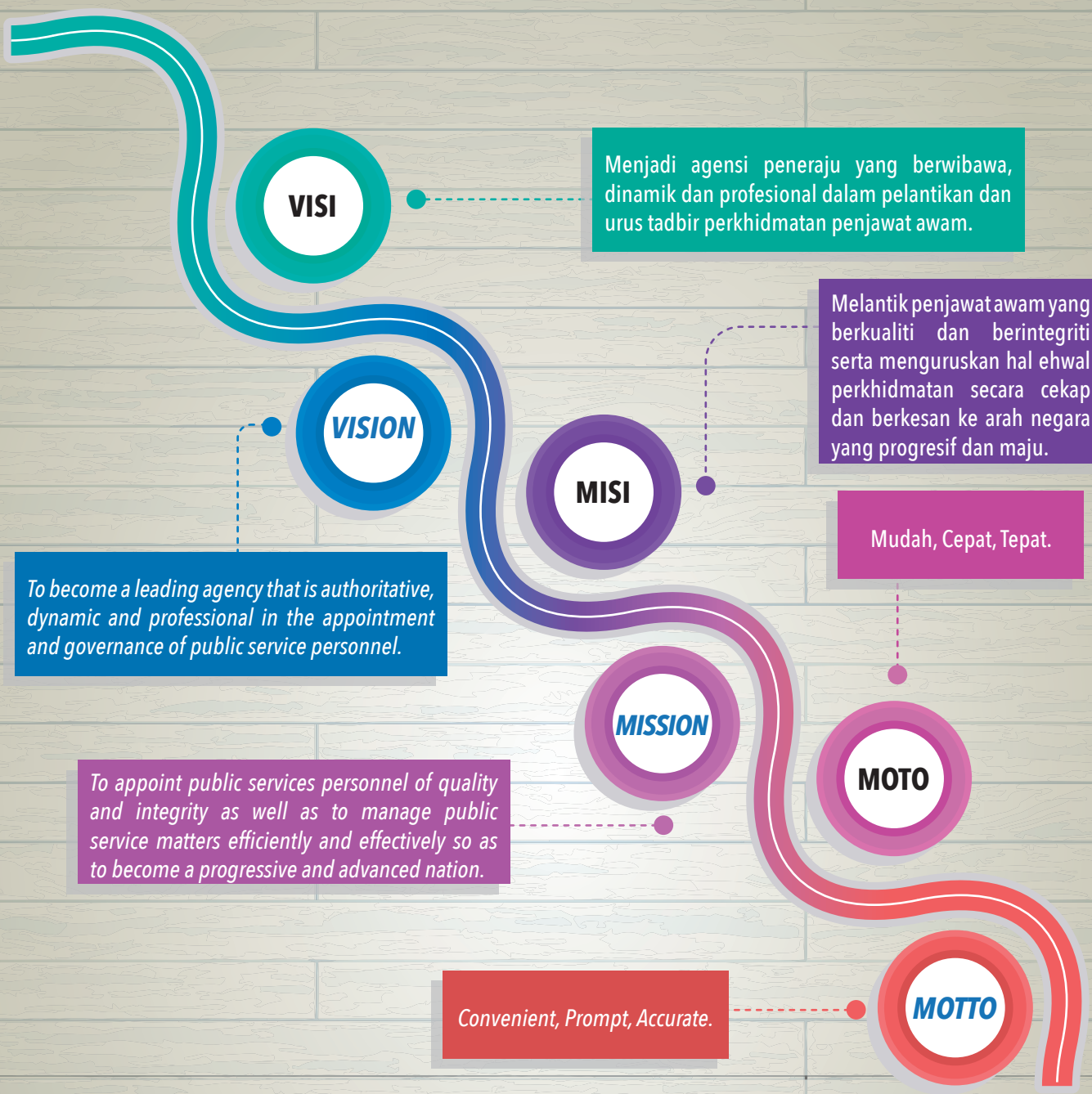
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**PERUTUSAN PENGERUSI**  
*MESSAGE FROM THE CHAIRMAN*



## PERUTUSAN PENGERUSI

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### MESSAGE FROM THE CHAIRMAN

Assalamualaikum dan Salam Sejahtera.

Di kesempatan ini, saya memanjatkan rasa kesyukuran ke hadrat Allah SWT atas keizinan dan kurniaNya, Suruhanjaya Perkhidmatan Awam Malaysia (SPA) telah berjaya menggalas tanggungjawab yang diamanahkan sepanjang tahun 2018 iaitu melaksanakan fungsinya mengikut peruntukan Perkara 144(1) Perlembagaan Persekutuan.

Dalam menjalankan fungsinya melantik pegawai awam dalam Perkhidmatan Awam Am Persekutuan, SPA melaksanakan kaedah pengambilan dan pelantikan berdasarkan merit dan kompetensi seseorang calon. Kaedah pelantikan ini bertujuan untuk memastikan hanya calon yang berkualiti dan menepati kriteria yang ditetapkan sahaja dilantik ke dalam Perkhidmatan Awam. Di samping itu, ia juga bagi memastikan semua calon diberi peluang yang sama untuk dipertimbangkan melalui persaingan yang terbuka dan adil.

Bagi memastikan proses pengambilan dan pelantikan penjawat awam dilaksanakan dengan lebih cekap, SPA sentiasa membangunkan sistem ICT seiring dengan perkembangan teknologi terkini khususnya di era Revolusi Industri 4.0. Pada tahun 2018, SPA telah membangunkan empat (4) sistem baharu iaitu Sistem

iPass, Sistem Helpdesk ICT, Sistem ePelanggan SPA dan Sistem Dashboard SPA serta menaik taraf satu (1) sistem sedia ada iaitu Sistem Lantikan Kontrak V2.

Selain urusan pengambilan dan pelantikan penjawat awam, SPA juga berjaya melaksanakan fungsinya dalam urusan perkhidmatan seperti mengesahkan, memasukkan ke dalam perjawatan tetap atau perjawatan berpencen, menaikkan pangkat, pertukaran perkhidmatan dan menjalankan kawalan tatatertib ke atas anggota-anggota bagi perkhidmatan-perkhidmatan yang diliputi oleh bidang kuasanya.

Akhir kata, saya mengambil kesempatan ini merakamkan setinggi-tinggi penghargaan kepada semua yang terlibat dalam membantu SPA menjayakan fungsi yang diamanahkan kepadanya. Semoga segala usaha yang kita lakukan diberkati oleh Allah S.W.T. jua.

Salam hormat dan selamat maju jaya.

**TAN SRI ZAINAL RAHIM BIN SEMAN**

Pengerusi

Suruhanjaya Perkhidmatan Awam Malaysia

*Assalamualaikum and Salam Sejahtera.*

*I wish to take this opportunity to express my gratitude to Allah SWT for with His blessings, the Public Services Commission of Malaysia (PSC) has successfully carried out the duty entrusted in 2018, which was to perform its functions according to the provisions of Article 144(1) of the Federal Constitution.*

*In appointing officers to the Federal General Public Services, the PSC carried out recruitment and appointment based on merit and competency of the candidate. This method of appointment is aimed at ensuring that only candidates of quality who meet the prescribed criteria are appointed to the public services. In addition, it ensures that all candidates are given the same opportunity for consideration through open and fair competition.*

*In order to ensure that the process of recruitment and appointment of public service personnel is implemented more efficiently, the PSC has consistently developed its ICT system with state-of-the-art technology especially in the era of Industrial Revolution 4.0. In 2018, the PSC developed four (4) new systems: iPass System, ICT Helpdesk System, PSC ePelanggan (e-Client) System and PSC Dashboard System, and upgraded one (1) existing system i.e Contract Appointment System V2.*

*In addition to the recruitment and appointment of public service personnel, the PSC also succeeded in performing its administrative functions such as confirmation, placement in permanent or pensionable positions, promotion, transfer of service and disciplinary control over personnel for services within its jurisdiction.*

*In conclusion, I take this opportunity to record my greatest appreciation to everyone involved in assisting the PSC to successfully carry out the functions entrusted to it. May all that we do be blessed by Allah SWT.*

*Thank you.*

**TAN SRI ZAINAL RAHIM BIN SEMAN**  
Chairman  
Public Services Commission of Malaysia





**PRAKATA SETIAUSAHA**  
*FOREWORD BY THE SECRETARY*



## **PRAKATA SETIAUSAHA**

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### **FOREWORD BY THE SECRETARY**

Assalamualaikum dan Salam Sejahtera

Syukur ke hadrat Allah SWT atas izin dan kurniaNya, SPA telah berjaya melaksanakan fungsi-fungsi yang diperuntukkan dalam Perlembagaan Persekutuan dan seterusnya direkodkan dalam Laporan Tahunan SPA 2018 ini.

Sepanjang tahun 2018, SPA telah memproses sebanyak 1,347,544 permohonan yang berdaftar di dalam Sistem Pendaftaran Pekerjaan Dalam Perkhidmatan Awam (SPA8i) melalui Sistem Mengambil Sepanjang Masa (SMSM). Daripada jumlah tersebut, seramai 179,864 calon berjaya melepasi tapisan dan dipanggil temu duga, dengan seramai 13,454 telah ditawarkan pelantikan tetap. Selain itu, SPA juga telah menguruskan pelantikan secara kontrak seramai 24,434 calon dan juga pelantikan kontrak bagi Pegawai Perubatan, Pegawai Farmasi dan Pegawai Pergigian seramai 10,143 orang sekaligus menjadikan jumlah pelantikan keseluruhan pada tahun 2018 adalah seramai 48,031 orang.

Selain itu, seramai 13,191 pegawai telah disahkan dalam perkhidmatan dan seramai 17,222 pegawai diberi taraf berpencen dalam tempoh yang sama. SPA juga telah memutuskan sebanyak 54 kes tindakan tatatertib dan 505 kes rayuan tatatertib.

Dalam mempertimbangkan semua urusan tersebut, SPA telah mengadakan 39 kali Mesyuarat Suruhanjaya, 39 kali Mesyuarat Lembaga Rayuan Tatatertib dan 35 kali Mesyuarat Lembaga Rayuan Kenaikan Pangkat melibatkan 1,873 kertas Suruhanjaya sepanjang tahun 2018.

Kecemerlangan secara berterusan yang dicapai oleh SPA ini pastinya disokong oleh semangat kerja berpasukan, integriti, prinsip akauntabiliti dan profesional yang sentiasa menjadi pegangan setiap warga SPA.

Akhir kata, saya ingin mengucapkan ribuan terima kasih dan setinggi-tinggi penghargaan kepada semua warga SPA dalam menyumbang kepada kejayaan SPA pada tahun ini. Segala kejayaan ini tidak mungkin dapat dicapai tanpa kerjasama, komitmen, dedikasi dan disiplin yang tinggi seluruh warga SPA.

Sekian, terima kasih.

**DATO' ZAINAL ABIDIN BIN AHMAD**

Setiausaha

Suruhanjaya Perkhidmatan Awam Malaysia

*Assalamualaikum and Salam Sejahtera.*

*All thanks to Allah SWT for with His blessings, the Public Services Commission (PSC) of Malaysia succeeded in carrying out its functions as stipulated in the Federal Constitution, which are consequentially recorded in this PSC Annual Report for 2018.*

*Throughout 2018, the PSC processed a total of 1,347,544 applications registered in its Public Service Employment Registration System (SPA8i) through its Continuous Recruitment System (SMSM). Out of this, 179,864 candidates successfully cleared the screening and were called for an interview, with 13,454 then being offered permanent appointments. Furthermore, the PSC was also able to confer contract appointments on 24,434 candidates and also contract appointments on 10,143 Medical Officers, Pharmacy Officers and Dental Officers, thus establishing the overall total number of appointments for 2018 at 48,031.*

*Moreover, in the same period, as many as 13,191 officers were confirmed in service and 17,222 conferred pensionable status. The PSC also had to decide on 54 disciplinary cases and 505 cases of disciplinary appeal.*

*In order to consider all these matters, the PSC held 39 Commission Meetings, 39 Disciplinary Appeal Board Meetings and 35 Promotion Appeal Board Meetings involving 1,873 Commission papers in 2018.*

*The continuing excellence of the PSC is undoubtedly supported by the spirit of teamwork, integrity, principle of accountability and professionalism held consistently by all PSC personnel.*

*In conclusion, I wish to express my deepest gratitude and highest appreciation to all PSC personnel for their contribution to the success of the PSC this year. This success would not have been possible without the exceptional cooperation, commitment, dedication and discipline among PSC personnel.*

*Thank you.*

**DATO' ZAINAL ABIDIN BIN AHMAD**

Secretary

Public Services Commission of Malaysia





# **RINGKASAN EKSEKUTIF**

## *EXECUTIVE SUMMARY*



## RINGKASAN EKSEKUTIF

Laporan Tahunan SPA ini disediakan sebagai memenuhi peruntukan Perkara 146(1) Perlembagaan Persekutuan yang menghendaki Suruhanjaya menyediakan suatu laporan tahunan mengenai kegiatannya kepada Seri Paduka Baginda Yang di-Pertuan Agong dan salinannya dibentangkan di kedua-dua Dewan Parlimen.

SPA telah ditubuhkan di bawah Perkara 139(1) Perlembagaan Persekutuan sebagai sebuah badan bebas yang dipertanggungjawabkan dengan fungsi melantik, mengesahkan, memasukkan ke dalam perjawatan tetap atau perjawatan berpenyen, menaikkan pangkat, menukar dan menjalankan kawalan tatatertib ke atas anggota dalam perkhidmatan di bawah bidang kuasanya mengikut peruntukan Perkara 144 (1) Perlembagaan Persekutuan.

Untuk membolehkan Suruhanjaya melaksanakan semua fungsi yang diamanahkan kepadanya, Perkara 139(4) Perlembagaan Persekutuan menetapkan ahlinya terdiri daripada seorang Pengerusi, seorang Timbalan Pengerusi dan tidak lebih 30 orang ahli (minimum 4 orang). Ahli Suruhanjaya dibantu oleh urus setia yang diketuai oleh seorang Setiausaha.

Bagi tahun 2018, di bawah maksud **Tanggungan (T09)**, Suruhanjaya telah diluluskan dengan peruntukan berjumlah **RM7,785,000.00**. Berdasarkan peruntukan ini, sebanyak **RM6,074,400.00** untuk emolumen, **RM1,210,600.00** untuk perkhidmatan dan bekalan dan **RM500,000.00** untuk pemberian dan kenaikan bayaran tetap. Perbelanjaan sebenar sehingga tarikh penutupan akaun awam adalah sebanyak **RM5,056,388.88** atau **64.95%** daripada nilai peruntukan yang telah diluluskan.

Di bawah maksud **Bekalan (B05)**, Suruhanjaya telah diluluskan peruntukan sebanyak **RM37,491,400.00**. Daripada jumlah itu, sebanyak **RM22,367,500.00** untuk emolumen, **RM15,110,900.00** bagi perkhidmatan dan bekalan serta **RM13,000.00** bagi pemberian dan kenaikan bayaran tetap. Peruntukan untuk aset tidak diluluskan.

Perbelanjaan sebenar sehingga tarikh penutupan akaun awam 2018 adalah sebanyak **RM36,224,683.87** atau **96.62%**.

## EXECUTIVE SUMMARY

*The PSC Annual Report is made available in fulfilment of the provision of Article 146(1) of the Federal Constitution which requires the Commission to present an annual report on its activities to His Majesty the King and a copy each to the two houses of Parliament.*

*The PSC was founded under Article 139(1) of the Federal Constitution as an independent body with the responsibility to appoint, confirm, place in permanent or pensionable status, promote, transfer and exercise disciplinary control over personnel in the services to which its jurisdiction extends according to Article 144(1) of the Federal Constitution.*

*In order to enable the Commission to implement all the functions entrusted to it, Article 139(4) of the Federal Constitution stipulates that its membership should comprise a Chairman, a Deputy Chairman and no more than 30 members (with a minimum of 4 members). Its members would be assisted by a secretariat headed by a Secretary.*

*In 2018, under **Charges (T09)**, the Commission approved an allocation of **RM7,785,000.00**. Out of this allocation, **RM6,074,400.00** was for emoluments, **RM1,210,600.00** for supplies and services and **RM500,000.00** for grants and fixed charges. Actual expenditure until the closing of general accounts was **RM5,056,388.88** or **64.95%** of the approved allocation.*

*Under **Supplies (B05)**, the Commission approved an allocation of **RM37,491,400.00**. Out of this total amount, **RM22,367,500.00** was for emoluments, **RM15,110,900.00** for supplies and services and **RM13,000.00** for grants and fixed charges. The allocation for assets was not approved.*

*Actual expenditure up to the closing of the general accounts for 2018 was **RM36,224,683.87** or **96.62%**.*

Urusan Suruhanjaya sepanjang tahun 2018 adalah seperti *The number of activities of the Commission in 2018 is as follows:* berikut:

BIL. / NO.	PERKARA / ACTIVITY	JUMLAH / TOTAL
<b>URUSAN PELANTIKAN / APPOINTMENT</b>		
1.	Bilangan permohonan diterima / <i>No. of applications received</i>	1,347,544
2.	Bilangan urusan pengambilan / <i>No. of recruitment exercises</i>	172
3.	Bilangan pelantikan tetap / <i>No. of permanent appointments</i>	13,454
4.	Bilangan pelantikan kontrak / <i>No. of contract appointments</i>	24,434
5.	Bilangan pelantikan kontrak pegawai perubatan, pegawai pergigian dan pegawai farmasi / <i>No. of contract appointments of medical officers, dental officers and pharmacy officers</i>	10,143
<b>URUSAN PERKHIDMATAN / SERVICE</b>		
6.	Bilangan pengesahan pelantikan / <i>No. of confirmed appointments</i>	11,982
7.	Bilangan pengesahan dalam perkhidmatan / <i>No. of confirmations in service</i>	13,191
8.	Bilangan pelanjutan tempoh percubaan / <i>No. of extensions of probationary period</i>	728
9.	Bilangan pemberian taraf berpencen / <i>No. of conferments of pensionable status</i>	17,222
10.	Bilangan kembali ke dalam skim perkhidmatan terdahulu / <i>No. of reinstatements in previous service scheme</i>	3
11.	Bilangan pembatalan tawaran pelantikan / <i>No. of revoked appointments</i>	9
12.	Bilangan penamatan perkhidmatan / <i>No. of terminations of service</i>	81
13.	Bilangan penentuan gaji permulaan / <i>No. of determination of initial salaries</i>	785
14.	Bilangan pertukaran perkhidmatan / <i>No. of transfers of service</i>	24
15.	Bilang pertukaran sementara, peminjaman dan pertukaran tetap / <i>No. of temporary transfers, secondments and permanent transfers</i>	522
16.	Bilangan pelepasan untuk peminjaman dan pertukaran pelantikan / <i>No. of approvals for secondments and transfers</i>	85
17.	Bilangan pertukaran pelantikan atas permohonan sendiri / <i>No. of transfers of appointments based on self-application</i>	11
<b>URUSAN KENAIKAN PANGKAT DAN TATATERTIB / PROMOTION AND DISCIPLINE</b>		
18.	Bilangan kenaikan pangkat / <i>No. of promotions</i>	4
19.	Bilangan rayuan kenaikan pangkat / <i>No. of promotion appeals</i>	49
20.	Bilangan tindakan tatatertib / <i>No. of disciplinary actions</i>	54
21.	Bilangan rayuan tatatertib / <i>No. of disciplinary appeals</i>	505
<b>URUSAN MESYUARAT / MEETING</b>		
22.	Bilangan Mesyuarat SPA / <i>No. of Public Services Commission Meetings</i>	39
23.	Bilangan Mesyuarat Khas Suruhanjaya / <i>No. of Extraordinary Meetings of the Commission</i>	2
24.	Bilangan Mesyuarat Lembaga Rayuan Tatatertib Perkhidmatan Awam / <i>No. of Public Services Disciplinary Appeal Board Meetings</i>	39
25.	Bilangan Mesyuarat Lembaga Rayuan Kenaikan Pangkat Perkhidmatan Awam / <i>No. of Public Services Promotion Appeal Board Meetings</i>	35



# LATAR BELAKANG

## *BACKGROUND*



## PENUBUHAN

SPA telah ditubuhkan mengikut Perkara 139(1) Perlembagaan Persekutuan pada 31 Ogos 1957.

## TUGAS SURUHANJAYA

Selaras dengan Perkara 144(1) Perlembagaan Persekutuan, Suruhanjaya bertanggungjawab:

- » Melantik
- » Mengesahkan
- » Memasukkan ke dalam perjawatan tetap atau perjawatan berpencen
- » Menaikkan pangkat
- » Menukar
- » Menjalankan kawalan tatatertib ke atas pegawai yang berada dalam perkhidmatan di bawah bidang kuasanya

## BIDANG KUASA

Bidang kuasa Suruhanjaya meliputi:

- » Pegawai Perkhidmatan Awam Am Persekutuan di bawah Perkara 132(1)(c) Perlembagaan Persekutuan
- » Anggota Perkhidmatan Awam Bersama yang am bagi Persekutuan dan bagi satu atau beberapa buah negeri yang ditubuhkan oleh undang-undang Persekutuan sebagai satu perkhidmatan awam di bawah Perkara 132(1)(f) Perlembagaan Persekutuan
- » Anggota Perkhidmatan Awam Negeri Melaka, Pulau Pinang, Negeri Sembilan dan Perlis

## PENUBUHAN PIHAK BERKUASA TATATERTIB DAN KENAIKAN PANGKAT

Perkara 144(5B)(i) Perlembagaan Persekutuan serta Seksyen 3(3), *Public Services Commission (Extension of Jurisdiction) Enactment 1958* Negeri Perlis dan *Public Services Commission (Extension of Jurisdiction) Enactment 1959* Negeri Sembilan memperuntukkan bahawa semua kuasa dan tugas Suruhanjaya selain daripada kuasa membuat pelantikan pertama ke perjawatan tetap atau berpencen, boleh dijalankan oleh suatu lembaga yang dilantik oleh Seri Paduka Baginda Yang di-Pertuan Agong atau Raja Pemerintah negeri berkenaan.

## ESTABLISHMENT

*The Public Services Commission (PSC) of Malaysia was established in accordance with Article 139(1) of the Federal Constitution on 31 August 1957.*

## DUTIES OF THE COMMISSION

*In line with Article 144(1) of the Federal Constitution, the Commission has the responsibility to:*

- » *Appoint*
- » *Confirm*
- » *Place on permanent or pensionable status*
- » *Promote*
- » *Transfer*
- » *Exercise disciplinary control over members of the service to which its jurisdiction extends*

## JURISDICTION

*The Commission's jurisdiction extends to:*

- » *Officers of the General Public Services of the Federation under Article 132(1)(c) of the Federal Constitution*
- » *Members of the federal general joint public services and for any one or several of the states established by federal law as a public service under Article 132(1)(f) of the Federal Constitution*
- » *Members of the public services of the states of Melaka, Penang, Negeri Sembilan and Perlis*

## ESTABLISHMENT OF ENFORCEMENT BODY FOR DISCIPLINARY CONTROL AND PROMOTION

*Article 144(5B)(i) of the Federal Constitution as well as Section 3(3) of the State of Perlis Public Services Commission (Extension of Jurisdiction) Enactment 1958 and the Negeri Sembilan Public Services Commission (Extension of Jurisdiction) Enactment 1959 provide for the delegation of all the powers and duties of the Commission with the exception of making initial appointments for permanent or pensionable positions to be conducted by a board appointed by His Majesty the King or the ruler of the state in question.*

Selaras dengan peruntukan tersebut, lembaga tata tertib dan lembaga kenaikan pangkat telah ditubuhkan di peringkat kementerian, jabatan dan pentadbiran negeri yang berkenaan bagi menjalankan sebahagian kuasa dan fungsi Suruhanjaya berhubung kawalan tata tertib dan kenaikan pangkat.

## WAKIL SURUHANJAYA DALAM SURUHANJAYA PASUKAN POLIS

Selaras dengan Perkara 140(3)(d) Perlembagaan Persekutuan, seorang Ahli Suruhanjaya iaitu Dato' Sri Zoal Azha bin Yusof telah dipilih mewakili SPA dalam Suruhanjaya Pasukan Polis bermula 1 September 2018 hingga kini.

## KUASA SURUHANJAYA KE ATAS PERKHIDMATAN AWAM

### 1. Melaka dan Pulau Pinang

Kuasa Suruhanjaya ke atas pegawai dalam Perkhidmatan Awam Negeri Melaka dan Pulau Pinang diperuntukkan di bawah Perkara 139(1) Perlembagaan Persekutuan.

### 2. Negeri Sembilan

Kuasa Suruhanjaya ke atas pegawai Perkhidmatan Awam Negeri Sembilan telah diberikan melalui *Public Services Commission (Extension of Jurisdiction) Enactment 1959* Negeri Sembilan dan *Public Services Commission (Extension of Jurisdiction) Order 1961* Negeri Sembilan selaras dengan peruntukan Perkara 139(2) Perlembagaan Persekutuan yang telah diluluskan oleh Dewan Undangan Negeri Sembilan. Suruhanjaya mempunyai bidang kuasa meliputi semua pegawai Perkhidmatan Awam Negeri Sembilan kecuali:

- » Pengelola Bijaya Diraja
- » Juruiring kepada Yang di-Pertuan Besar
- » Setiausaha Sulit kepada Yang di-Pertuan Besar
- » Pegawai Kerani kepada Undang
- » Penghulu

### 3. Perlis

Selaras dengan peruntukan Perkara 139(2), Perlembagaan Persekutuan, kuasa Suruhanjaya ke atas pegawai Perkhidmatan Awam Negeri Perlis telah diberikan melalui *Public Services Commission (Extension of Jurisdiction) Enactment 1958* Negeri Perlis dan *Public Services Commission (Extension of Jurisdiction) Order 1960* Negeri Perlis yang diluluskan oleh Dewan

*In line with the above provisions, the disciplinary and promotion boards were established at ministerial, departmental and state administrative levels to perform some of the powers and functions of the Commission related to discipline and promotion.*

## REPRESENTATIVE OF THE COMMISSION IN THE POLICE FORCE COMMISSION

*In accordance with Article 140(3)(d) of the Federal Constitution, a member of the Commission, Dato' Sri Zoal Azha bin Yusof, was selected to represent the Public Services Commission in the Police Force Commission effective from 1 September 2018.*

## JURISDICTION OF THE COMMISSION OVER PUBLIC SERVICES

### 1. Melaka and Penang

*The jurisdiction of the Commission over officers in the public services of Melaka and Penang is provided for under Article 139(1) of the Federal Constitution.*

### 2. Negeri Sembilan

*The jurisdiction of the Commission over officers in the Public Services of Negeri Sembilan is delegated through the Negeri Sembilan Public Services Commission (Extension of Jurisdiction) Enactment 1959 and Negeri Sembilan Public Services Commission (Extension of Jurisdiction) Order 1961 in accordance with the provision in Article 139(2) of the Federal Constitution which was approved by the Negeri Sembilan State Legislative Assembly. The Commission has jurisdiction over all Negeri Sembilan Public Service personnel with the exception of:*

- » Comptroller of the Royal Household
- » Aide-de-Camp of the Governor
- » Private Secretary to the Governor
- » Clerical Officer to a Ruling Chief
- » Village Heads

### 3. Perlis

*In accordance with the provision of Article 139(2) of the Federal Constitution, the powers of the Commission over the Perlis Public Service personnel are given through the Perlis Public Services Commission (Extension of Jurisdiction) Enactment 1958 and Perlis Public Services Commission (Extension of Jurisdiction) Order 1960*

Undangan Negeri Perlis. Di bawah undang-undang ini, Suruhanjaya mempunyai bidang kuasa ke atas semua pegawai Perkhidmatan Awam Negeri Perlis kecuali:

- » Pegawai Agama di Jabatan Hal Ehwal Agama dan Adat Istiadat Melayu
- » Pegawai dalam Bahagian IV
- » Penghulu dan Penolong Penghulu
- » Pekerja bergaji hari

### **PENARIKAN BALIK PEWAKILAN KUASA DI BAWAH P.U.(B) 496/1997**

Mulai 1 April 2014, SPA telah menarik semula kuasa yang diwakilkan kepada kementerian/ jabatan/ agensi sebagaimana dalam Suratcara Pewakilan Kuasa 1997 [P.U.(B) 496/1997]. Semua urusan pelantikan dan perkhidmatan bagi jawatan Gred 16 dan ke bawah dilaksanakan oleh SPA sepenuhnya.

*which was approved by the Perlis State Legislative Assembly. Under these laws, the Commission has jurisdiction over all Perlis Public Service Personnel with the exception of:*

- » *Religious officers in the Department of Religious Affairs and Malay Customs*
- » *Officers in Part IV*
- » *Headmen and Assistant Headmen*
- » *Daily-paid workers*

### **WITHDRAWAL OF DELEGATION OF AUTHORITY UNDER PU(B) 496/1997**

*Beginning from 1 April 2014, the PSC had withdrawn all powers delegated to ministries/departments/agencies as stated in Instrument of Delegation of Power 1997 [PU(B) 496/1997]. All appointments and services for positions at grade 16 and below are fully carried out by the PSC.*

**AHLI-AHLI SURUHANJAYA**  
*MEMBERS OF THE COMMISSION*



# AHLI-AHLI SURUHANJAYA

## MEMBERS OF THE COMMISSION

2 | **YBhg. Dato' Haji Nasir bin Mat Dam**  
Ahli SPA

6 | **YBhg. Tan Sri Zainal Rahim bin Seman**  
Pengerusi SPA (bermula 25 Julai 2018)

4 | **YBrs. Encik Ronnie Anak Edward**  
Ahli SPA



1 | **YBhg. Datuk Dr. Narimah Nor binti Yahaya**  
Ahli SPA

3 | **YBhg. Dato' Abdul Ghafar bin Musa**  
Ahli SPA

5 | **YBhg. Dato' Sri Abd. Shukor bin Ibrahim**  
Ahli SPA (sehingga 10 Julai 2018)

10 | **YBhg. Dato' Selwyn Vijayarajan Das**  
Ahli SPA

8 | **YBhg. Dato' Sri Zoal Azha bin Yusof**  
Timbalan Pengerusi SPA

12 | **YBhg. Datuk Ir. Anjin Haji Ajik**  
Ahli SPA



7 | **YBhg. Tan Sri Arpah binti Abdul Razak**  
Pengerusi SPA (sehingga 22 Julai 2018)

11 | **YBhg. Datuk Yeow Chin Kiong**  
Ahli SPA

9 | **YBhg. Dato' Norzam bin Mohd Nor**  
Ahli SPA (sehingga 10 Julai 2018)

13 | **YBhg. Datuk Md Yahaya bin Basimin**  
Ahli SPA



**URUS SETIA SURUHANJAYA**  
*SECRETARIAT OF THE COMMISSION*



# URUS SETIA SURUHANJAYA

## SECRETARIAT OF THE COMMISSION



**Dato' Zainal Abidin bin Ahmad**  
Setiausaha / *Secretary*



**Hajah Ruziah binti Haji Shafei**  
Timbalan Setiausaha (Pengambilan)  
(sehingga 28.9.2018)  
*Deputy Secretary (Recruitment)*  
(until 28.9.2018)



**Haji Suhaimi bin Jusoh**  
Timbalan Setiausaha (Pengambilan)  
(Bermula 1.10.2018)  
*Deputy Secretary (Recruitment)*  
(from 1.10.2018)



**Haji Ikhbal Hanam bin Mukras**  
Timbalan Setiausaha (Perkhidmatan)  
*Deputy Secretary (Services)*



**Muhazzib bin Harun**  
Setiausaha Bahagian  
Bahagian Pengambilan  
*Undersecretary, Recruitment Division*



**Asfah binti Asmara**  
Setiausaha Bahagian  
Bahagian Pengambilan Khas  
*Undersecretary, Special Recruitment Division*



**Azaman bin Ahmad**  
Setiausaha Bahagian  
Bahagian Peperiksaan  
*Undersecretary, Examination Division*



**Mohd Safrie bin Zakaria**  
Setiausaha Bahagian  
Bahagian Perkhidmatan  
*Undersecretary, Service Division*



**Yaacob bin Haji Yusof**  
Setiausaha Bahagian  
Bahagian Pengurusan Maklumat  
(Sehingga 1.2.2018)  
*Undersecretary, Information Management Division  
(until 1.2.2018)*



**Noor Hasim bin Ghani**  
Setiausaha Bahagian  
Bahagian Pengurusan Maklumat  
(Bermula 2.4. 2018)  
*Undersecretary, Information Management Division  
(from 2.4.2018)*



**Norazian binti Kamaruddin**  
 Setiausaha Bahagian  
 Bahagian Naik Pangkat dan Tatatertib  
*Undersecretary, Promotion and Disciplinary Division*



**Asrul Shuhada binti Mohd Salleh**  
 Setiausaha Bahagian  
 Bahagian Dasar dan Perancangan  
*Undersecretary, Policy and Planning Division*



**Syahrizad binti Mahpar**  
 Setiausaha Bahagian  
 Urus Setia Suruhanjaya Perkhidmatan Kehakiman Perundangan  
*Undersecretary, Judicial and Legal Service Commission Secretariat*



**Haji Ahmad Mokhtar bin Shahul Hamid**  
 Setiausaha Bahagian  
 Bahagian Urus Setia Mesyuarat  
*Undersecretary, Meeting Secretariat Division*



**Safina binti Mohamad Hamizin**  
 Setiausaha Bahagian  
 Bahagian Pengurusan  
 (sehingga 1.10.2018)  
*Undersecretary, Management Division*  
 (until 1.10.2018)



**Aman Syah bin Hashim**  
 Setiausaha Bahagian  
 Bahagian Pengurusan  
 (Bermula 1.11.2018)  
*Undersecretary, Management Division*  
 (from 1.11.2018)



**Matthew Anak Dominic Barin**  
Setiausaha Bahagian  
Urus Setia SPA Cawangan Sarawak  
*Undersecretary, PSC Sarawak Branch Secretariat*



**Farid H. Askali bin Ibrahim**  
Setiausaha Bahagian  
Urus Setia SPA Cawangan Sabah  
*Undersecretary, PSC Sabah Branch Secretariat*



**Salwa binti Mhd Asrar**  
Penasihat Undang-Undang  
*Legal Advisor*



**Sharifah Anita Wafa binti Syed Munir Wafa**  
Pegawai Perhubungan Awam  
*Public Relations Officer*



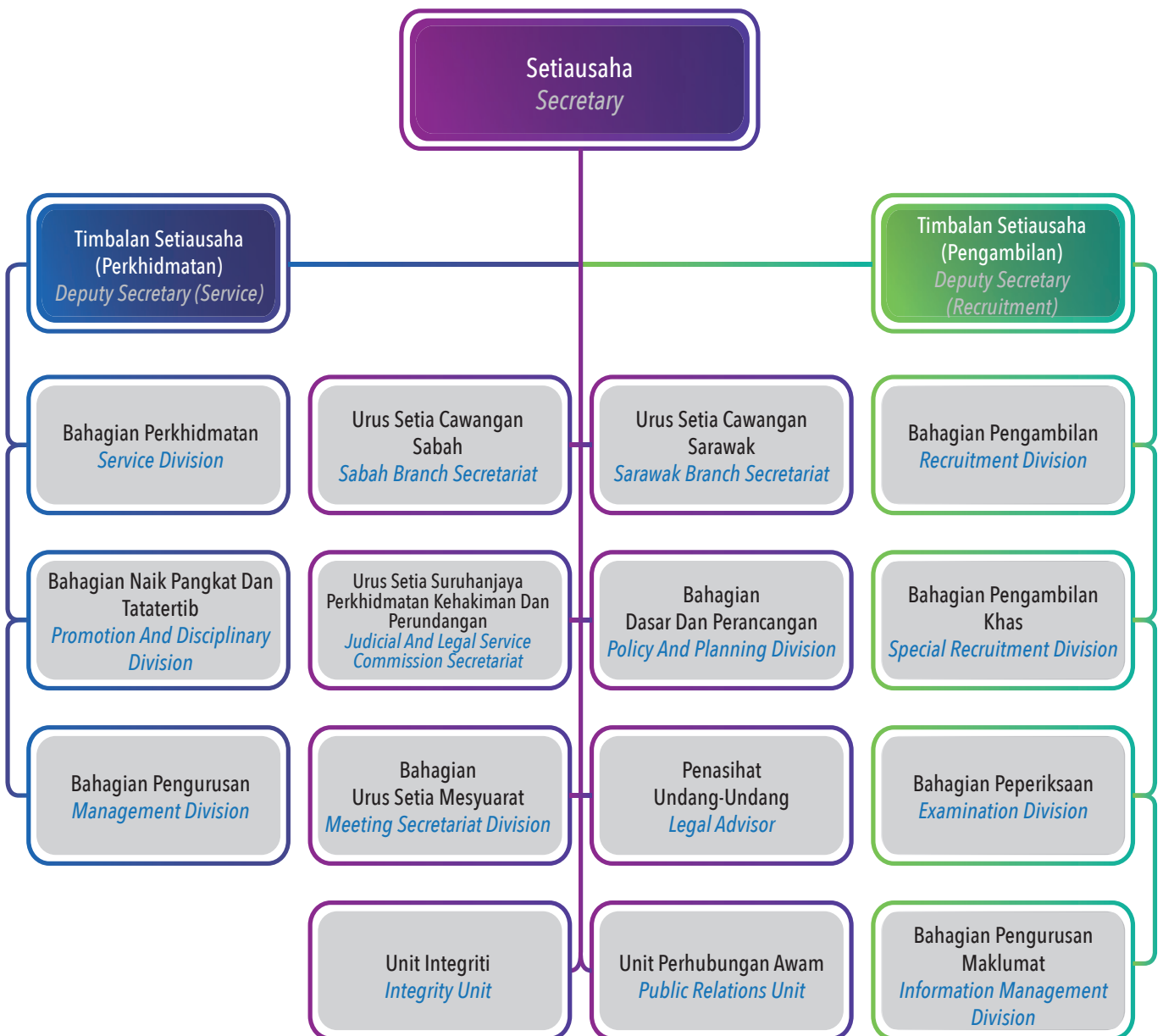
**Ahmad Humaizie bin Ramly**  
Pegawai Integriti (Bermula 16.10.2018)  
*Integrity Officer (from 16.10.2018)*

## PENGENALAN

Urus Setia Suruhanjaya diketuai oleh seorang Setiausaha dengan dibantu oleh dua (2) orang Timbalan Setiausaha, 12 orang Setiausaha Bahagian, seorang Penasihat Undang-Undang, seorang Pegawai Perhubungan Awam, seorang Pegawai Integriti serta 483 orang pegawai pelbagai jawatan dan gred. Urus Setia Suruhanjaya terletak di Pusat Pentadbiran Kerajaan Persekutuan Putrajaya, Urus Setia Cawangan SPA di Kota Kinabalu bagi Negeri Sabah dan di Kuching bagi Negeri Sarawak.

## INTRODUCTION

*The Commission Secretariat is headed by a Secretary with the assistance of two (2) Deputy Secretaries, 12 Undersecretaries, a Legal Advisor, a Public Relations Officer, an Integrity Officer as well as 483 officers holding various positions and at different grades. The Commission Secretariat is located in the Federal Government Administrative Centre in Putrajaya with the PSC Branch Secretariat in Kota Kinabalu for Sabah and in Kuching for Sarawak.*



## FUNGSI BAHAGIAN-BAHAGIAN FUNCTIONS OF THE DIVISIONS

### Bahagian Pengambilan *Recruitment Division*

- » Menguruskan pengambilan dan pelantikan jawatan Kumpulan Pengurusan dan Profesional serta Kumpulan Pelaksana Gred 29-40 (kelayakan Diploma/STPM) ke dalam Perkhidmatan Awam Am Persekutuan, Perkhidmatan Awam Bersama dan Perkhidmatan Awam Negeri-Negeri Melaka, Pulau Pinang, Negeri Sembilan dan Perlis.
- » *To manage the recruitment and appointment of the Management and Professional group and the Executive group of grades 29-40 (diploma/STPM qualifications) positions to the General Public Services of the Federation, Joint Public Services and Public Services for the states of Melaka, Penang, Negeri Sembilan and Perlis.*

### Bahagian Pengambilan Khas *Special Recruitment Division*

- » Memproses dan mendaftarkan permohonan calon.
- » Menguruskan pemilihan calon memasuki Latihan Separa Perubatan.
- » Menguruskan pengambilan dan pelantikan jawatan Kumpulan Pelaksana Gred 19 dan ke bawah (kelayakan SPM dan PT3/PMR) ke dalam Perkhidmatan Awam Am Persekutuan, Perkhidmatan Awam Bersama dan Perkhidmatan Awam Negeri-Negeri Melaka, Pulau Pinang, Negeri Sembilan dan Perlis.
- » *To process and register the applications of candidates.*
- » *To manage the selection of candidates for Paramedical Training.*
- » *To manage the recruitment and appointment of the executive group of grades 19 and below (SPM and PT3/PMR qualification) in the General Public Services of the Federation, Joint Public Services and Public Services of the states of Melaka, Penang, Negeri Sembilan and Perlis.*

### Bahagian Peperiksaan *Examination Division*

- » Menggubal dan menyediakan soalan peperiksaan dan ujian psikometrik.
- » Mengurus bank data soalan ujian aptitud dan psikometrik bagi Peperiksaan Memasuki Perkhidmatan Awam.
- » Mengurus dan mengendalikan Peperiksaan Memasuki Perkhidmatan Awam secara atas talian.
- » Mengurus dan menyelaras urusan pemeriksaan fizikal, pancaindera dan ujian kecergasan bagi memasuki perkhidmatan awam.
- » Menyelaras dan memberi khidmat konsultasi bagi program Pusat Penilaian Kompetensi.
- » *To set and provide examination questions and psychometric tests*
- » *To manage a databank of aptitude and psychometric test questions for the Public Service Entrance Examinations (PSEE).*
- » *To manage and conduct online examinations for public service entrance examinations.*
- » *To manage and coordinate the administration of physical and sensory examinations and fitness tests for placement in the public service.*
- » *To coordinate and provide consultancy services for the Competency Assessment Centre programmes.*

### Bahagian Pengurusan Maklumat *Information Management Division*

- » Membangun dan menyelenggara sistem aplikasi, portal dan multimedia.
- » Mentadbir dan mengurus pangkalan data.
- » Mentadbir dan mengurus rangkaian dan keselamatan ICT.
- » Mentadbir dan mengurus perolehan dan aset ICT.
- » Menyediakan latihan dan khidmat pengguna/ sokongan teknikal.
- » *To develop and maintain the system for applications, the portal and the multimedia.*
- » *To administer and manage the database.*
- » *To administer and manage the ICT network and security.*
- » *To administer and manage ICT asset procurement.*
- » *To provide training and customer service/technical support.*

### Bahagian Perkhidmatan *Service Division*

Menguruskan urusan-urusan perkhidmatan bagi:

- » Pengesahan pelantikan
- » Penetapan gaji permulaan mengikut Peraturan 25 dan 26 Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012
- » Pelanjutan tempoh percubaan
- » Pengesahan dalam perkhidmatan
- » Pemberian taraf berpencen
- » Kembali ke dalam skim perkhidmatan terdahulu
- » Penamatan perkhidmatan
- » Pertukaran perkhidmatan
- » Pertukaran pelantikan
- » Pertukaran sementara/peminjaman
- » Pelepasan untuk pertukaran pelantikan/ peminjaman
- » Pembatalan tawaran pelantikan
- » Pertukaran tetap
- » Pelanjutan pertukaran sementara

*To manage the services for:*

- » *Confirmation of appointment*
- » *Establishment of starting salaries according to regulations 25 and 26 of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012*
- » *Extension of the probationary period*
- » *Confirmation of service*
- » *Granting of pensionable status*
- » *Reinstatement in the previous service scheme*
- » *Termination of service*
- » *Transfer of service*
- » *Transfer of appointment*
- » *Temporary transfer/secondment*
- » *Release for transfer of appointment/secondment*
- » *Revocation of appointment offer*
- » *Permanent transfer*
- » *Extension of temporary transfer*

### Bahagian Naik Pangkat dan Tatatertib *Promotion and Disciplinary Division*

- » Menguruskan tindakan tatatertib dengan tujuan buang kerja atau turun pangkat.
- » Menguruskan rayuan tatatertib.
- » Menguruskan kenaikan pangkat bagi Ahli-Ahli Lembaga Kenaikan Pangkat Perkhidmatan Awam.
- » Menguruskan rayuan kenaikan pangkat.
- » *To manage disciplinary action with dismissal or reduction in rank.*
- » *To manage disciplinary appeals.*
- » *To manage promotion for members of the Public Service Promotion Board.*
- » *To manage promotion appeals.*

### Bahagian Urus Setia Mesyuarat *Meeting Secretariat Division*

Mengurusetiakan:

- » Mesyuarat Suruhanjaya
- » Mesyuarat Lembaga Rayuan Tatatertib
- » Mesyuarat Lembaga Rayuan Kenaikan Pangkat
- » Persidangan Suruhanjaya Perkhidmatan Awam Malaysia
- » Mengemaskini ketetapan SPA

*Administering:*

- » *Meetings of the Commission*
- » *Meetings of the Disciplinary Appeal Board*
- » *Meetings of the Promotion Appeal Board*
- » *Conferences of the Public Services Commission*
- » *Updating of PSC rulings*

### Bahagian Dasar dan Perancangan *Policy and Planning Division*

- » Merancang dan menyelaraskan pelaksanaan Pelan Strategik SPA.
- » Menyelaraskan isu-isu dasar pengurusan sumber manusia dengan agensi lain yang melibatkan fungsi-fungsi SPA.
- » Menjalankan kajian untuk meningkatkan kualiti perkhidmatan yang melibatkan fungsi-fungsi SPA.
- » Menyelaraskan aturan urusan mesyuarat Parlimen di Dewan Negara dan Dewan Rakyat berkaitan fungsi SPA.
- » Menyelaraskan penyediaan maklumat dan data Laporan Tahunan SPA.
- » *To plan and coordinate the implementation of PSC Strategic Plans.*
- » *To coordinate human resource management policy issues pertaining to PSC functions with other agencies.*
- » *To conduct studies to improve the quality of service involving PSC functions.*
- » *To coordinate arrangements for Parliamentary sessions in the Senate and the House of Representatives involving PSC functions.*
- » *To coordinate the provision of information and data for the PSC Annual Report.*

### Urus Setia Cawangan Sabah *Sabah Branch Secretariat*

- » Menguruskan urusan pengambilan pelatih Separa Perubatan bagi negeri Sabah.
- » Menguruskan urusan perkhidmatan bagi anggota Perkhidmatan Awam Persekutuan di negeri Sabah.
- » Mengendalikan urusan peperiksaan Perkhidmatan Awam Malaysia dan perkhidmatan yang ditetapkan oleh Kementerian/ Jabatan Perkhidmatan Awam Malaysia.
- » *Managing the recruitment of paramedical trainees for Sabah.*
- » *Managing service matters for Federal Public Service personnel in Sabah.*
- » *Handling matters pertaining to the examinations for Malaysian Public Services and other services prescribed by the ministries/ Public Services Department of Malaysia.*

### Urus Setia Cawangan Sarawak *Sarawak Branch Secretariat*

- » Menguruskan urusan pengambilan pelatih Separa Perubatan bagi negeri Sarawak.
- » Menguruskan urusan perkhidmatan bagi anggota Perkhidmatan Awam Persekutuan di negeri Sarawak.
- » Mengendalikan urusan peperiksaan Perkhidmatan Awam Malaysia dan perkhidmatan yang ditetapkan oleh Kementerian/ Jabatan Perkhidmatan Awam Malaysia
- » *Managing the recruitment of paramedical trainees for Sarawak.*
- » *Managing service matters for Federal Public Service personnel in Sarawak.*
- » *Handling matters pertaining to the examinations for Malaysian Public Services and other services prescribed by the ministries/ Public Services Department of Malaysia.*

### Urus Setia Suruhanjaya Perkhidmatan Kehakiman dan Perundangan (SPKP) *Judicial and Legal Service Commission Secretariat*

Suruhanjaya Perkhidmatan yang melaksanakan fungsi sebagaimana termaktub di bawah Perkara 144(1) Perlembagaan Persekutuan iaitu melantik, mengesahkan, memasukkan ke dalam perjawatan tetap atau perjawatan berpencen, menaikkan pangkat, menukarkan dan menjalankan kawalan tata tertib ke atas pegawai-pegawai bagi perkhidmatan di bawah bidang kuasanya iaitu Pegawai Undang-undang.

*The Service Commission carries out its functions, as it is subject to, under Article 144 (1) of the Federal Constitution, i.e. to appoint, confirm, place in permanent or pensionable positions, promote, transfer and conduct disciplinary control over the officers for services under its jurisdiction, i.e. Legal Officers.*



**PUSAT TEMU DUGA**  
*INTERVIEW CENTRES*

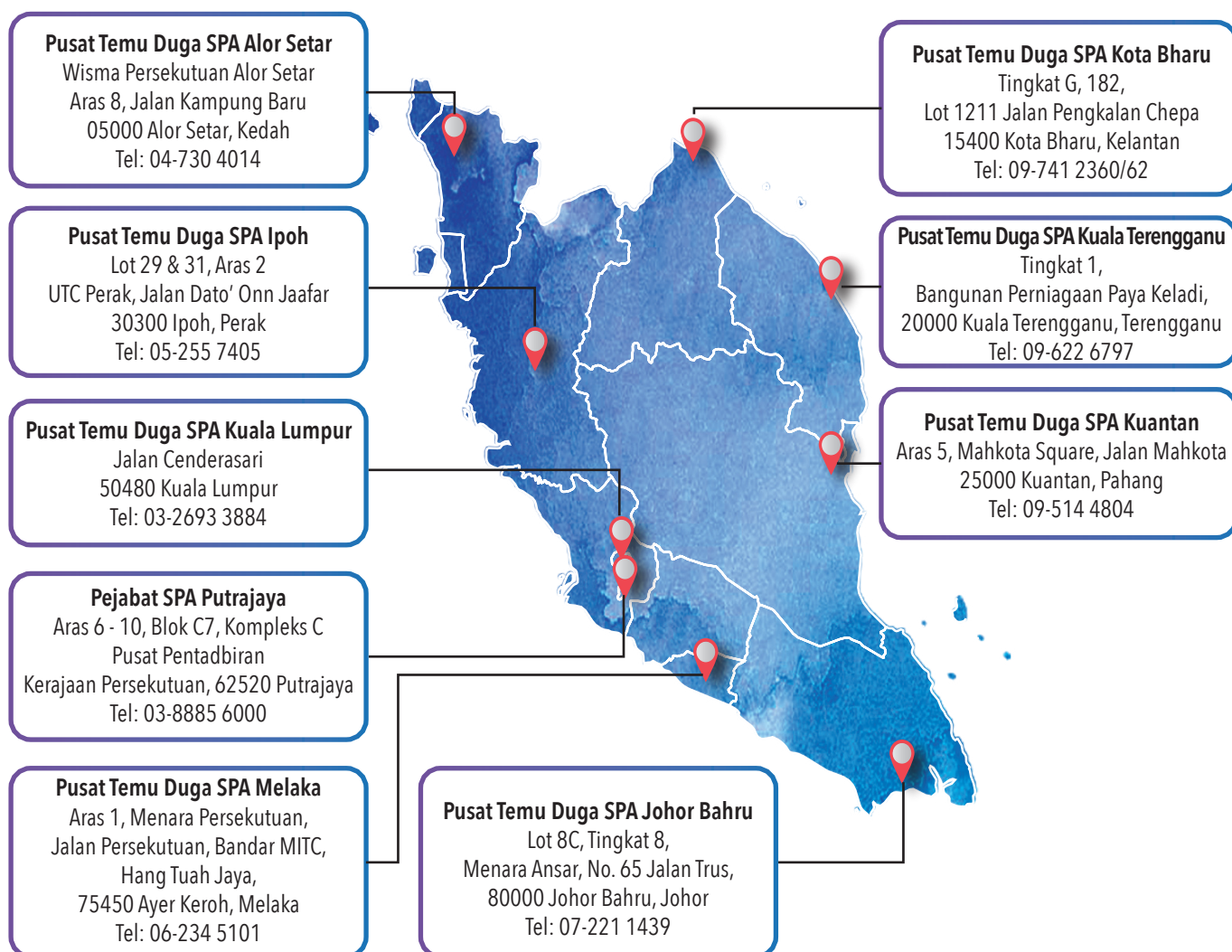


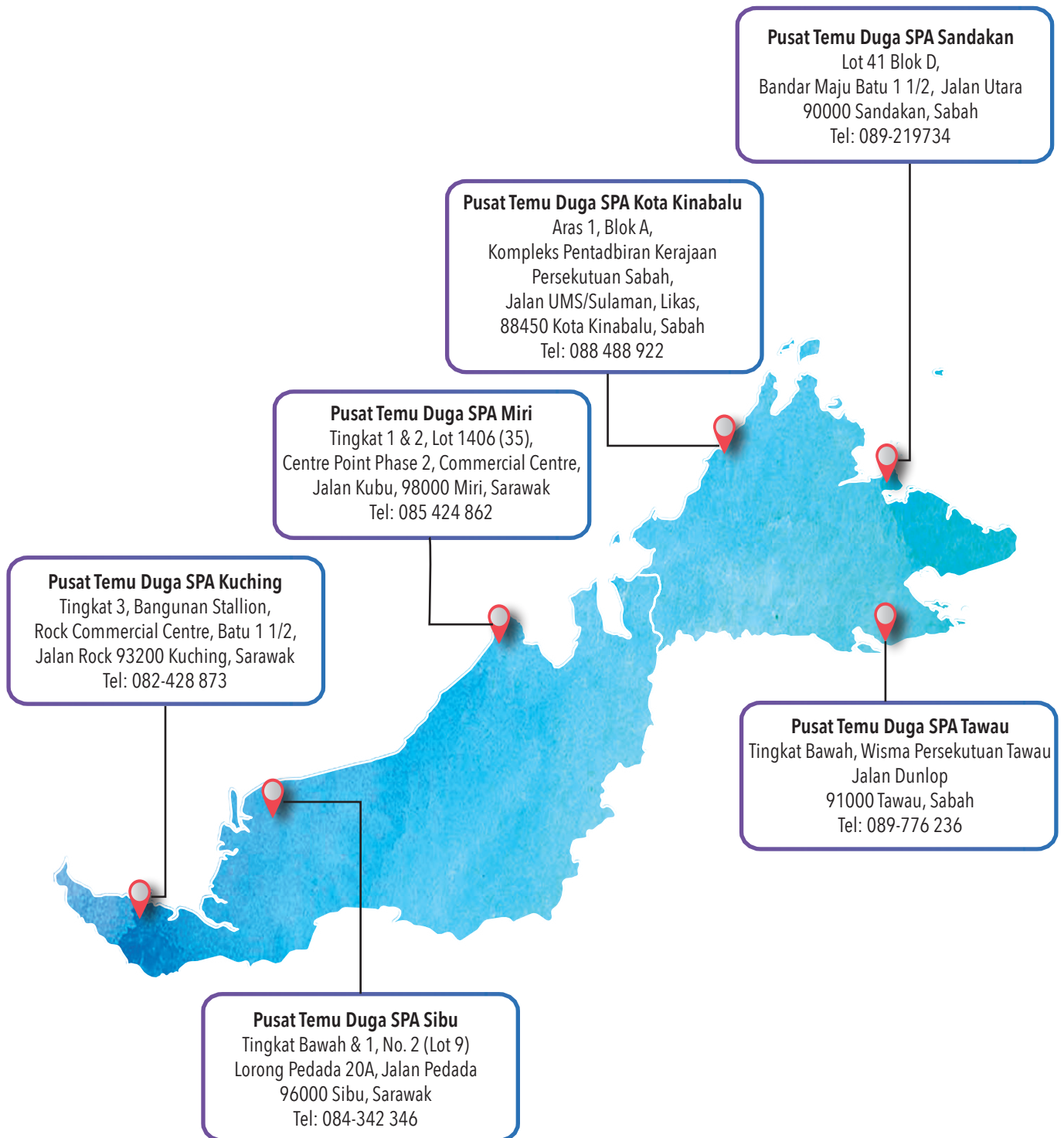
## PUSAT TEMU DUGA

SPA mempunyai 15 pusat temu duga untuk melancarkan urusan temu duga dan memberi keselesaan kepada calon. Pusat temu duga ini juga merupakan pusat sehati yang berkeupayaan untuk menyalurkan maklumat kepada pelanggan seperti pelajar-pelajar sekolah, Institusi Pengajian Tinggi Awam dan Swasta (IPTA/IPTS) serta pertubuhan-pertubuhan bukan kerajaan. Bagi memberi nilai tambah, pusat temu duga ini turut menjadi pusat rujukan bagi pelanggan dan orang awam mendapatkan perkhidmatan yang disediakan oleh SPA. Antaranya, kemudahan permohonan jawatan secara dalam talian yang diberikan secara percuma. Pusat ini juga berperanan untuk memudahkan orang ramai mendapatkan panduan yang tepat mengenai jawatan yang bersesuaian berdasarkan kelayakan akademik melalui khidmat nasihat daripada pegawai bertugas. Panduan dan tatacara menghadiri temu duga anjuran SPA juga boleh didapati di pusat temu duga.

## INTERVIEW CENTRES

The PSC has 15 interview centres to facilitate the holding of interviews and for the convenience of the candidates. The interview centres are also one-stop centres that are able to channel information to the customers such as students from schools and public and private higher educational institutions as well as non-governmental organisations. For added value, the interview centres also serve as reference centres for customers and the public to access the services of the PSC. Among them is the online application facility that is provided free. These centres also play a role in facilitating the public in obtaining precise guidance regarding positions that are suitable for them based on their academic qualifications through the advisory service provided by officers on duty. Guidelines and procedure for attending interviews organised by the PSC can also be obtained at the interview centres.







# KAEDAH PENGAMBILAN *RECRUITMENT METHOD*



## MODEL MYRECRUITMENT

Model *MyRecruitment* merupakan transformasi kaedah pengambilan yang dilaksanakan oleh SPA untuk menambahbaik sistem penilaian bagi memilih calon terbaik memasuki perkhidmatan awam. Melalui pelaksanaan *MyRecruitment* ini, calon yang memohon sesuatu jawatan dalam perkhidmatan awam akan melalui proses penilaian yang holistik dan komprehensif yang merangkumi tapisan awal, ujian aptitud, penilaian kompetensi dan temu duga sebelum dilantik.

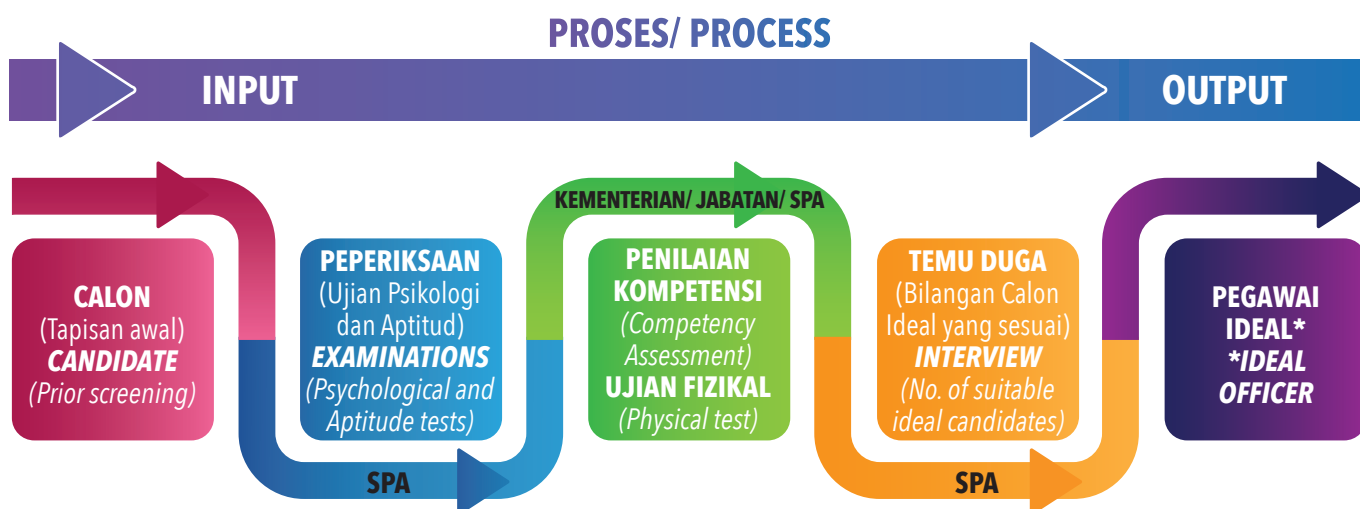
Melalui penilaian yang dijalankan, maklumat calon akan diprofilkan berasaskan latar belakang, pencapaian akademik, ciri personaliti, minat kerjaya, sikap, kecerdasan (IQ) dan kompetensi (kemahiran) untuk dijadikan asas penilaian bagi menentukan calon-calon yang sesuai berkhidmat dalam perkhidmatan awam.

Selaras dengan hasrat untuk melaksanakan kaedah pengambilan ini secara menyeluruh di kementerian/jabatan/agensi, satu Memorandum Jemaah Menteri telah dibentangkan pada 23 Disember 2009. Mesyuarat Jemaah Menteri telah meluluskan kaedah pengambilan yang dikenali sebagai *MyRecruitment*.

## PROSES PELAKSANAAN MYRECRUITMENT

Berdasarkan kepada kaedah pengambilan secara *MyRecruitment* ini, calon akan melalui empat (4) proses saringan sebelum ditawarkan pelantikan iaitu tapisan awal, peperiksaan, penilaian kompetensi dan temu duga seperti di **Rajah 1**. Proses saringan dalam *MyRecruitment* seperti berikut:

**RAJAH 1**  
**Model MyRecruitment**  
**DIAGRAM 1**  
*MyRecruitment Model*



\* Pegawai/ Calon Ideal mempunyai ciri-ciri:  
 » Sahsiah & minat yang berkaitan  
 » Kelayakan akademik yang sesuai  
 » Sesuai dengan tugas

## MYRECRUITMENT MODEL

*MyRecruitment is the transformational method of recruitment implemented by the PSC to improve its assessment system for selecting the best candidates for placement in the public service. Through MyRecruitment, candidates who apply for a position in public service will undergo a holistic and comprehensive evaluation process which includes prior screening, an aptitude test, competency assessment and an interview before appointment.*

*Through the assessment, the candidates' information is used to profile them based on their background, academic achievements, personality, career interest, attitude, intelligence (IQ) and competency (skills), thus establishing the basis for determining the candidates' suitability for the public service.*

*In line with the desire to implement recruitment through this method comprehensively in ministries/departments/agencies, a Cabinet Memorandum was presented on 23 December 2009. A Cabinet meeting then approved the recruitment method which is known as MyRecruitment.*

## MYRECRUITMENT IMPLEMENTATION PROCESS

*Based on the MyRecruitment method, candidates will undergo four (4) screening processes before being offered a position, i.e. prior screening, examination, competency assessment and interview as shown in **Diagram 1**. The screening process in MyRecruitment is as follows:*

\* Characteristics of ideal officer/candidate:  
 » Pertinent personality traits & interest  
 » Suitable academic qualifications  
 » Skills appropriate for the job

### Tapisan Awal

Calon yang mendaftar secara dalam talian dengan SPA akan ditapis permohonannya sama ada memenuhi syarat skim perkhidmatan bagi jawatan yang dimohon.

### Peperiksaan

Calon yang telah melepasi tapisan awal dikehendaki menduduki ujian kebolehan kognitif umum. Ujian ini bertujuan menilai pengetahuan am, pengetahuan bidang kerja yang berkaitan, daya menyelesaikan masalah, kemahiran bahasa, personaliti dan minat. Semua ujian dijalankan secara dalam talian (*unsupervised test*).

### Penilaian Kompetensi

Calon yang lulus peperiksaan akan mengikuti program penilaian kompetensi. Ia adalah satu kaedah untuk menilai kebolehan dan kompetensi calon menggunakan teknik penilaian yang piawai berasaskan pelbagai instrumen bagi mendapatkan input penilaian setiap kriteria yang telah ditetapkan.

Calon-calon akan dinilai dari aspek *Attitude, Skills and Knowledge (ASK)* bersesuaian dengan keperluan tugas sesuatu jawatan seperti kemahiran interpersonal, kemahiran penyelesaian masalah, kepimpinan, kerja berpasukan, kebolehan menulis, berkomunikasi dalam Bahasa Melayu dan Bahasa Inggeris serta lain-lain kompetensi yang berkaitan dengan jawatan yang dimohon.

Modul penilaiannya meliputi aktiviti seperti *leaderless group discussion*, ujian psikometrik, ujian fizikal dan kecergasan, ujian penulisan dan ujian komunikasi dalam Bahasa Melayu, Bahasa Inggeris dan bahasa-bahasa lain yang diperlukan.

### Temu Duga

Sesi ini bertujuan menilai kompetensi, pengetahuan, kemahiran serta sahsiah calon. Temu duga adalah peringkat akhir penilaian dalam membuat keputusan memilih calon yang berjaya.

### Prior Screening

*Candidates who register online with the PSC will have their applications screened to determine whether they fulfil all the conditions of the service scheme for the position they applied for.*

### Examination

*Candidates who clear the prior screening will be required to sit for a general cognitive ability test. The aim of the test is to assess their general knowledge, knowledge pertaining to the relevant field, problem-solving, language skills, personality and interests. All these tests are conducted online (unsupervised testing).*

### Competency Assessment

*Candidates who pass the examination will be evaluated in competency assessment program. The program employs a method for evaluating the capability and competency of a candidate through standardised assessment techniques using various instruments to obtain assessment input on each stipulated criterion.*

*Candidates will be assessed on the aspects of attitude, skills and knowledge (ASK) appropriate for the position such as interpersonal skills, problem-solving skills, leadership, teamwork, writing and communication skills in Malay and English as well as other competencies relevant to the position applied for.*

*The assessment module encompasses activities such as leaderless group discussion, psychometric test, physical and fitness tests, written and communication tests in Malay and English and other requisite languages.*

### Interview

*The aim of the session is to assess the competency, knowledge, skills as well as the character of the candidate. The interview is the final stage of assessment in determining candidates who are successful.*



Ujian fizikal dan kecergasan  
*Physical and fitness tests*



Sesi program penilaian kompetensi untuk pemilihan Pegawai Tadbir dan Diplomatik  
*Session held at the competency assessment programme for the selection of Administrative and Diplomatic Officers*



Sesi temuduga calon Pegawai Tadbir dan Diplomatik  
*Interviewing a candidate for the position of Administrative and Diplomatic Officer*

# URUSAN PELANTIKAN *APPOINTMENT MATTERS*



## PENGENALAN

Pelantikan anggota perkhidmatan awam merupakan salah satu daripada enam (6) fungsi Suruhanjaya. Ia merangkumi pelantikan tetap, kontrak dan sementara yang melibatkan Perkhidmatan Awam Am Persekutuan, Perkhidmatan Awam Bersama dan Perkhidmatan Awam Negeri Melaka, Pulau Pinang, Negeri Sembilan dan Perlis.

Suruhanjaya melaksanakan urusan pelantikan melalui **Sistem Mengambil Sepanjang Masa (eSMSM)**. Di bawah sistem ini, calon-calon boleh mendaftarkan permohonan mereka pada bila-bila masa sepanjang tahun tanpa menunggu iklan perjawatan disiarkan. Calon-calon ini akan disenarai pendek mengikut syarat asas yang ditetapkan dalam sesuatu skim perkhidmatan. Suruhanjaya melaksanakan proses pengambilan berdasarkan permohonan pengisian jawatan yang diterima daripada kementerian/jabatan/ agensi melalui **Sistem ePengisian**.

Pada 22 April 2015, Jabatan Perkhidmatan Awam (JPA) telah mengeluarkan arahan berkaitan Inisiatif Penggunaan Sumber Manusia Secara Optimum yang bertujuan bagi mengawal jumlah perjawatan dan pengisian sektor awam. Arahan ini telah memberi implikasi terhadap jumlah pelantikan oleh SPA.

Pada tahun 2018, **jumlah permohonan** yang diterima oleh SPA adalah sebanyak **1,347,544** permohonan. Daripada jumlah tersebut, seramai **179,864 (13.35%)** calon berjaya melepasi tapisan dan **dipanggil temu duga**. Daripada jumlah yang layak dipanggil temu duga, seramai **131,132 (72.91%)** calon telah **menghadiri temu duga** dan daripada jumlah ini seramai **13,454 (10.26%)** calon telah **dilantik tetap**.

Seramai **24,434** calon telah **dilantik secara kontrak** yang mana urusan permohonan dan temu duga dilaksanakan oleh kementerian/jabatan/agensi masing-masing. Butiran terperinci adalah seperti di **Jadual 1, Jadual 2, Carta 1** dan **Carta 2**. Jumlah pelantikan tetap mengikut skim perkhidmatan yang diuruskan oleh Suruhanjaya bagi tahun 2018 pula adalah seperti di **Lampiran A**.

### JADUAL 1

Permohonan Jawatan Melalui Sistem Mengambil Sepanjang Masa (eSMSM) Bagi Tahun 2018 Berbanding 2017

#### SCHEDULE 1

Applications for Positions Through the Sistem Mengambil Sepanjang Masa (eSMSM) for 2018 as Compared to 2017

TAHUN / YEAR	BILANGAN PERMOHONAN / NO. OF APPLICATIONS
2018	1,347,544
2017	1,342,949

## INTRODUCTION

*The appointment of public service personnel is one of the six (6) functions of the Commission. It encompasses the appointment of permanent, contract and temporary officers in the General Public Services of the Federation, Joint Public Services and the Public Services of the states of Melaka, Penang, Negeri Sembilan and Perlis.*

*The Commission makes appointments via the **Sistem Mengambil Sepanjang Masa (eSMSM - Continuous Recruitment System)**. Under this system candidates can register their applications at any time throughout the year without waiting for positions to be advertised. Such candidates will be shortlisted according to the basic conditions set by any service scheme. The Commission conducts the recruitment process based on applications for vacancies received from ministries/departments/agencies via the **ePengisian System**.*

*On 22 April 2015, the Public Services Department (PSD) issued a directive pertaining to the optimum utilisation of human resources initiative aimed at controlling the number of positions and filling of vacancies in the public sector. The directive has implications for the number of appointments made by the PSC.*

*In 2018, the **number of applications** received by the PSC was **1,347,544**. Out of this number, 179,864 (13.35%) candidates cleared the screening process and were **called for an interview**. Out of the number called for an interview, **131,132 (72.91%)** candidates **attended the interview**, of which **13,454 (10.26%)** were **appointed on a permanent basis**.*

*A total of **24,434** candidates were appointed on a contract basis following applications and interviews that were conducted by respective ministries/departments/agencies. The details are shown in **Schedule 1, Schedule 2, Chart 1** and **Chart 2**. The number of permanent appointments according to the service schemes managed by the Commission for 2018 is as shown in **Appendix A**.*

**JADUAL 2**

**Bilangan Permohonan, Calon Dipanggil Temu Duga, Calon Hadir Temu Duga Dan Calon Pelantikan Tetap Dan Kontrak Bagi Tahun 2018 Berbanding Tahun 2017**

**SCHEDULE 2**

*Number of Applications, Candidates Called for an Interview, Candidates who Attended the Interview and Candidates Appointed on a Permanent and Contract Basis for 2018 as compared to 2017*

TAHUN / YEAR	STATUS LANTIKAN / STATUS OF APPOINTMENT	JUMLAH PERMOHONAN / NO. OF APPLICATIONS	BILANGAN CALON DIPANGGIL TEMUDUGA / NO. OF CANDIDATES CALLED FOR INTERVIEW	BILANGAN CALON HADIR TEMUDUGA / NO. OF CANDIDATES WHO ATTENDED INTERVIEW	BILANGAN LANTIKAN / NO. APPOINTED
2018	Tetap / Permanent	1,347,544	179,864	131,132	13,454
	Kontrak Pegawai Perubatan UD41 / Pegawai Pergigian UG41/ Pegawai Farmasi UF41 <i>UD41 Medical Officers / UG41Dental Officers / UF41 Pharmacy Officers On Contract</i>	-	-	-	10,143
	Kontrak/ Contract	-	-	-	24,434*
<b>JUMLAH / TOTAL</b>		<b>1,347,544</b>	<b>179,864</b>	<b>131,132</b>	<b>48,031</b>
2017	Tetap / Permanent	1,342,949	300,110	169,470	15,090
	Kontrak Pegawai Perubatan UD41 / Pegawai Pergigian UG41/ Pegawai Farmasi UF41 <i>UD41 Medical Officers / UG41Dental Officers / UF41 Pharmacy Officers On Contract</i>	-	-	-	8,415
	Kontrak/ Contract	-	-	-	19,370*
<b>JUMLAH / TOTAL</b>		<b>1,342,949</b>	<b>300,110</b>	<b>169,470</b>	<b>42,875</b>

NOTA:

\*Urusan permohonan dan temu duga bagi lantikan kontrak dilaksanakan oleh kementerian/jabatan/agensi masing-masing.

NOTE:

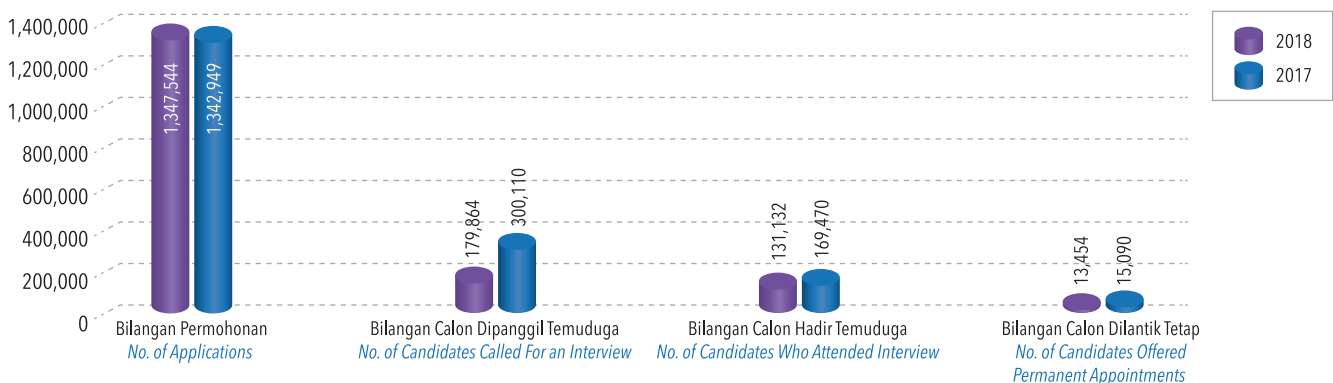
\*Applications and interviews for contract appointments are implemented by the respective ministries/departments/agencies.

**CARTA 1**

**Bilangan Permohonan, Calon Dipanggil Temu Duga, Calon Hadir Temu Duga Dan Calon Dilantik Tetap Bagi Tahun 2018 Berbanding Tahun 2017**

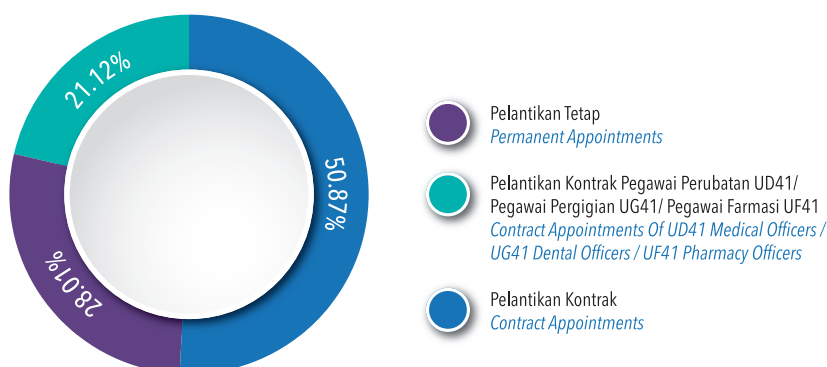
**CHART 1**

*No. of Applications, Candidates Called for an Interview, Candidates who Attended the Interview, Candidates Offered Permanent Appointments in 2018 as Compared to 2017*



**CARTA 2****Peratus Pelantikan Tetap Dan Kontrak Bagi Tahun 2018****CHART 2**

Percentage of Permanent Appointments and Contract Appointments for 2018

**PELANTIKAN TETAP**

Sejumlah **172 urusan pengambilan** (seperti di Lampiran A) telah dilaksanakan bagi mengisi kekosongan pada tahun 2018. Urusan ini merangkumi pengambilan daripada pelbagai jawatan dalam Kumpulan Pengurusan dan Profesional serta Kumpulan Pelaksana di kementerian/jabatan/agensi serta pentadbiran negeri yang terletak di bawah bidang kuasa Suruhanjaya.

**i. Pelantikan Tetap Mengikut Kategori**

Jumlah pelantikan tetap ini juga telah mengambil kira pegawai yang dilantik tetap mulai 1 Julai 2016 selepas berkhidmat selama sekurang-kurangnya 15 tahun sebagai Pegawai *Contract of Service* (COS) tertakluk memenuhi syarat-syarat yang ditetapkan. Ini selaras dengan keputusan Kerajaan menerusi surat KPPA bertarikh 31 Mac 2016 Pengambilan Pegawai Lantikan Kontrak (*Contract of Service*) untuk Tujuan Pelantikan Secara Tetap.

Jumlah pelantikan tetap mengikut kategori adalah seperti di **Jadual 3**.

**JADUAL 3****Pelantikan Tetap Mengikut Kategori****SCHEDULE 3**

Permanent Appointments According to Categories

STATUS LANTIKAN / STATUS OF APPOINTMENT	2018
Baru / <i>New</i>	12,298
COS 15 Tahun / <i>COS 15 years</i>	470
<b>JUMLAH / TOTAL</b>	<b>13,454</b>

**PERMANENT APPOINTMENTS**

A total of **172 recruitment exercises** (as shown in Appendix A) were conducted to fill the vacancies in 2018. They encompassed recruitment for various positions in the Management And Professional group and Executive group in ministries/departments/agencies as well as state administrations under the jurisdiction of the Commission.

**i. Permanent Appointments According to Categories**

The number of permanent appointments includes officers who were offered positions on a permanent basis starting from 1 July 2016 after serving a minimum of 15 years as contract of service (COS) officers subject to all the conditions being met. This is in line with the government's decision through the letter of the Director-General of Public Services dated 31 March 2016 pertaining to the Recruitment of Contract of Service Officers for the Purpose of Offering Permanent Appointments.

The number of permanent appointment according to categories is shown in **Schedule 3**.

ii. Pelantikan Tetap Mengikut Kumpulan Jawatan

Bilangan pelantikan tetap pada tahun **2018** ialah seramai **13,454 calon**. Daripada jumlah tersebut, seramai **1,570 (11.67%)** calon adalah bagi jawatan **Kumpulan Pengurusan dan Profesional**, **4,053 (30.12%)** calon bagi **Kumpulan Pelaksana Gred 29-40** dan **7,831 (58.21%)** calon bagi **Kumpulan Pelaksana Gred 19 dan ke bawah**. Maklumat bilangan pelantikan tetap adalah seperti di **Jadual 4**.

ii. *Permanent Appointments according to Groups of Posts*

*The number of permanent appointments in 2018 was 13,454 candidates. Of this number, 1,570 (11.67%) candidates were for positions in the Management And Professional group, 4,053 (30.12%) for positions in the Executive group of grades 29-40 and 7,831 (58.21%) for positions in the Executive group of grade 19 and below. Information on the number of permanent appointments is as shown in Schedule 4.*

**JADUAL 4**

**Bilangan Pelantikan Tetap Mengikut Kumpulan Jawatan Bagi Tahun 2018 Berbanding Tahun 2017**

**SCHEDULE 4**

*No. of Permanent Appointments According to Groups of Posts for 2018 as Compared to 2017*

KUMPULAN JAWATAN / GROUP OF POSTS	BILANGAN PELANTIKAN 2018 / NO. OF APPOINTMENTS 2018	BILANGAN PELANTIKAN 2017 / NO. OF APPOINTMENTS 2017
Pengurusan dan Profesional <i>Management and Professional</i>	1,570	1,557
Kumpulan Pelaksana Gred 29-40 <i>Executive, grades 29-40</i>	4,053	5,625
Kumpulan Pelaksana Gred 19 dan ke bawah <i>Executive, grade 19 and below</i>	7,831	7,908
<b>JUMLAH / TOTAL</b>	<b>13,454</b>	<b>15,090</b>

NOTA:

- \* Termasuk Perkhidmatan Awam Negeri Melaka, Pulau Pinang, Negeri Sembilan dan Perlis bagi Kumpulan Pelaksana Gred 19 dan ke bawah
- \* Jumlah pelantikan separa perubahan telah dimasukkan dalam jumlah lantikan tetap.

NOTE:

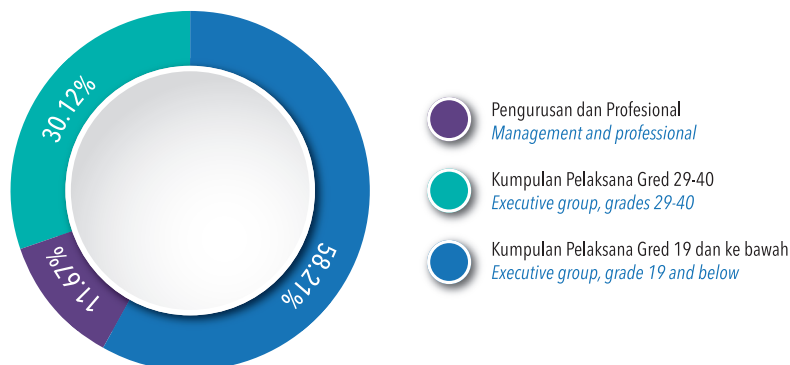
- \* Including the Public Services of the states of Melaka, Penang, Negeri Sembilan and Perlis for the Executive group of grade 19 and below
- \* The total number of paramedical appointments has been included in the number of permanent appointments.

**CARTA 3**

**Peratus Pelantikan Tetap Mengikut Kumpulan Jawatan Bagi Tahun 2018**

**CHART 3**

*Percentage of Permanent Appointments According to Groups of Posts for 2018*



## iii. Pelantikan Tetap Mengikut Kaum

Pada tahun 2018, sebanyak 1,347,544 permohonan bagi lantikan tetap yang telah diterima, 1,069,192 (79.34%) permohonan adalah daripada kaum Melayu, 23,300 (2.17%) permohonan daripada kaum Cina, 42,641 (3.97%) permohonan daripada kaum India, 108,158 (10.08%) permohonan daripada Bumiputera Sabah, 74,547 (6.95%) permohonan daripada Bumiputera Sarawak, 3,615 (0.34%) permohonan daripada Orang Asli dan 26,091 (2.43%) permohonan daripada lain-lain kaum seperti Portugis dan Siam. Daripada jumlah permohonan di atas, seramai 13,454 orang telah berjaya dilantik. Daripada jumlah tersebut, pelantikan 11,054 (82.16%) calon adalah daripada kaum Melayu, 153 (1.13%) calon daripada kaum Cina, 242 (1.80%) calon daripada kaum India, 1,002 (7.45%) calon daripada Bumiputera Sabah, 629 (4.68%) calon daripada Bumiputera Sarawak, 138 (1.03%) calon daripada Orang Asli Semenanjung dan 236 (1.75%) daripada lain-lain kaum. Maklumat permohonan dan pelantikan tetap mengikut kaum adalah seperti Jadual 5.

## iii. Permanent Appointments according to Ethnicity

In 2018, a total of 1,347,544 applications for permanent appointments were received: 1,069,192 (79.34%) were from Malays, 23,300 (2.17%) from Chinese, 42,641 (3.97%) from Indians, 108,158 (10.08%) from bumiputera Sabahans, 74,547 (6.95%) from bumiputera Sarawakians, 3,615 (0.34%) from Orang Asli and 26,091 (2.43%) from other ethnicities such as Portuguese and Siamese. Of the total number of applications, 13,454 were successful. The appointments were: 11,054 (82.16%) Malays, 153 (1.13%) Chinese, 242 (1.80%) Indians, 1,002 (7.45%) Bumiputera Sabahans, 629 (4.68%) Bumiputera Sarawakians, 138 (1.03%) Orang Asli from Peninsular Malaysia and 236 (1.75%) other ethnicities. Information on the applications and permanent appointments according to ethnicity is as shown in Schedule 5.

## JADUAL 5

## Bilangan Permohonan Dan Pelantikan Tetap Mengikut Kaum Bagi Tahun 2018 Berbanding Tahun 2017

## SCHEDULE 5

No. of Applications and Permanent Appointments According to Ethnicity for 2018 as Compared to 2017

BIL / NO	KAUM / ETHNICITY	2018		2017	
		PERMOHONAN / APPLICATION	PELANTIKAN / APPOINTMENT	PERMOHONAN / APPLICATION	PELANTIKAN / APPOINTMENT
1.	Melayu / Malay	1,069,192	11,054	1,072,795	12,191
2.	Cina / Chinese	23,300	153	19,026	203
3.	India / Indian	42,641	242	41,556	254
4.	Bumiputera Sabah / Bumiputera Sabahan	108,158	1,002	106,275	1,269
5.	Bumiputera Sarawak / Bumiputera Sarawakian	74,547	629	74,335	691
6.	Orang Asli / Orang Asli	3,615	138	3,616	202
7.	Lain-lain* / Others*	26,091	236	25,346	280
JUMLAH / TOTAL		1,347,544	13,454	1,342,949	15,090

NOTA:

\* Lain-lain kaum seperti Portugis dan Siam.

NOTE:

\* Other ethnicities such as Portuguese, Siamese.

**iv. Pelantikan Calon Orang Kurang Upaya (OKU)**

Kerajaan telah menetapkan dasar pengambilan **satu peratus (1%)** golongan OKU dalam perkhidmatan awam. Bagi calon OKU, Suruhanjaya telah memberikan keistimewaan iaitu tiada kriteria tambahan yang dikenakan ke atas mereka sebelum dipanggil temu duga dan pengecualian daripada menduduki peperiksaan khas bagi calon yang cacat penglihatan. Sepanjang tahun **2018**, Suruhanjaya telah melantik seramai **114 calon OKU** bagi Kumpulan Pengurusan dan Profesional serta Kumpulan Pelaksana. Peratusan pelantikan calon OKU berbanding pelantikan tetap keseluruhan tahun 2018 adalah **0.85%**. Maklumat keseluruhan bilangan permohonan calon OKU, ditemu duga dan dilantik adalah seperti di **Jadual 6**.

**iv. Appointment of Persons with Disabilities (PWDs)**

The government has established a recruitment policy of **one per cent (1%)** of PWDs in the public services. PWD candidates are provided certain privileges by the Commission, i.e. no additional criteria are imposed on them before they are called for an interview and exemption from taking the examination for candidates with visual impairment. Throughout **2018**, the Commission appointed **114 PWD candidates** to the Management and Professional and Executive groups. The percentage of appointments of PWDs as compared to the overall number of appointments for 2018 is **0.85%**. Information on the overall number of PWD candidate applications, those called for an interview and those appointed is as shown in **Schedule 6**.

**JADUAL 6**

**Bilangan Permohonan Calon OKU, Calon Dipanggil Temu Duga, Calon Hadir Temu Duga dan Dilantik Bagi Tahun 2018 Berbanding Tahun 2017**

**SCHEDULE 6**

*No. of Applications from PWD Candidates, Candidates Called for an Interview, Candidates who Attended the Interview and Candidates Appointed in 2018 as Compared to 2017*

TAHUN / YEAR	KUMPULAN JAWATAN / GROUP OF POST	JUMLAH PERMOHONAN / NO. OF APPLICATIONS	BILANGAN CALON DIPANGGIL TEMUDUGA / NO. OF CANDIDATES CALLED FOR INTERVIEW	BILANGAN CALON HADIR TEMUDUGA / NO. OF CANDIDATES WHO ATTENDED INTERVIEW	BILANGAN LANTIKAN / NO. APPOINTED
2018	Pengurusan dan Profesional <i>Management and Professional</i>	938	59	58	12
	Pelaksana Gred 29-40 <i>Executive, Grades 29-40</i>	1,399	31	23	2
	Pelaksana Gred 19 dan ke bawah <i>Executive, Grade 19 and below</i>	3,503	577	411	100
<b>JUMLAH / TOTAL</b>		<b>5,840</b>	<b>667</b>	<b>492</b>	<b>114</b>
2017	Pengurusan dan Profesional <i>Management and Professional</i>	805	52	49	5
	Pelaksana Gred 29-40 <i>Executive, Grades 29-40</i>	1,275	90	72	5
	Pelaksana Gred 19 dan ke bawah <i>Executive, Grade 19 and below</i>	3,508	346	231	55
<b>JUMLAH / TOTAL</b>		<b>5,588</b>	<b>488</b>	<b>352</b>	<b>65</b>

Berdasarkan jumlah tersebut, calon-calon OKU berdaftar yang dilantik ke Kumpulan Pengurusan dan Profesional serta Kumpulan Pelaksana adalah terdiri daripada **104 calon ketidakupayaan fizikal, satu (1) calon kurang keupayaan mental, seorang (1) calon kurang upaya pelbagai, lima (5) calon kurang upaya pendengaran, dua (2) calon kurang upaya penglihatan, satu (1) kurang upaya pertuturan dan tiada (0) calon kurang upaya pembelajaran.**

Maklumat keseluruhan pelantikan calon OKU berdasarkan kategori ketidakupayaan adalah seperti di **Jadual 7**.

*Based on these numbers, the PWD candidates appointed in the Management and Professional group and the Executive group were made up of **104 with physical disabilities, one (1) with mental disability, one (1) candidate with multiple disabilities, five (5) who are hearing impaired, two (2) with visual impairment, and one (1) with speech impediments. None (0) had learning disabilities.***

*Information on the overall appointments of persons with disabilities based on the categories of disabilities is as shown in **Schedule 7**.*

## JADUAL 7

### Bilangan Pelantikan Berdasarkan Kategori Ketidakupayaan Bagi Tahun 2018 Berbanding Tahun 2017

#### SCHEDULE 7

*No. of Appointments Based on the Categories of Disabilities for 2018 as Compared to 2017*

BIL / NO.	KATEGORI / CATEGORY	2018	2017
1.	Kurang Upaya Fizikal / <i>Physical disability</i>	104	50
2.	Kurang Upaya Mental / <i>Mental disability</i>	1	8
3.	Kurang Upaya Pelbagai / <i>Multiple disabilities</i>	1	1
4.	Kurang Upaya Pendengaran / <i>Hearing impairment</i>	5	1
5.	Kurang Upaya Penglihatan / <i>Visual impairment</i>	2	1
6.	Kurang Upaya Pertuturan / <i>Speech impediment</i>	1	3
7.	Masalah Pembelajaran / <i>Learning disabilities</i>	-	1
JUMLAH / TOTAL		114	65

## PELANTIKAN KONTRAK

Selain pelantikan tetap, SPA juga turut melaksanakan pelantikan secara kontrak seramai **24,434** pegawai daripada pelbagai gred dan jawatan. Jumlah pelantikan kontrak mengikut **kumpulan jawatan** adalah seperti di **Jadual 8** dan bilangan pelantikan kontrak mengikut **kaum** adalah seperti **Jadual 9**.

## CONTRACT APPOINTMENTS

*In addition to permanent appointments, the PSC also offered contract appointments of various grades and positions to **24,434** officers. The number of contract appointments according to **groups of posts** is as shown in **Schedule 8** and the number of contract appointments according to **ethnicity** is as shown in **Schedule 9**.*

## JADUAL 8

### Bilangan Pelantikan Kontrak Bagi Tahun 2018 Berbanding Tahun 2017

#### SCHEDULE 8

*No. of Contract Appointments for 2018 as Compared to 2017*

KUMPULAN JAWATAN / GROUP OF POSTS	2018	2017
Pengurusan dan Profesional dan Pelaksana Gred 29-40 <i>Management and Professional and Executive, Grades 29-40</i>	18,221	4,209
Pelaksana Gred 26 dan ke bawah <i>Executive, Grade 26 and below</i>	6,213	15,161
JUMLAH / TOTAL	24,434	19,370

**JADUAL 9**

**Bilangan Pelantikan Kontrak Mengikut Kaum Bagi Tahun 2018 Berbanding Tahun 2017**

**SCHEDULE 9**

*No. of Contract Appointments According to Ethnicity in 2018 as Compared to 2017*

BIL / NO	KAUM / ETHNICITY	2018	2017
1.	Melayu / <i>Malay</i>	18,537	16,281
2.	Cina / <i>Chinese</i>	127	215
3.	India / <i>Indian</i>	167	139
4.	Bumiputera Sabah / <i>Bumiputera Sabahan</i>	2,953	630
5.	Bumiputera Sarawak / <i>Bumiputera Sarawakian</i>	2,540	2,003
6.	Lain-lain* / <i>Others*</i>	110	102
<b>JUMLAH / TOTAL</b>		<b>24,434</b>	<b>19,370</b>

NOTA:

\* Lain-lain kaum seperti Portugis dan Siam.

NOTE:

\* Other ethnicities such as Portuguese and Siamese.

**i. Pelantikan Pertama dan Pelantikan Semula Secara Kontrak**

Pada tahun 2018, daripada jumlah pelantikan kontrak seramai 24,434 orang, Suruhanjaya telah melantik seramai 3,261 orang untuk lantikan pertama. Manakala seramai 21,173 orang pula telah dilantik semula secara kontrak. Peratusan pelantikan pertama dan pelantikan semula secara kontrak Kumpulan Pengurusan dan Profesional dan Kumpulan Pelaksana bagi tahun 2018 adalah seperti di **Carta 4**.

**i. First Appointment and Reappointment on Contract**

*In 2018, out of a total number of 24,434 successful candidates, the Commission offered 3,261 candidates their first appointment. At the same time, 21,173 were reappointed on a contract basis. The percentage of first appointments and contract reappointments of the Management and Professional group and Executive group in 2018 is as shown in **Chart 4**.*

**JADUAL 10**

**Pelantikan Pertama Dan Pelantikan Semula Secara Kontrak Tahun 2018**

**SCHEDULE 10**

*First Appointments and Contract Reappointments in 2018*

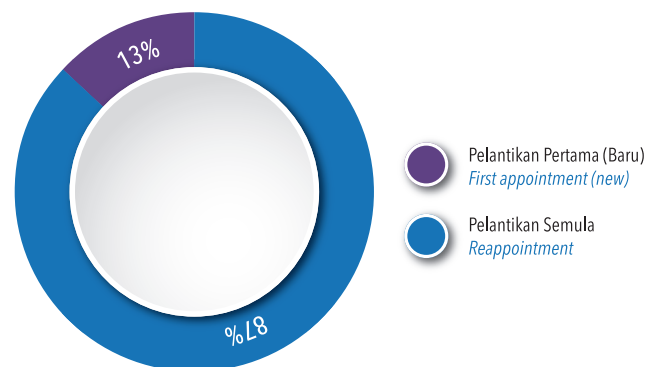
PELANTIKAN / APPOINTMENT	JUMLAH / NUMBER
Pelantikan Pertama (Baru) <i>First appointment (new)</i>	3,261
Pelantikan Semula <i>Reappointment</i>	21,173
<b>JUMLAH / TOTAL</b>	<b>24,434</b>

**CARTA 4**

**Peratus Pelantikan Pertama Dan Pelantikan Semula Secara Mengikut Kumpulan Jawatan Bagi Tahun 2018**

**CHART 4**

*Percentage of First Appointments and Reappointments According to Groups of Posts in 2018*



ii. **Pelantikan Dan Pelantikan Semula Secara Kontrak Pegawai Perubatan Dan Pegawai Pergigian Bukan Warganegara**

Bagi mengisi kekosongan jawatan Pegawai Perubatan dan Pegawai Pergigian, Suruhanjaya juga telah melantik secara kontrak calon bukan warganegara untuk berkhidmat dengan Kementerian Kesihatan Malaysia. Pada tahun **2018**, Suruhanjaya telah melantik seramai **6 orang** Pegawai Perubatan Bukan Warganegara secara kontrak seperti di **Jadual 11**.

ii. **Appointment and Contract Reappointment of Non-Citizen Medical Officers and Dental Officers**

To fill the vacancies for medical officers and dental officers, the Commission also appointed on contract non-citizen candidates to serve with the Ministry of Health. In **2018**, it appointed **6 non-citizens** as Medical Officers on a contract basis as shown in **Schedule 11**.

**JADUAL 11**

**Pelantikan Dan Pelantikan Semula Secara Kontrak Pegawai Perubatan Dan Pegawai Pergigian Bukan Warganegara Bagi Tahun 2018 Berbanding Tahun 2017**

**SCHEDULE 11**

*Appointment and Contract Reappointment of Non-Citizen Medical Officers and Dental Officers in 2018 as Compared to 2017*

TAHUN / YEAR	PEGAWAI PERUBATAN / MEDICAL OFFICERS		PEGAWAI PERGIGIAN / DENTAL OFFICERS		JUMLAH / TOTAL
	PELANTIKAN / APPOINTMENT	PELANTIKAN SEMULA / REAPPOINTMENT	PELANTIKAN / APPOINTMENT	PELANTIKAN SEMULA / REAPPOINTMENT	
2018	3	3	0	0	6
2017	16	30	0	0	46

**PEMILIHAN DAN PELANTIKAN SEPARA PERUBATAN**

i. **Pemilihan Latihan Separa Perubatan**

Pada tahun **2018**, Suruhanjaya telah menemu duga seramai **9,768 calon** bagi mengikuti **Latihan Separa Perubatan**. Daripada jumlah tersebut, seramai **3,732 calon** telah dipilih untuk mengikuti 13 jenis latihan pada peringkat diploma dan sijil. Maklumat keseluruhan bilangan permohonan, calon dipanggil temu duga, hadir temu duga dan bilangan calon mengikuti Latihan Separa Perubatan adalah seperti di **Jadual 12 dan 13**.

**SELECTION AND APPOINTMENT OF PARAMEDICAL PERSONNEL**

i. **Selection for Paramedical Trainees**

In **2018**, the Commission interviewed **9,768 candidates** for **paramedical training**. Out of this total, **3,732 candidates** were selected to undergo 13 types of training at diploma and certificate levels. Information on the overall number of applications, the candidates called for an interview and those who attended, and candidates who underwent the paramedical training is as shown in **Schedule 12 and 13**.

**JADUAL 12**

**Urusan Pemilihan Pelatih Separa Perubatan Bagi Tahun 2018 Berbanding Tahun 2017**

**SCHEDULE 12**

*Selection of Paramedical Trainees in 2018 as Compared to 2017*

TAHUN / YEAR	TARAF LATIHAN / TRAINING LEVEL	PERMOHONAN / APPLICATIONS	DIPANGGIL TEMUDUGA / CALLED FOR INTERVIEW	HADIR TEMUDUGA / ATTENDED INTERVIEW	TAWARAN PELATIH / OFFERED TRAINING
2018	Diploma	465,375	9,400	8,959	3,430
	Sijil	259,457	2,749	809	302
<b>JUMLAH / TOTAL</b>		<b>724,832</b>	<b>12,149</b>	<b>9,768</b>	<b>3,732</b>
2017	Diploma	724,213	16,737	12,780	2,526
	Sijil	361,430	3,799	756	300
<b>JUMLAH / TOTAL</b>		<b>1,085,643</b>	<b>20,536</b>	<b>13,536</b>	<b>2,826</b>

**JADUAL 13****Pemilihan Pelatih Mengikuti Latihan Separa Perubatan Bagi Tahun 2018 Berbanding Tahun 2017****SCHEDULE 13***Selection of Trainees for Paramedical Training in 2018 as Compared to 2017*

BIL / NO.	JAWATAN / POSITION	TAHUN / YEAR	
		2018	2017
<b>JAWATAN BERTARAF DIPLOMA / DIPLOMA-LEVEL POSITION</b>			
1.	Juru X-Ray U29 / <i>Radiographer, U29</i>	95	50
2.	Jurupulih Perubatan (Cara Kerja) U29 / <i>Therapist (occupational), U29</i>	95	60
3.	Jurupulih Perubatan (Fisioterapi) U29 / <i>Therapist (physiotherapy), U29</i>	95	60
4.	Jururawat U29 / <i>Nurse, U29</i>	1,560	1,280
5.	Jururawat Pergigian U29 / <i>Dental Nurse, U29</i>	0	56
6.	Juruteknologi Makmal Perubatan U29 / <i>Medical Laboratory Technologist, U29</i>	189	100
7.	Juruteknologi Pergigian U29 / <i>Dental Technologist, U29</i>	60	40
8.	Penolong Pegawai Farmasi U29 / <i>Assistant Pharmacy Officer, U29</i>	190	100
9.	Penolong Pegawai Kesihatan Persekitaran U29 / <i>Assistant Environmental Health Officer, U29</i>	189	100
10.	Penolong Pegawai Perubatan U29 / <i>Assistant Medical Officer, U29</i>	882	680
<b>JAWATAN BERTARAF SIJIL / CERTIFICATE - LEVEL POSITION</b>			
11.	Pembantu Kesihatan Awam U19 / <i>Public Health Assistant, U19</i>	122	100
12.	Pembantu Pembedahan Pergigian U19 / <i>Dental Surgery Assistant, U19</i>	180	200
13.	Juruterapi Pergigian U19 / <i>Dental Therapist, U19</i>	75	0
<b>JUMLAH / TOTAL</b>		<b>3,732</b>	<b>2,826</b>

**ii. Pelantikan Ke Jawatan Separa Perubatan**

Pada tahun 2018, seramai 2,502 calon yang telah tamat kursus dengan jayanya dilantik ke jawatan Separa Perubatan. Butiran terperinci seperti di **Jadual 14**.

**ii. Appointment to Paramedical Positions**

*In 2018, a total of 2,502 candidates who had successfully completed the course were appointed to Paramedical positions. Details are as shown in **Schedule 14**.*

**JADUAL 14****Pelantikan Tetap Ke Jawatan Separa Perubatan Bagi Tahun 2018 Berbanding Tahun 2017****SCHEDULE 14***Permanent Appointments to Paramedical Positions in 2018 as Compared to 2017*

BIL / NO.	JAWATAN / POSITION	TAHUN / YEAR	
		2018	2017
<b>JAWATAN BERTARAF DIPLOMA / DIPLOMA-LEVEL POSITION</b>			
1.	Juru X-Ray U29 / <i>Radiographer, U29</i>	68	55
2.	Jurupulih Perubatan (Cara Kerja) U29 / <i>Therapist (occupational), U29</i>	39	89
3.	Jurupulih Perubatan (Fisioterapi) U29 / <i>Therapist (physiotherapy), U29</i>	18	67
4.	Jururawat U29 / <i>Nurse, U29</i>	559	1,837
5.	Jururawat Pergigian U29 / <i>Dental Nurse, U29</i>	0	134
6.	Juruteknologi Makmal Perubatan U29 / <i>Medical Laboratory Technologist, U29</i>	211	178
7.	Juruteknologi Pergigian U29 / <i>Dental Technologist, U29</i>	81	53
8.	Penolong Pegawai Farmasi U29 / <i>Assistant Pharmacy Officer, U29</i>	191	158
9.	Penolong Pegawai Kesihatan Persekitaran U29 / <i>Assistant Environmental Health Officer, U29</i>	250	98
10.	Penolong Pegawai Perubatan U29 / <i>Assistant Medical Officer, U29</i>	777	758
<b>JAWATAN BERTARAF SIJIL / CERTIFICATE - LEVEL POSITION</b>			
11.	Jururawat Masyarakat U19 / <i>Community Nurse, U19</i>	0	88
12.	Pembantu Pembedahan Pergigian U19 / <i>Dental Surgery Assistant, U19</i>	182	0
13.	Pembantu Kesihatan Awam U19 / <i>Public Health Assistant, U19</i>	126	98
<b>JUMLAH / TOTAL</b>		<b>2,502</b>	<b>3,613</b>

## PELANTIKAN PELAJAR CEMERLANG

Dalam usaha Kerajaan mendapatkan pelajar-pelajar cemerlang untuk berkhidmat dalam perkhidmatan awam, Suruhanjaya telah melantik seramai **182 calon pemegang Ijazah Sarjana Muda Kelas Pertama** dengan calon memiliki **CGPA 3.75 ke atas**, **44 calon memiliki Ijazah Sarjana**, dan **2 calon memiliki Ijazah Doktor Falsafah (PhD)**. Maklumat lanjut bilangan pelantikan pelajar cemerlang pada tahun 2018 adalah seperti di **Jadual 15**.

### JADUAL 15

#### Bilangan Pelantikan Pelajar Cemerlang Bagi Tahun 2018

#### SCHEDULE 15

*No. of Appointments of Outstanding Students in 2018*

BIL / NO.	KELAYAKAN / QUALIFICATION	JUMLAH LANTIKAN CALON / NO. OF CANDIDATES
1.	Ijazah Sarjana Muda Kelas Pertama (CGPA 3.75 ke atas) <i>First class bachelor's degree (CGPA 3.75 and above)</i>	182
2.	Ijazah Sarjana / <i>Master's degree</i>	44
3.	Ijazah Doktor Falsafah (PhD) / <i>Doctorate of Philosophy (PhD)</i>	2
JUMLAH / TOTAL		228

## PELANTIKAN KE JAWATAN KHAS

Dalam melaksanakan Fungsi Suruhanjaya di bawah Perkara 144(3) Perlembagaan Persekutuan, SPA telah menguruskan pelantikan (termasuk pelantikan kontrak) bagi 29 jawatan-jawatan khas pada tahun 2018 seperti berikut:

- » Ketua Setiausaha Negara
- » Ketua Setiausaha Perbendaharaan
- » Ketua Pesuruhjaya SPRM
- » Ketua Pengarah Kastam
- » Duta Besar Malaysia ke Jepun
- » Duta Besar Malaysia ke Republik Korea
- » Duta Besar Malaysia ke Mexico
- » Duta Besar Malaysia ke Uzbekistan
- » Duta Besar Malaysia ke Azerbaijan
- » Duta Besar Malaysia ke Venezuela
- » Duta Besar Malaysia ke Papua New Guinea
- » Duta Besar Malaysia ke Timor Leste
- » Duta Besar Malaysia ke Ukraine
- » Duta Besar Malaysia ke Perancis
- » Duta Besar Malaysia ke Kuwait
- » Duta Besar Malaysia ke Filipina
- » Duta Besar Malaysia ke Amerika Syarikat
- » Duta Besar Malaysia ke Indonesia
- » Duta Besar Malaysia ke Sweden
- » Duta Besar Malaysia ke Kemboja
- » Duta Besar Malaysia ke Vatican City
- » Duta Besar Malaysia ke Finland

## APPOINTMENT OF OUTSTANDING STUDENTS

*In the government's efforts to attract outstanding students to serve in the public service, the Commission appointed **182 candidates with first-class bachelor's degrees who obtained a CGPA of 3.75 and above**, **44 candidates with master's degrees**, and **2 candidates with a Doctorate of Philosophy (PhD)**. Additional information on the number of outstanding students appointed in 2018 is as shown in **Schedule 15**.*

## APPOINTMENTS TO SPECIAL POSTS

*In implementing the functions of the Commission under article 144(3) of the Federal constitution, the PSC administered the appointment (including contract appointments) to 29 special posts in 2018 as follows:*

- » *Chief Secretary to the Government*
- » *Secretary General of Treasury*
- » *Chief Commissioner of MACC*
- » *Director-General of Customs*
- » *Ambassador of Malaysia to Japan*
- » *Ambassador of Malaysia to Republic of Korea*
- » *Ambassador of Malaysia to Mexico*
- » *Ambassador of Malaysia to Uzbekistan*
- » *Ambassador of Malaysia to Azerbaijan*
- » *Ambassador of Malaysia to Venezuela*
- » *Ambassador of Malaysia to Papua New Guinea*
- » *Ambassador of Malaysia to Timor Leste*
- » *Ambassador of Malaysia to Ukraine*
- » *Ambassador of Malaysia to France*
- » *Ambassador of Malaysia to Kuwait*
- » *Ambassador of Malaysia to the Philippines*
- » *Ambassador of Malaysia to the United States of America*
- » *Ambassador of Malaysia to Indonesia*
- » *Ambassador of Malaysia to Sweden*
- » *Ambassador of Malaysia to Cambodia*
- » *Ambassador of Malaysia to the Vatican City*
- » *Ambassador of Malaysia to Finland*

- » Duta Besar Malaysia ke Holy See di Rome
- » Pesuruhjaya Tinggi Malaysia ke Sri Lanka
- » Pesuruhjaya Tinggi Malaysia ke Cuba
- » Pesuruhjaya Tinggi Malaysia ke Fiji
- » Pesuruhjaya Tinggi Malaysia ke Sudan
- » Pesuruhjaya Tinggi Malaysia ke United Kingdom
- » Pesuruhjaya Tinggi Malaysia ke Brunei Darussalam

- » *Ambassador of Malaysia to the Holy See in Rome*
- » *High Commissioner of Malaysia to Sri Lanka*
- » *High Commissioner of Malaysia to Cuba*
- » *High Commissioner of Malaysia to Fiji*
- » *High Commissioner of Malaysia to Sudan*
- » *High Commissioner of Malaysia to the United Kingdom*
- » *High Commissioner of Malaysia to Brunei Darussalam*

## PENCAPAIAN PELAKSANAAN MYRECRUITMENT SEHINGGA 31 DISEMBER 2018

SPA merancang di antara tahun 2010 hingga 2017 untuk melaksanakan urusan pengambilan berasaskan model *MyRecruitment* kepada 109 skim perkhidmatan. Walau bagaimanapun, sehingga 31 Disember 2018, urusan pengambilan mengikut model ini hanya dilaksanakan bagi 71 skim perkhidmatan memandangkan terdapat implikasi kewangan. Senarai skim perkhidmatan yang terlibat seperti di **Jadual 16**.

## ACHIEVEMENTS OF MYRECRUITMENT AS AT 31 DECEMBER 2018

The PSC had planned from 2010 until 2017 to carry out the recruitment exercise based on *MyRecruitment* model for 109 service schemes. Nevertheless, as at 31 December 2018, only 71 service schemes exercised *MyRecruitment* model due to financial implications. The list of service schemes involved is as shown in **Schedule 16**.

### JADUAL 16

#### Senarai Jawatan Yang Melaksanakan Urusan Pengambilan Berasaskan Model *MyRecruitment* Bagi Tahun 2010-2018 **SCHEDULE 16**

*List of Positions that Implemented MyRecruitment Model for 2010-2018*

BIL / NO.	JAWATAN / POSITION	GREED / GRADE	KEMENTERIAN/JABATAN / MINISTRY/DEPARTMENT
1.	Pegawai Anti Dadah / <i>Anti-Drug Officer</i>	S41	Agensi Anti Dadah Kebangsaan / <i>National Anti-Drug Agency</i>
2.	Leftenan Muda Maritim / <i>Acting Maritime Sub Lieutenant</i>	T13	Agensi Penguatkuasa Maritim Malaysia / <i>Maritime Enforcement Agency</i>
3.	Bintara Muda Maritim / <i>Maritime Petty Officer</i>	T5	
4.	Laskar Kelas II Maritim / <i>Maritime Junior Able Rate</i>	T1	
5.	Akauntan / <i>Accountant</i>	WA41	Jabatan Akauntan Negara / <i>Accountant General's Department</i>
6.	Penguasa Bomba / <i>Fire Superintendent</i>	KB41	Jabatan Bomba dan Penyelamat Malaysia / <i>Fire and Rescue Department</i>
7.	Penolong Penguasa Bomba / <i>Assistant Fire Superintendent</i>	KB29	
8.	Pegawai Bomba / <i>Fire Officer</i>	KB19	
9.	Pegawai Hal Ehwal Islam / <i>Islamic Affairs Officer</i>	S41	Jabatan Kemajuan Islam Malaysia / <i>Department of Islamic Development</i>
10.	Penguasa Kastam / <i>Customs Superintendent</i>	WK41	Jabatan Kastam Diraja Malaysia / <i>Royal Malaysian Customs Department</i>
11.	Pegawai Pembangunan Masyarakat / <i>Community Development Officer</i>	S41	Jabatan Kebajikan Masyarakat / <i>Department of Social Welfare</i>
12.	Pegawai Kawalan Trafik Udara / <i>Air Traffic Control Officer</i>	A41	Jabatan Penerbangan Awam / <i>Department of Civil Aviation</i>
13.	Penolong Pegawai Kawalan Trafik Udara / <i>Assistant Air Traffic Control Officer</i>	A29	
14.	Pegawai Penguat Kuasa / <i>Enforcement Officer</i>	KP41	Jabatan Pengangkutan Jalan / <i>Road Transport Department</i>
15.	Penolong Pegawai Penguat Kuasa / <i>Assistant Enforcement Officer</i>	KP29	
16.	Pembantu Penguat Kuasa / <i>Enforcement Assistant</i>	KP19	Kementerian Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan (KPDNKK) / <i>Ministry of Domestic Trade, Cooperatives and Consumerism</i>
17.	Penguasa Penjara / <i>Superintendent of Prisons</i>	KX41	Jabatan Penjara / <i>Prisons Department</i>

BIL / NO.	JAWATAN / POSITION	GRED / GRADE	KEMENTERIAN/JABATAN / MINISTRY/DEPARTMENT
18.	Penolong Penguasa Penjara / <i>Assistant Superintendent of Prisons</i>	KX29	Jabatan Penjara / <i>Prisons Department</i>
19.	Pegawai Penjara / <i>Prison Officer</i>	KX19	
20.	Perangkawan / <i>Statistician</i>	E41	Jabatan Perangkaan / <i>Department of Statistics</i>
21.	Pegawai Keselamatan / <i>Security Officer</i>	KP41	Jabatan Perdana Menteri / <i>Prime Minister's Department</i>
22.	Penolong Pegawai Keselamatan / <i>Assistant Security Officer</i>	KP29	
23.	Pembantu Keselamatan / <i>Security Assistant</i>	KP19	
24.	Pegawai Tadbir dan Diplomatik / <i>Administrative and Diplomatic Officer</i>	M41	Jabatan Perkhidmatan Awam / <i>Public Services Department</i>
25.	Pegawai Pertahanan Awam / <i>Civil Defence Officer</i>	KP41	Jabatan Pertahanan Awam / <i>Department of Civil Defence</i>
26.	Penolong Pegawai Pertahanan Awam / <i>Assistant Civil Defence Officer</i>	KP29	
27.	Pegawai Belia dan Sukan / <i>Youth and Sports Officer</i>	S41	Kementerian Belia dan Sukan / <i>Ministry of Youth and Sports</i>
28.	Penolong Pegawai Belia dan Sukan / <i>Assistant Youth and Sports Officer</i>	S29	
29.	Latihan Jurupulih Perubatan Anggota / <i>Training of physiotherapists</i>	U29	Kementerian Kesihatan Malaysia / <i>Ministry of Health</i>
30.	Latihan Jurupulih Perubatan Cara kerja / <i>Training of occupational therapists</i>	U29	
31.	Latihan Jururawat / <i>Training of nurses</i>	U29	
32.	Latihan Jururawat Pergigian / <i>Training of dental nurses</i>	U29	
33.	Latihan Juruteknologi Makmal Perubatan / <i>Training of laboratory technologists</i>	U29	
34.	Latihan Juruteknologi Pergigian / <i>Training of dental technologists</i>	U29	
35.	Latihan Juru X-Ray / <i>Training of radiographers</i>	U29	
36.	Latihan Penolong Pegawai Farmasi / <i>Training of assistant pharmacy officers</i>	U29	
37.	Latihan Penolong Pegawai Persekitaran / <i>Training of assistant officers</i>	U29	
38.	Latihan Penolong Pegawai Perubatan / <i>Training of assistant medical officers</i>	U29	
39.	Pegawai Penerangan / <i>Information officer</i>	S41	Kementerian Komunikasi dan Multimedia / <i>Ministry of Communications and Multimedia</i>
40.	Penerbit Rancangan / <i>Producer</i>	B41	
41.	Penerbit Rancangan / <i>Producer</i>	B29	
42.	Penerbit Rancangan / <i>Producer</i>	B19	
43.	Pegawai Kebudayaan / <i>Cultural Officer</i>	B41	
44.	Pereka / <i>Designer</i>	B41	
45.	Pereka / <i>Designer</i>	B29	
46.	Pereka / <i>Designer</i>	B19	
47.	Ahli Fotografi / <i>Photographer</i>	B29	
48.	Ahli Fotografi / <i>Photographer</i>	B19	
49.	Artis Budaya / <i>Cultural Artist</i>	B29	
50.	Artis Budaya / <i>Cultural Artist</i>	B19	
51.	Pegawai Kebudayaan / <i>Cultural Officer</i>	B29	
52.	Pegawai Kebudayaan / <i>Cultural Officer</i>	B19	
53.	Ahli Muzik / <i>Musician</i>	B41	

BIL / NO.	JAWATAN / POSITION	GRED / GRADE	KEMENTERIAN/JABATAN / MINISTRY/DEPARTMENT
54.	Ahli Muzik / <i>Musician</i>	B29	Kementerian Komunikasi dan Multimedia / <i>Ministry of Communications and Multimedia</i>
55.	Ahli Muzik / <i>Musician</i>	B19	
56.	Jurusolek / <i>Make-up Artist</i>	B19	
57.	Pegawai Teknologi Maklumat / <i>Information Technology Officer</i>	F41	Jabatan Perkhidmatan Awam / <i>Public Services Department</i>
58.	Pegawai Penerangan / <i>Information Officer</i>	S41	Kementerian Kesihatan Malaysia / <i>Ministry of Health</i>
59.	Pegawai Pembangunan Masyarakat / <i>Community Development Officer</i>	S41	
60.	Penguasa Imigresen / <i>Immigration Superintendent</i>	KP41	Jabatan Imigresen Malaysia / <i>Immigration Department</i>
61.	Penolong Penguasa Imigresen / <i>Assistant Immigration Superintendent</i>	KP29	
62.	Penerbit Rancangan / <i>Producer</i>	B41	Jabatan Penyiaran Malaysia / <i>Department of Broadcasting</i>
63.	Penolong Juruaudit / <i>Assistant Auditor</i>	W29	Jabatan Audit Negara / <i>National Audit Department</i>
64.	Penolong Akauntan / <i>Assistant Accountant</i>	W29	Jabatan Akauntan Negara / <i>Accountant-General's Department</i>
65.	Jurubahasa / <i>Interpreter</i>	LA19	Pejabat Ketua Pendaftar Mahkamah Persekutuan / <i>Chief Registrar's Office</i>
66.	Pembantu Pertahanan Awam / <i>Civil Defence Assistant</i>	KP19	Jabatan Pertahanan Awam Malaysia / <i>Department of Civil Defence</i>
67.	Pembantu Kesatria / <i>Kesatria Assistant</i>	S19	Kementerian Belia dan Sukan / <i>Ministry of Youth and Sports</i>
68.	Pengawal Keselamatan / <i>Security guard</i>	KP11	Pejabat Ketua Pegawai Keselamatan Kerajaan / <i>Office of Government Chief Officer Security</i>
69.	Pegawai Imigresen / <i>Immigration Officer</i>	KP19	Jabatan Imigresen Malaysia / <i>Immigration Department</i>
70.	Juruaudio Visual / <i>Audio-Visual Technician</i>	N19	Kementerian Komunikasi dan Multimedia / <i>Ministry of Communications and Multimedia</i>
71.	Pemandu Kenderaan / <i>Driver</i>	H11	Pelbagai Kementerian dan Jabatan / <i>Various ministries and departments</i>

## URUSAN PEPERIKSAAN, UJIAN FIZIKAL DAN KECERGASAN SERTA PENILAIAN KOMPETENSI

Oleh kerana bilangan calon terlalu ramai yang memohon bagi mengisi kekosongan sesuatu jawatan, SPA telah menggunakan instrumen penilaian awal bagi menapis calon-calon untuk dipanggil ke peringkat temu duga. Di antara instrumen yang digunakan adalah **peperiksaan, penilaian psikometrik, ujian fizikal dan kecergasan serta penilaian kompetensi.**

Pada tahun 2018, sebanyak **12 urusan peperiksaan, 44 urusan ujian psikometrik, 21 urusan ujian fizikal dan kecergasan serta 20 urusan penilaian kompetensi** telah dikendalikan. Butiran urusan adalah seperti **Jadual 17, 18, 19 dan 20.**

## EXAMINATION, PHYSICAL AND FITNESS TEST AND COMPETENCY ASSESSMENT

*With the overwhelming number of candidates applying for any one vacancy, the PSC has used the instrument of prior assessment to screen candidates for the interview stage. Among the instruments used are **examination, psychometric assessment, physical and fitness test and competency assessment.***

*In 2018, as many as **12 examinations, 44 psychometric tests, 21 physical and fitness test as well as 20 competency assessments** were conducted. Details are as shown in **Schedules 17, 18, 19 and 20.***

**JADUAL 17****Statistik Urusan Peperiksaan****SCHEDULE 17***Statistics on Examinations*

BIL / NO.	JAWATAN / POSITION	TARIKH / DATE	JUMLAH CALON / NO. OF CANDIDATES		
			PANGGIL / CALLED	HADIR / ATTENDED	LULUS / PASSED
1.	Penerbit Rancangan B41 / <i>Producer, B41</i>	26 Januari 2018 / <i>26 January 2018</i>	6,555	4,464	1,483
2.	Penerbit Rancangan B29 / <i>Producer, B29</i>		370	4,283	1,427
3.	Juruaudit W41 (Semenanjung) / <i>Auditor, W41 (Peninsular Malaysia)</i>	9 Mac 2018 / <i>9 March 2018</i>	2,611	1,721	311
4.	Juruaudit W41 (Sabah) / <i>Auditor, W41 (Sabah)</i>		407	325	64
5.	Juruaudit W41 (Sarawak) / <i>Auditor, W41 (Sarawak)</i>		868	691	140
6.	Latihan Separa Perubatan Bertaraf Diploma (Semenanjung) / <i>Diploma-level Paramedical Training (Peninsular Malaysia)</i>	16 Mac 2018 / <i>16 March 2018</i>	11,202	4,532	3,601
7.	Latihan Separa Perubatan Bertaraf Diploma (Sarawak) / <i>Diploma-level Paramedical Training (Sarawak)</i>		3,586	2,714	1,558
8.	Latihan Separa Perubatan Bertaraf Diploma (Sabah) / <i>Diploma-level Paramedical Training (Sabah)</i>		4,897	2,010	1,928
9.	Penolong Pegawai Tadbir N29 / <i>Assistant Administrative Officer, N29</i>	15 Mac 2018 / <i>15 March 2018</i>	48,505	39,656	8,328
10.	Latihan Separa Perubatan Bertaraf Diploma (Semenanjung) / <i>Diploma-level Paramedical Training (Peninsular Malaysia)</i>	25 Mac 2018 / <i>25 March 2018</i>	22,106	9,545	5,250
11.	Latihan Separa Perubatan Bertaraf Diploma (Sarawak) / <i>Diploma-level Paramedical Training (Sarawak)</i>		4,583	2,274	1,275
12.	Latihan Separa Perubatan Bertaraf Diploma (Sabah) / <i>Diploma-level Paramedical Training (Sabah)</i>		3,660	1,739	958

**JADUAL 18****Statistik Urusan Ujian Psikometrik****SCHEDULE 18***Statistics on Psychometric Tests*

BIL / NO.	JAWATAN / POSITION	TARIKH / DATE	JUMLAH CALON / NO. OF CANDIDATES		
			PANGGIL / CALLED	HADIR / ATTENDED	LULUS / PASSED
1.	Pembantu Awam H11 (Semenanjung) / <i>General Assistant, H11 (Peninsular Malaysia)</i>	25 Jun - 8 Julai 2018 / <i>25 June - 8 July 2018</i>	22,312	11,664	6,441
2.	Pembantu Awam H11 (Sabah) / <i>General Assistant, H11 (Sabah)</i>	9 - 10 Julai 2018 / <i>9 - 10 July 2018</i>	1,774	1,083	597
3.	Pembantu Tadbir (Perkeranian/Operasi) N19 - Kementerian Kesihatan Malaysia (Sarawak) / <i>Administrative Assistant (Clerical/ Operation), N19 - Ministry of Health Malaysia (Sarawak)</i>	24 - 27 Julai 2018 / <i>24 - 27 July 2018</i>	3,881	2,924	1,513
4.	Pembantu Tadbir (Perkeranian/Operasi) N19 - Kementerian Kesihatan Malaysia (Sabah) / <i>Administrative Assistant (Clerical/ Operation), N19 - Ministry of Health Malaysia (Sabah)</i>		1,508	1,098	457

BIL / NO.	JAWATAN / POSITION	TARIKH / DATE	JUMLAH CALON / NO. OF CANDIDATES		
			PANGGIL / CALLED	HADIR / ATTENDED	LULUS / PASSED
5.	Pembantu Operasi N11 (Semenanjung) / <i>Operations Assistant, N11 (Peninsular Malaysia)</i>	11 - 17 Ogos 2018 / <i>11 - 17 August 2018</i>	12,394	6,791	5,703
6.	Pembantu Belia Dan Sukan S19 - Kementerian Belia dan Sukan / <i>Youth and Sports Assistant, S19 - Ministry of Youth and Sports</i>	20 - 21 Ogos 2018 / <i>20 - 21 August 2018</i>	824	235	214
7.	Pembantu Operasi N11- pelbagai jabatan (Sabah) / <i>Operations Assistant, N11 - various departments (Sabah)</i>	27 Ogos 2018 / <i>27 August 2018</i>	890	483	404
8.	Pembantu Operasi N11 - Pejabat Setiausaha Kerajaan Pulau Pinang / <i>Operations Assistant, N11 - Penang State Secretary Office</i>	28 Ogos 2018 / <i>28 August 2018</i>	566	264	228
9.	Pembantu Tadbir (Kewangan) W19 - Kementerian Kesihatan Malaysia (Semenanjung) / <i>Administrative Assistant (Finance), W19 - Ministry of Health (Peninsular Malaysia)</i>		7,091	3,746	2,187
10.	Pembantu Tadbir (Kewangan) Gred W19 - Kementerian Kesihatan Malaysia (Sabah) / <i>Administrative Assistant (Finance), W19 - Ministry of Health (Sabah)</i>	1 - 8 Oktober 2018 / <i>1 - 8 October 2018</i>	2,223	1,311	679
11.	Pembantu Tadbir (Kewangan) W19 - Kementerian Kesihatan Malaysia (Sarawak) / <i>Administrative Assistant (Finance), W19 - Ministry of Health (Sarawak)</i>		1,843	1,044	384
12.	Pembantu Tadbir (Perkeranian/Operasi) N19 - Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Administrative Assistant (Clerical/ Operations), N19 - Melaka State Secretary Office</i>	14 September 2018 / <i>14 September 2018</i>	444	261	261
13.	Pembantu Tadbir (Kewangan) W19 - Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Administrative Assistant (Finance), W19 - Melaka State Secretary Office</i>		279	158	158
14.	Pembantu Perawatan Kesihatan U11 (Semenanjung) / <i>Healthcare Assistant, U11 (Peninsular Malaysia)</i>		50,020	21,478	13,805
15.	Pembantu Perawatan Kesihatan U11 (Sabah) / <i>Healthcare Assistant, U11 (Sabah)</i>	9 - 11 Oktober 2018 / <i>9 - 11 October 2018</i>	10,437	5,691	2,480
16.	Pembantu Perawatan Kesihatan U11 (Sarawak) / <i>Healthcare Assistant, U11 (Sarawak)</i>		6,321	3,462	1,631
17.	Pembantu Penilaian W19 - Jabatan Penilaian dan Perkhidmatan Harta Malaysia / <i>Assessment Assistant, W19 - Valuation and Property Services Department</i>	29 - 30 September 2018 / <i>29 - 30 September 2018</i>	2,422	1,266	957
18.	Penghantar Notis N11 - Kementerian Air, Tanah dan Sumber Asli / <i>Notice Server, grade N11 - Ministry of Water, Land and Natural Resources</i>	11 Oktober 2018 / <i>11 October 2018</i>	2,472	879	526
19.	Penyelia Asrama N19 - Kementerian Belia dan Sukan / <i>Hostel Supervisor, N19 - Ministry of Youth and Sports</i>	13 September 2018 / <i>13 September 2018</i>	1,356	517	381
20.	Pembantu Veteriner G19 - Pejabat Setiausaha Kerajaan Negeri Pulau Pinang) / <i>Veterinary Assistant, G19 - Penang State Secretary Office</i>		196	90	90
21.	Pembantu Syariah LS19 - Pejabat Setiausaha Kerajaan Negeri Perlis / <i>Shariah Assistant, LS19 - Perlis State Secretary Office</i>	14 September 2018 / <i>14 September 2018</i>	105	52	52
22.	Pembantu Hal Ehwal Islam S19 - Pejabat Setiausaha Kerajaan Negeri Perlis / <i>Islamic Affairs Assistant, S19 - Perlis State Secretary Office</i>		73	36	36
23.	Penyelia Asrama N19 - Kementerian Kesihatan Malaysia (Sabah) / <i>Hostel Supervisor, N19 - Ministry of Health (Sabah)</i>	15 September 2018 / <i>15 September 2018</i>	689	325	180

BIL / NO.	JAWATAN / POSITION	TARIKH / DATE	JUMLAH CALON / NO. OF CANDIDATES		
			PANGGIL / CALLED	HADIR / ATTENDED	LULUS / PASSED
24.	Penyelia Asrama N19 - Kementerian Kesihatan Malaysia (Sarawak) / <i>Hostel Supervisor, N19 - Ministry of Health (Sarawak)</i>	14 September 2018 / <i>14 September 2018</i>	613	295	211
25.	Pembantu Arkib S19 - Jabatan Arkib Negara Malaysia / <i>Archive Assistant, S19 - National Archives Department</i>	11 Oktober 2018 / <i>11 October 2018</i>	2,080	1,038	368
26.	Penghantar Notis N11 - Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Notice Server, N11 - Melaka State Secretary Office</i>		694	353	193
27.	Pembantu Hal Ehwal Islam S19 - Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Islamic Affairs Assistant, S19 - Melaka State Secretary Office</i>	30 September 2018 / <i>30 September 2018</i>	192	75	72
28.	Pegawai Latihan E19 / <i>Training Officer, E19</i>	11 Oktober 2018 / <i>11 October 2018</i>	229	137	229
29.	Pembantu Pendaftaran KP19 (Semenanjung) / <i>Registration Assistant, KP19 (Peninsular Malaysia)</i>		6,691	3,058	1,674
30.	Pembantu Awam H11 Pejabat Setiausaha Kerajaan Negeri Pulau Pinang / <i>General Assistant, H11 - Penang State Secretary Office</i>		2,478	999	586
31.	Pembantu Kesihatan Awam U19 (Semenanjung) / <i>Public Health Assistant, U19 (Peninsular Malaysia)</i>	10 September 2018 / <i>10 September 2018</i>	1,192	381	381
32.	Pembantu Kesihatan Awam U19 (Sabah) / <i>Public Health Assistant, U19 (Sabah)</i>		210	74	74
33.	Pembantu Pembedahan Pergigian U19 (Semenanjung) / <i>Dental Surgery Assistant, U19 (Peninsular Malaysia)</i>	11 - 12 September 2018 / <i>11 - 12 September 2018</i>	2,558	835	835
34.	Pegawai Belia dan Sukan S41 / <i>Youth and Sports Officer, S41</i>	28 September 2018 / <i>28 September 2018</i>	11,574	1,213	1,165
35.	Latihan Separa Perubatan Bertaraf Diploma (Semenanjung) / <i>Diploma-level Paramedical Training (Peninsular Malaysia)</i>	25 September 2018 / <i>25 September 2018</i>	22,106	9,327	5,250
36.	Latihan Separa Perubatan Bertaraf Diploma (Sarawak) / <i>Diploma-level Paramedical Training (Sarawak)</i>		4,604	2,240	1,275
37.	Latihan Separa Perubatan Bertaraf Diploma (Sabah) / <i>Diploma-level Paramedical Training (Sabah)</i>		3,603	1,703	958
38.	Pegawai Khidmat Pelanggan N19 (Semenanjung) / <i>Customer Service Officer, N19 (Peninsular Malaysia)</i>	19 - 21 November 2018 / <i>19 - 21 November 2018</i>	4,362	1,845	896
39.	Pegawai Khidmat Pelanggan N19 (Sabah) / <i>Customer Service Officer, N19 (Sabah)</i>		692	357	242
40.	Pegawai Khidmat Pelanggan N19 (Sarawak) / <i>Customer Service Officer, N19 (Sarawak)</i>		592	311	227
41.	Penjaga Jentera Elektrik J19 / <i>Electrical Chageman, J19</i>	22 November 2018 / <i>22 November 2018</i>	347	240	240
42.	Pembantu Pembangunan Masyarakat S19 - Jabatan Perpaduan Negara dan Integrasi Nasional / <i>Community Development Assistant, S19 - Department of National Unity &amp; Integration</i>	13 - 16 Disember 2018 / <i>13 - 16 December 2018</i>	5,087	2,418	335
43.	Pembantu Tadbir (Perkeranian/Operasi) N19 - Pejabat Setiausaha Kerajaan Negeri Pulau Pinang / <i>Administrative Assistant (Clerical/Operation), N19 - Penang State Secretary Office</i>	10 Disember 2018 / <i>10 December 2018</i>	878	453	223
44.	Pembantu Pembangunan Masyarakat S19 - Pejabat Setiausaha Kerajaan Negeri Perlis / <i>Community Development Assistant, S19 - Perlis State Secretary Office</i>	26 Disember 2018 / <i>26 December 2018</i>	375	276	92

**JADUAL 19**

**Statistik Urusan Ujian Fizikal dan Pancaindera serta Ujian Kecergasan**

**SCHEDULE 19**

*Statistics on Physical and Sensory Tests and Fitness Tests*

BIL / NO.	JAWATAN / POSITION	TARIKH / DATE	JUMLAH CALON / NO. OF CANDIDATES		
			PANGGIL / CALLED	HADIR / ATTENDED	LULUS / PASSED
1.	Penolong Pegawai Siasatan P29 - Suruhanjaya Pencegahan Rasuah Malaysia / <i>Assistant Investigative Officer, P29 - Malaysian Anti-Corruption Commission</i>	5 - 10 Mac 2018 / <i>5 - 10 March 2018</i>	5,934	2,736	1,125
2.	Pemeriksa Kereta Motor AB19 - Jabatan Pengangkutan Jalan (Semenanjung) / <i>Motor Vehicle Inspector, AB19 - Road Transport Department (Peninsular Malaysia)</i>	29 Mac 2018 / <i>29 March 2018</i>	701	380	100
3.	Pemeriksa Kereta Motor AB19 - Jabatan Pengangkutan Jalan (Sabah) / <i>Motor Vehicle Inspector, AB19 - Road Transport Department (Sabah)</i>		125	85	39
4.	Pemeriksa Kereta Motor AB19 - Jabatan Pengangkutan Jalan (Sarawak) / <i>Motor Vehicle Inspector, AB19 - Road Transport Department (Sarawak)</i>		63	43	16
5.	Penolong Penguat Kuasa KP29 - Jabatan Perkhidmatan Veterinar / <i>Assistant Enforcement Officer, KP29 - Department of Veterinary Services</i>		356	95	40
6.	Penguasa Penjara KA41 - Jabatan Penjara Malaysia / <i>Prison Superintendent, KA41 - Prisons Department</i>	3 - 5 April 2018 / <i>3 - 5 April 2018</i>	1,696	758	404
7.	Pembantu Penguat Kuasa KP19 - Jabatan Pengangkutan Jalan (Semenanjung) / <i>Enforcement Assistant, KP19 - Road Transport Department (Peninsular Malaysia)</i>	16 - 22 April 2018 / <i>16 - 22 April 2018</i>	12,279	4,892	1,269
8.	Pembantu Penguat Kuasa KP19 - Jabatan Pengangkutan Jalan (Sabah) / <i>Enforcement Assistant, KP19 - Road Transport Department (Sabah)</i>		1,048	355	192
9.	Pembantu Penguat Kuasa KP19 - Jabatan Pengangkutan Jalan (Sarawak) / <i>Enforcement Assistant, KP19 - Road Transport Department (Sarawak)</i>		2,050	804	311
10.	Penolong Pegawai Penguat Kuasa KP29 - Jabatan Perkhidmatan Kuarantin dan Pemeriksaan Malaysia / <i>Assistant Enforcement Officer, KP29 - Malaysian Quarantine and Inspection Services</i>	30 Jun - 1 Julai 2018 / <i>30 June - 1 July 2018</i>	1,981	1,153	405
11.	Penolong Penguasa Imigresen KP29 - Jabatan Imigresen Malaysia / <i>Assistant Immigration Enforcement Officer, KP29 - Immigration Department</i>	16 - 27 Julai 2018 / <i>16 - 27 July 2018</i>	16,298	7,314	2,624
12.	Pegawai Imigresen KP19 - Jabatan Imigresen Malaysia / <i>Immigration Officer, KP19 - Immigration Department</i>	18 - 28 Julai 2018 / <i>18 - 28 July 2018</i>	29,074	10,666	1,597
13.	Pembantu Belia dan Sukan S19 - Kementerian Belia dan Sukan / <i>Youth and Sports Assistant, S19 - Ministry of Youth and Sports</i>	20 Ogos 2018 / <i>20 August 2018</i>	824	263	233
14.	Pegawai Belia dan Sukan S41 - Kementerian Belia dan Sukan / <i>Youth and Sports Officer, S41 - Ministry of Youth and Sports</i>	3 - 6 September 2018 / <i>3 - 6 September 2018</i>	11,574	5,051	1,213
15.	Pembantu Pertahanan Awam KP19 - Jabatan Sukarelawan Malaysia (Semenanjung) / <i>Civil Defence Assistant, KP19 - Malaysian Volunteer Corps Department (Peninsular Malaysia)</i>	22 - 25 Oktober 2018 / <i>22 - 25 October 2018</i>	2,096	144	43

BIL / NO.	JAWATAN / POSITION	TARIKH / DATE	JUMLAH CALON / NO. OF CANDIDATES		
			PANGGIL / CALLED	HADIR / ATTENDED	LULUS / PASSED
16.	Pembantu Pertahanan Awam KP19 - Jabatan Sukarelawan Malaysia (Sabah) / <i>Civil Defence Assistant, KP19 - Malaysian Volunteer Corps Department (Sabah)</i>	22- 25 Oktober 2018 / 22 - 25 October 2018	964	108	49
17.	Pembantu Pertahanan Awam KP19 - Jabatan Sukarelawan Malaysia (Sarawak) / <i>Civil Defence Assistant, KP19 - Malaysian Volunteer Corps Department (Sarawak)</i>		789	91	26
18.	Penolong Pegawai Pertahanan Awam KP29 - Jabatan Sukarelawan Malaysia / <i>Assistant Civil Defence Officer, KP29 Malaysian Volunteer Corps Department</i>	8 Oktober 2018 / 8 October 2018	415	83	39
19.	Pengawal Keselamatan KP11 - Pejabat Ketua Pegawai Keselamatan Kerajaan Malaysia / <i>Security Guard, KP11 - Chief Government Security Office Malaysia</i>	12 - 18 November 2018 / 12 - 18 November 2018	15,769	2,058	512
20.	Pembantu Keselamatan KP19 - Pejabat Ketua Pegawai Keselamatan Kerajaan Malaysia / <i>Security Assistant, KP19 - Chief Government Security Office Malaysia</i>	17 - 19 November 2018 / 17 - 19 November 2018	3,306	442	225
21.	Pegawai Bomba KB19 - Jabatan Bomba Malaysia / <i>Fire Officer, KB19 - Fire and Rescue Department</i>	21- 29 November 2018 / 21 - 29 November 2018	57,077	11,115	3,026

## JADUAL 20

### Statistik Urusan Pusat Penilaian Kompetensi (PAC)

#### SCHEDULE 20

Statistics on Competency Assessment Centres

BIL / NO.	JAWATAN / POSITION	TARIKH / DATE	JUMLAH CALON / NO. OF CANDIDATES		
			PANGGIL / CALLED	HADIR / ATTENDED	LULUS / PASSED
1.	Pegawai Tadbir dan Diplomatik M41 / <i>Administrative and Diplomatic Officer, M41</i>	24 Feb - 3 Mac 2018 / 24 February - 3 March 2018	5,089	4,542	1,965
2.	Pemandu Kenderaan H11 (Semenanjung) / <i>Driver, H11 (Peninsular Malaysia)</i>	19 - 28 Mac 2018 / 19 - 28 March 2018	5,584	2,681	1,968
3.	Pemandu Kenderaan H11 (Sabah) / <i>Driver, H11 (Sabah)</i>		761	440	342
4.	Pemandu Kenderaan H11 (Sarawak) / <i>Driver, H11 (Sarawak)</i>		1,143	714	501
5.	Ujian Bakat Penerbit Rancangan B41 / <i>Producer's Audition, B41</i>	19 - 23 Mac 2018 / 19 - 23 March 2018	1,483	1,252	925
6.	Ujian Bakat Penerbit Rancangan B29 / <i>Producer's Audition, B29</i>		1,427	1,208	898
7.	Pemandu Kenderaan H11 - Pejabat Setiausaha Kerajaan Negeri Sembilan / <i>Driver, H11 - Negeri Sembilan State Secretary Office</i>	2 - 5 April 2018 / 2 - 5 April 2018	705	377	277
8.	Pegawai Tadbir dan Diplomatik M41 / <i>Administrative and Diplomatic Officer, M41</i>	11- 12 April 2018 / 11 - 12 April 2018	129	90	33
9.	Ujian Bertulis dan Terjemahan Penerbit Rancangan B41 / <i>Producer's Written and Translation Test, B41</i>	23 Mei 2018 / 23 May 2018	925	895	358
10.	Ujian Bertulis Dan Terjemahan Penerbit Rancangan B29 / <i>Producer's Written and Translation Test, B29</i>		898	784	405
11.	Pemandu Kenderaan H11 - Pejabat Setiausaha Kerajaan Negeri Pulau Pinang / <i>Driver, H11 - Penang State Secretary Office</i>	13 - 16 Ogos 2018 / 13 - 16 August 2018	644	282	96

BIL / NO.	JAWATAN / POSITION	TARIKH / DATE	JUMLAH CALON / NO. OF CANDIDATES		
			PANGGIL / CALLED	HADIR / ATTENDED	LULUS / PASSED
12.	Pegawai Kebudayaan B29 / <i>Cultural Officer, B29</i>	13 - 15 Ogos 2018 / <i>13 - 15 August 2018</i>	793	179	51
13.	Pereka B29 / <i>Designer, B29</i>	31 Oktober 2018 / <i>31 October 2018</i>	778	337	117
14.	Pereka B29 (Sabah) / <i>Designer, B29 (Sabah)</i>		31	14	11
15.	Pereka B19 / <i>Designer, B19</i>		265	68	26
16.	Pereka B41 / <i>Designer, B41</i>	1 November 2018 / <i>1 November 2018</i>	847	509	109
17.	Pemandu Kenderaan H11 - Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Driver, H11 - Melaka State Secretary Office</i>	13 Oktober - 1 November 2018 / <i>13 October - 1 November 2018</i>	546	208	108
18.	Pegawai Belia dan Sukan S41 / <i>Youth and Sports Officer, S41</i>	27 Oktober - 14 November 2018 / <i>27 October - 14 November 2018</i>	1,213	1,090	670
19.	Pemandu Kenderaan H11 - Pejabat Setiausaha Kerajaan Negeri Perlis / <i>Driver, H11 - Perlis State Secretary Office</i>	27 - 29 November 2018 / <i>27 - 29 November 2018</i>	545	238	83
20.	Pegawai Pembangunan Masyarakat S41 / <i>Community Development Officer, S41</i>	27 November - 2 Disember 2018 / <i>27 November - 2 December 2018</i>	1,438	688	401



# URUSAN PERKHIDMATAN

## *SERVICE MATTERS*



## PENGENALAN

Suruhanjaya melaksanakan urusan perkhidmatan bagi pegawai Perkhidmatan Awam Am Persekutuan, Perkhidmatan Awam Bersama dan Perkhidmatan Awam Negeri di bawah bidang kuasanya seperti berikut:

- » pengesahan pelantikan
- » pengesahan dalam perkhidmatan
- » pelanjutan tempoh percubaan
- » pemberian taraf berpencen
- » kembali ke dalam skim perkhidmatan terdahulu
- » pembatalan tawaran pelantikan
- » penamatan perkhidmatan
- » pertukaran perkhidmatan
- » pertukaran pelantikan
- » pertukaran sementara
- » peminjaman
- » pertukaran tetap
- » penentuan gaji permulaan

Jumlah keseluruhan urusan perkhidmatan yang dilaksanakan oleh Suruhanjaya pada tahun **2018** adalah sebanyak **44,865** urusan.

## PENGESAHAN PELANTIKAN

Pengesahan pelantikan adalah satu proses untuk mengesahkan pelantikan calon yang menerima sesuatu tawaran jawatan dan telah memenuhi syarat-syarat dalam tawaran pelantikan.

Suruhanjaya telah mengesahkan pelantikan untuk **11,982** pegawai pada tahun **2018** iaitu seramai **1,720** pegawai Kumpulan Pengurusan dan Profesional dan **10,262** pegawai Kumpulan Pelaksana. Maklumat pengesahan pelantikan adalah seperti di **Jadual 21**.

### JADUAL 21

#### Pengesahan Pelantikan Bagi Tahun 2018 Berbanding Tahun 2017

#### SCHEDULE 21

*Confirmation of Appointments in 2018 as Compared to 2017*

PERKHIDMATAN / SERVICE	2018			2017		
	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL
Perkhidmatan Awam Am Persekutuan / General Public Services of the Federation	1,718	10,200	11,918	3,091	10,464	13,555
<b>Perkhidmatan Awam Negeri / State Public Services:</b>						
Melaka	0	0	0	0	0	0
Pulau Pinang	0	27	27	0	16	16
Negeri Sembilan	2	20	22	1	4	5
Perlis	0	15	15	0	19	19
<b>JUMLAH / TOTAL</b>	<b>2</b>	<b>62</b>	<b>64</b>	<b>1</b>	<b>39</b>	<b>40</b>
<b>JUMLAH KESELURUHAN / OVERALL TOTAL</b>	<b>1,720</b>	<b>10,262</b>	<b>11,982</b>	<b>3,092</b>	<b>10,503</b>	<b>13,595</b>

## INTRODUCTION

*The Commission performs the following services for personnel in the General Public Services of the Federation, Joint Public Services and the Public Services for the states under its jurisdiction:*

- » *confirmation of appointment*
- » *confirmation in service*
- » *extension of probationary period*
- » *conferment of pensionable status*
- » *reinstatement in previous scheme of service*
- » *revocation of appointment offer*
- » *termination of service*
- » *transfer of service*
- » *transfer of appointment*
- » *temporary transfer*
- » *secondment*
- » *permanent transfer*
- » *determination of initial salaries*

*The Commission handled **44,865** matters relating to services in **2018**.*

## CONFIRMATION OF APPOINTMENT

*Confirmation of appointment is the process of confirming the appointment of a candidate who has received an offer for a specific post and has fulfilled all the conditions in the appointment offer.*

*The Commission confirmed the appointment of **11,982** officers in **2018**, i.e. **1,720** officers in the Management and Professional group and **10,262** officers in the Executive group. Information on confirmation of appointments is as shown in **Schedule 21**.*

## PENGESAHAN DALAM PERKHIDMATAN

Seseorang pegawai yang telah menjalani tempoh percubaan dengan jayanya, sama ada tempoh percubaan asal ataupun yang dilanjutkan, lulus peperiksaan yang ditetapkan (jika ada), hadir dengan jayanya Program Transformasi Minda dan mendapat perakuan sokongan Ketua Jabatan, layak dipertimbangkan untuk disahkan dalam perkhidmatan mengikut Peraturan 29(1) Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012.

Suruhanjaya telah meluluskan pengesahan dalam perkhidmatan untuk **13,191** pegawai pada tahun **2018**. Seramai **4,360** pegawai Kumpulan Pengurusan dan Profesional dan **8,831** pegawai Kumpulan Pelaksana telah disahkan dalam perkhidmatan pada tahun **2018** seperti di **Jadual 22**.

## CONFIRMATION IN SERVICE

*An officer who has successfully completed the probationary period, whether within the initial period or the extended time frame, passed the examinations required (if any), attended the Mind Transformation Programme and obtained the recommendation of the Head of Department is eligible to be considered for confirmation in service pursuant to Regulation 29 (1) of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012.*

*The Commission approved the confirmation in service of **13,191** officers in **2018**. A total of **4,360** officers in the Management and Professional group and **8,831** officers in the Executive group were confirmed in service in **2018** as shown in **Schedule 22**.*

### JADUAL 22

#### Pengesahan Dalam Perkhidmatan Bagi Tahun 2018 Berbanding Tahun 2017

#### SCHEDULE 22

*Confirmation in Service in 2018 as Compared to 2017*

PERKHIDMATAN / SERVICE	2018			2017		
	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL
Perkhidmatan Awam Am Persekutuan / General Public Services of the Federation	4,348	8,584	12,932	7,083	11,818	18,901
<b>Perkhidmatan Awam Negeri / State Public Services:</b>						
Melaka	0	0	0	0	0	0
Pulau Pinang	0	114	114	1	40	41
Negeri Sembilan	7	109	116	5	2	7
Perlis	5	24	29	1	26	27
<b>JUMLAH / TOTAL</b>	<b>12</b>	<b>247</b>	<b>259</b>	<b>7</b>	<b>68</b>	<b>75</b>
<b>JUMLAH KESELURUHAN / OVERALL TOTAL</b>	<b>4,360</b>	<b>8,831</b>	<b>13,191</b>	<b>7,090</b>	<b>11,886</b>	<b>18,976</b>

## PELANJUTAN TEMPOH PERCUBAAN

Pegawai yang tidak dapat disahkan dalam perkhidmatan kerana tidak lulus peperiksaan atau belum hadir Program Transformasi Minda yang ditetapkan atau tidak mendapat perakuan sokongan Ketua Jabatan boleh dilanjutkan tempoh percubaan sama ada dengan denda atau tanpa denda mengikut Peraturan 30(1) Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012.

Pada tahun **2018**, sebanyak **728** pegawai di bawah bidang kuasa Suruhanjaya telah diberi pelanjutan tempoh percubaan. Seramai **101** pegawai Kumpulan Pengurusan dan Profesional dan seramai **627** pegawai Kumpulan Pelaksana telah dilanjutkan tempoh percubaan. Maklumat pelanjutan tempoh percubaan adalah seperti di **Jadual 23**.

## EXTENSION OF PROBATIONARY PERIOD

*Officers who are not confirmed in service due to failing in examinations or not attending the Mind Transformation Programme or not obtaining the recommendation of the Head of Department can be given an extension of the probationary period, either with or without a penalty pursuant to Regulation 30(1) of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012.*

*In **2018**, a total of **728** officers under the jurisdiction of the Commission were given an extended probationary period, where **101** were officers in the Management and Professional group and **627** were in the Executive group. Information on the extension of the probationary period for the officers is as shown in **Schedule 23**.*

**JADUAL 23**

Pelanjutan Tempoh Percubaan Bagi Tahun Tahun 2018 Berbanding Tahun 2017

**SCHEDULE 23**

Extension of Probationary Period in 2018 as Compared to 2017

PERKHIDMATAN / SERVICE	2018			2017		
	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL
Perkhidmatan Awam Am Persekutuan / General Public Services of the Federation	101	625	726	67	491	558
Perkhidmatan Awam Negeri / State Public Services:						
Melaka	0	0	0	0	0	0
Pulau Pinang	0	1	1	0	2	2
Negeri Sembilan	0	0	0	0	0	0
Perlis	0	1	1	0	3	3
<b>JUMLAH / TOTAL</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>5</b>
<b>JUMLAH KESELURUHAN / OVERALL TOTAL</b>	<b>101</b>	<b>627</b>	<b>728</b>	<b>67</b>	<b>496</b>	<b>563</b>

**PEMBERIAN TARAF BERPENECEN**

Seseorang pegawai tetap yang telah disahkan dalam perkhidmatan yang tidak bersetuju memilih opsyen skim Kumpulan Wang Simpanan Pekerja (KWSP) mengikut Peraturan 37 dan telah berkhidmat selama tidak kurang daripada tiga (3) tahun yang boleh diambil kira, boleh diberi taraf berpencen oleh Suruhanjaya mengikut Peraturan 38(1) dan (2) Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012.

Pada tahun **2018**, Suruhanjaya telah meluluskan pemberian taraf berpencen kepada **17,222 pegawai** dari Perkhidmatan Awam Am Persekutuan, Perkhidmatan Awam Bersama dan Perkhidmatan Awam Negeri Melaka, Pulau Pinang, Negeri Sembilan dan Perlis. Seramai **3,495 pegawai** Kumpulan Pengurusan dan Profesional dan **13,727 pegawai** Kumpulan Pelaksana telah diberikan taraf berpencen seperti di **Jadual 24**.

**CONFIRMATION OF PENSIONABLE STATUS**

*A permanent officer who has been confirmed in service and who does not select the option of the Employees Provident Fund (EPF) scheme in line with Regulation 37 and has served no less than three (3) years that can be taken into account can be conferred pensionable status by the Commission pursuant to Regulation 38(1) and (2) of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012.*

*In 2018, the Commission approved the conferment of pensionable status of **17,222 officers** in the General Public Services of the Federation, Joint Public Services and Public Services of the states of Melaka, Penang, Negeri Sembilan and Perlis. A total of **3,495 officers** in the Management and Professional group and **13,727 officers** in the Executive group were conferred pensionable status as shown in **Schedule 24**.*

**JADUAL 24****Pemberian Taraf Berpencen Bagi Tahun 2018 Berbanding Tahun 2017****SCHEDULE 24****Conferment of Pensionable Status in 2018 as Compared to 2017**

PERKHIDMATAN / SERVICE	2018			2017		
	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL
Perkhidmatan Awam Am Persekutuan / General Public Services of the Federation	3,491	13,551	17,042	3,365	14,827	18,192
<b>Perkhidmatan Awam Negeri / State Public Services:</b>						
Melaka	0	0	0	0	0	0
Pulau Pinang	2	135	137	2	67	69
Negeri Sembilan	2	31	33	3	73	76
Perlis	0	10	10	1	26	27
<b>JUMLAH / TOTAL</b>	<b>4</b>	<b>176</b>	<b>180</b>	<b>6</b>	<b>166</b>	<b>172</b>
<b>JUMLAH KESELURUHAN / OVERALL TOTAL</b>	<b>3,495</b>	<b>13,727</b>	<b>17,222</b>	<b>3,371</b>	<b>14,993</b>	<b>18,364</b>

**KEMBALI KE DALAM SKIM PERKHIDMATAN TERDAHULU**

Seseorang pegawai yang telah disahkan di dalam skim perkhidmatan terdahulu sebelum dilantik ke dalam skim perkhidmatan yang lain boleh dibenarkan oleh Suruhanjaya untuk kembali ke dalam skim perkhidmatan terdahulu apabila gagal untuk disahkan dalam skim perkhidmatan yang lain, dengan syarat kegagalan tersebut bukanlah disebabkan oleh tata kelakuannya yang tidak memuaskan. Selain itu, permohonan pegawai boleh dipertimbangkan untuk kembali dengan syarat pegawai telah melalui tempoh percubaan minimum yang ditetapkan dalam skim perkhidmatan yang lain itu. Pertimbangan Suruhanjaya adalah tertakluk kepada kekosongan jawatan dalam skim perkhidmatan terdahulu, persetujuan Ketua Perkhidmatan yang berkenaan telah diperolehi dan jawatan dalam skim perkhidmatan terdahulu adalah di bawah bidang kuasa Pihak Berkuasa Melantik yang sama. Pada tahun **2018**, seramai **3 pegawai** telah dikembalikan ke dalam skim perkhidmatan terdahulu.

**PEMATUHAN SYARAT-SYARAT TAWARAN PELANTIKAN**

Seseorang calon yang gagal mematuhi syarat-syarat pelantikan boleh dibatalkan tawaran pelantikan mengikut Peraturan 20(5), Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012 iaitu pemeriksaan kesihatan, akuan berkanun dan surat aku janji. Pada tahun 2018, seramai **424 pegawai** telah disemak semula status tawaran pelantikan yang melibatkan 423 pegawai yang mempunyai masalah kesihatan dan seorang pegawai yang tidak memenuhi syarat di dalam Akuan Berkanun. **Sembilan (9) pegawai telah dibatalkan tawaran pelantikan** kerana tidak diperakui sihat setelah dibuat pemeriksaan oleh pengamal perubatan berdaftar.

**REINSTATEMENT IN PREVIOUS SCHEME OF SERVICE**

*An officer who has been confirmed in a previous scheme of service before being appointed to another scheme can be allowed by the Commission to be reinstated in the previous scheme if he/she fails to be confirmed in the other scheme, on condition that the failure was not due to unsatisfactory conduct. Furthermore, the officer's application for reinstatement can be considered provided that the officer had completed the minimum probationary period in the other scheme of service. Consideration by the Commission is subject to a vacancy in the previous scheme of service, consent given by the relevant Head of Service, and the post in the previous scheme being under the jurisdiction of the same Appointing Authority. In **2018, three (3) officers** were reinstated in their previous schemes of service.*

**COMPLIANCE WITH THE TERMS AND CONDITIONS OF THE APPOINTMENT OFFER**

*Candidates who fail to comply with the terms and conditions of their appointment can have their appointments revoked pursuant to Regulation 20(5) of Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012, i.e. in relation to their medical examination, statutory declaration and letter of undertaking. In 2018, a review of the status of the appointment offers of **424 officers** was conducted: this concerned 423 officers with medical problems and one (1) officer who did not fulfil the conditions of the statutory declaration. **Nine (9) officers had their appointment offers revoked** after they were certified not to be in sound health by registered medical practitioners.*

## NOTIS CADANGAN PENAMATAN PERKHIDMATAN

Perkhidmatan seseorang pegawai tidak boleh ditamatkan di bawah Peraturan 48(1), 49(1) dan 50(1) serta (2), Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012 melainkan jika pegawai itu telah diberi peluang tidak kurang 14 hari dari tarikh penerimaan notis untuk menunjukkan sebab mengapa perkhidmatannya tidak boleh ditamatkan mengikut Peraturan 52, Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012. Pada tahun **2018**, Suruhanjaya telah mengeluarkan **176 notis cadangan penamatan perkhidmatan** bagi memberi peluang kepada pegawai mengemukakan hujah pembelaan diri.

## PENAMATAN PERKHIDMATAN

Pegawai yang dilantik ke dalam perkhidmatan awam hendaklah mematuhi syarat-syarat pelantikan iaitu tidak menyembunyikan apa-apa maklumat tentang kesihatannya, tidak membuat akuan palsu dalam Akuan Berkanun, mematuhi kehendak dalam Surat Aku Janji dan tidak meminda atau memalsukan apa-apa dokumen yang berkaitan dengan pelantikannya.

Pegawai yang masih dalam tempoh percubaan dan tidak mematuhi syarat-syarat tersebut boleh ditamatkan perkhidmatan mengikut Peraturan 48(1), Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012. Bagi pegawai yang gagal tapisan keselamatan dalam tempoh percubaan boleh ditamatkan perkhidmatan mengikut Peraturan 49(1) di bawah peraturan yang sama. Manakala pegawai yang gagal disahkan dalam perkhidmatan dalam tempoh percubaan sama ada tidak mendapat perakuan sokongan Ketua Jabatan, tidak lulus peperiksaan atau gagal dalam kursus/latihan yang disyaratkan untuk tujuan pengesahan dalam perkhidmatan pula boleh ditamatkan perkhidmatan mengikut Peraturan 50(1) dan (2) di bawah peraturan yang sama. Bagi pegawai yang telah disahkan dalam skim perkhidmatan terdahulu tetapi gagal disahkan dalam skim perkhidmatan yang lain boleh ditamatkan perkhidmatan mengikut Peraturan 50(3) di bawah peraturan yang sama dan ianya hendaklah disifatkan sebagai penamatan demi kepentingan awam. Suruhanjaya telah menamatkan perkhidmatan **81 pegawai** pada tahun **2018**. Maklumat adalah seperti di **Jadual 25**.

## NOTICE OF PROPOSED TERMINATION OF SERVICE

*The service of an officer cannot be terminated under Regulations 48(1), 49(1) and 50(1) and (2) of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012 if and unless the officer has been given the opportunity within 14 days of the receipt of the notice to show cause as to why his/her service should not be terminated pursuant to Regulation 52 of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012. In **2018**, the Commission issued **176 notices of proposed termination of service** so as to give the officers the opportunity to submit their defence.*

## TERMINATION OF SERVICE

*Officers appointed to the public services shall comply with the terms and conditions of their appointment, i.e. not to conceal any information regarding their health, not to make any false statements in their statutory declaration, to comply with the requirements of their letter of undertaking and not to amend or falsify any documents related to their appointment.*

*Officers who are still on probation and who do not comply with such terms and conditions can have their service terminated pursuant to Regulation 48(1) of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012. Those who fail the security screening during the probationary period can have their service terminated according to Regulation 49(1) of the same regulations. Officers who fail to be confirmed in service during their probation period, irrespective of whether they failed to receive the recommendation of the Head of Department, did not pass the examinations or the courses/ training stipulated for confirmation can have their service terminated subject to Regulation 50(1) and (2) of the same regulations. Officers who were confirmed in a previous scheme of service but not in another scheme can have their service termination according to Regulation 50(3) of the same regulations and this can be deemed to be in the public interest. The Commission terminated the service of **81 officers** in **2018**. The detailed information is as shown in **Schedule 25**.*

**JADUAL 25****Kes Penamatan Perkhidmatan Bagi Tahun 2018 Berbanding Tahun 2017****SCHEDULE 25****Cases of Termination of Service in 2018 as Compared to 2017**

SEBAB PENAMATAN PERKHIDMATAN / REASON FOR TERMINATION OF SERVICE	2018			2017		
	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL	PENGURUSAN & PROFESIONAL / MANAGEMENT & PROFESSIONAL	PELAKSANA / EXECUTIVE	JUMLAH / TOTAL
Sembunyi Maklumat Kesihatan / <i>Concealing information on health</i>	1	0	1	1	0	1
Membuat Aakuan Palsu / <i>Making false declarations</i>	0	0	0	0	5	5
Tidak Mematuhi Aku Janji / <i>Not complying with the letter of undertaking</i>	0	0	0	0	0	0
Memalsukan Dokumen Pelantikan / <i>Falsifying documents related to the appointment</i>	0	0	0	0	0	0
Gagal Tapisan Keselamatan / <i>Failing security vetting</i>	0	1	1	0	0	0
Tidak lulus peperiksaan / <i>Failing examinations</i>	1	5	6	0	9	9
Tidak Mendapat Perakuan Ketua Jabatan (Prestasi/ Tatakelakuan) / <i>Not obtaining recommendation of Head of Department (performance/conduct)</i>	31	40	71	52	54	106
Gagal Kursus/Latihan / <i>Failing course/training</i>	2	0	2	0	0	0
Telah disahkan dalam perkhidmatan terdahulu tetapi gagal disahkan dalam perkhidmatan sekarang / <i>Being confirmed in previous scheme of service but failing to be confirmed in current scheme</i>	0	0	0	0	0	0
<b>JUMLAH/ TOTAL</b>	<b>35</b>	<b>46</b>	<b>81</b>	<b>53</b>	<b>68</b>	<b>121</b>

**PERTUKARAN**

Pertukaran yang diuruskan oleh Suruhanjaya melibatkan:

- » Pertukaran seseorang pegawai dalam skim perkhidmatan yang sama atau berlainan dalam perkhidmatan yang berada di bawah bidang kuasa Suruhanjaya.
- » Pertukaran seseorang pegawai dari perkhidmatan awam dan badan berkanun yang berada di bawah Pihak Berkuasa Melantik yang lain dan pegawai badan berkanun ke Perkhidmatan Awam Am Persekutuan di bawah bidang kuasa Suruhanjaya.
- » Pelepasan seseorang pegawai di bawah bidang kuasa Suruhanjaya ke Perkhidmatan Awam di bawah Pihak Berkuasa Melantik yang lain.

**TRANSFERS**

Transfers that are administered by the Commission involve:

- » Transfer of an officer to the scheme of service that is the same as or different from the existing service under the jurisdiction of the Commission
- » Transfer of an officer from the public service and a statutory body that is under a different Appointing Authority and an officer from a statutory body to the General Public Services of the Federation under the jurisdiction of the Commission
- » Release of an officer under the jurisdiction of the Commission to the public services under a different Appointing Authority

Pertukaran ini dilaksanakan mengikut Pekeliling Perkhidmatan Bilangan 6 Tahun 2016 (berkuat kuasa mulai 1 Julai 2016), Surat Pekeliling SPA Bilangan 1 Tahun 2005, Pekeliling Perkhidmatan Bilangan 12 Tahun 2008, Surat Pekeliling Perkhidmatan Bilangan 2 Tahun 2012 dan Pekeliling Perkhidmatan Bilangan 2 Tahun 2018 melalui kaedah berikut:

- » Pertukaran perkhidmatan
- » Pertukaran pelantikan
- » Pelantikan secara pertukaran sementara
- » Pelantikan secara peminjaman
- » Pelantikan secara pertukaran tetap
- » Pelepasan untuk peminjaman dan pertukaran pelantikan

## PERTUKARAN PERKHIDMATAN

Pertukaran seseorang pegawai ke jawatan dalam skim perkhidmatan yang sama dan berada di bawah Pihak Berkuasa Melantik yang sama tetapi di bawah Ketua Perkhidmatan yang berlainan adalah dibenarkan dengan persetujuan Ketua Jabatan asal pegawai dan Ketua Jabatan agensi penerima. Alasan yang boleh dijadikan asas pertimbangan Suruhanjaya dalam meluluskan pertukaran perkhidmatan seseorang pegawai adalah seperti berikut:

- » Faktor perikemanusiaan seperti mengikuti suami atau isteri, menjaga ibu bapa atau ahli keluargayang uzur atau sebab kesihatan.
- » Arahan Kerajaan yang memerlukan pegawai bertugas di agensi awam yang tidak membolehkan beliau ditempatkan secara pertukaran biasa.
- » Perkhidmatan, kemahiran, kepakaran atau pengalaman pegawai sangat diperlukan oleh agensi penerima.
- » Tidak menjejaskan peluang kenaikan pangkat pegawai sedia ada di agensi penerima jika pertukaran pelantikan melibatkan jawatan kenaikan pangkat.

Kelulusan pertukaran perkhidmatan yang diuruskan oleh Suruhanjaya adalah mengikut Surat Pekeliling SPA Bilangan 1 Tahun 2005. Pada tahun 2018, Suruhanjaya telah meluluskan **24 pertukaran perkhidmatan**. Maklumat pertukaran perkhidmatan adalah seperti di **Jadual 26**.

### JADUAL 26

#### Pertukaran Perkhidmatan Bagi Tahun 2018 Berbanding Tahun 2017

#### SCHEDULE 26

*Transfer of Service in 2018 as Compared to 2017*

BIL / NO.	URUSAN / MATTER	2018	2017
Dalam Perkhidmatan Awam Am Persekutuan / <i>In the General Public Services of the Federation:</i>			
1.	i. Pertukaran Perkhidmatan Atas Permohonan Pegawai / <i>Transfer of service based on officer's application</i>	7	65
	ii. Pertukaran Perkhidmatan Atas Arahan Kerajaan / <i>Transfer of service based on government directive</i>	10	0
2.	Dari Perkhidmatan Awam Negeri Di Bawah Bidang Kuasa Suruhanjaya Ke Perkhidmatan Awam Am Persekutuan / <i>From a state public service under the jurisdiction of the Commission to the General Public Services of the Federation</i>	7	23
<b>JUMLAH / TOTAL</b>		<b>24</b>	<b>88</b>

*Such transfers are implemented in line with Service Circular No. 6 of 2016 (with effect from 1 July 2016), Public Services Commission of Malaysia Circular No. 1 of 2005, Service Circular No. 12 of 2008, Service Circular Letter No. 2 of 2012 and Service Circular No. 2 of 2018 by way of:*

- » *Transfer of service*
- » *Transfer of appointment*
- » *Appointment by temporary transfer*
- » *Appointment by secondment*
- » *Appointment by permanent transfer*
- » *Release for secondment and transfer of appointment*

## TRANSFER OF SERVICE

*The transfer of an officer to another post in the same scheme of service under the same Appointing Authority but a different Head of Service is permitted with the consent of the Heads of Departments of the original and the receiving agencies. Reasons for consideration by the Commission in approving the transfer of service of an officer are as follows:*

- » *Humanitarian factors such as accompanying the spouse, caring for a parent or family member who is in poor health or health reasons*
- » *Government directive that requires the officer to work in a public agency that does not provide for a normal transfer of service*
- » *The service, skills, expertise or experience of the officer is highly needed by the receiving agency*
- » *The existing opportunity for promotion of the officer in the receiving agency is not adversely affected if the transfer of appointment involves a promotion.*

*Approval for transfer of service administered by the Commission is pursuant to the Public Services Commission Circular Letter No. 1 of 2005. In 2018, the Commission approved **24 transfers of service**. Information on the transfer of service is as shown in **Schedule 26**.*

## PERTUKARAN PELANTIKAN ATAS PERMOHONAN SENDIRI

Pertukaran pelantikan atas permohonan sendiri dilaksanakan bagi membolehkan seseorang pegawai berpindah ke skim perkhidmatan yang sama di Pihak Berkuasa Melantik yang lain ke tempat pilihan mereka atas sebab-sebab tertentu. Pegawai yang telah disahkan dalam perkhidmatan dan memenuhi kriteria-kriteria serta syarat-syarat pertukaran pelantikan yang ditetapkan sahaja akan dipertimbangkan. Urusan pertukaran pelantikan atas permohonan sendiri ini dilaksanakan berdasarkan Pekeliling Perkhidmatan Bilangan 6 Tahun 2016 (berkuat kuasa mulai 1 Julai 2016). Pada tahun **2018**, Suruhanjaya telah meluluskan **11 pertukaran pelantikan**.

## PERTUKARAN PELANTIKAN MELALUI PEMBERIAN OPSYEN

Pertukaran pelantikan melalui pemberian opsyen bermaksud perpindahan seseorang pegawai dari satu skim perkhidmatan yang sama atau berlainan berikutan pembubaran atau pemansuhan jawatan yang perlu dibuat melalui opsyen.

Pada tahun **2018**, tiada kelulusan pertukaran pelantikan melalui pemberian opsyen diberikan oleh Suruhanjaya. Bilangan pegawai yang terlibat dalam pertukaran pelantikan melalui pemberian opsyen adalah bergantung kepada penetapan atau perubahan dasar oleh Kerajaan dari semasa ke semasa.

## PELANTIKAN SECARA PERTUKARAN SEMENTARA

Pelantikan secara pertukaran sementara bermaksud pelantikan seseorang pegawai perkhidmatan awam Persekutuan ke perkhidmatan yang lain dalam angkatan tentera, perkhidmatan kehakiman dan perundangan, Perkhidmatan Awam Persekutuan, pasukan polis dan perkhidmatan pelajaran atau pelantikan ke suatu jawatan dalam skim perkhidmatan yang lain di bawah Pihak Berkuasa Melantik yang sama untuk tempoh tertentu tanpa memutuskan ikatan pegawai itu dengan perkhidmatan hakikinya. Pertukaran sementara ini biasanya untuk mengisi jawatan terbuka. Pelantikan secara pertukaran ini dilaksanakan berdasarkan Pekeliling Perkhidmatan Bilangan 12 Tahun 2008, Pekeliling Perkhidmatan Bilangan 2 Tahun 2018 dan Surat Pekeliling Perkhidmatan Bilangan 2 Tahun 2012.

Pada tahun **2018**, Suruhanjaya telah meluluskan **438 pelantikan secara pertukaran sementara** pegawai dalam Perkhidmatan Awam Am Persekutuan bagi mengisi jawatan di kementerian/jabatan/agensi dan Perkhidmatan Awam Negeri di bawah bidang kuasa Suruhanjaya.

## PELANTIKAN SECARA PEMINJAMAN

Pelantikan secara peminjaman ialah pelantikan mana-mana pegawai mengikut Fasal (1) Perkara 132 Perlembagaan Persekutuan iaitu pegawai dalam perkhidmatan angkatan tentera,

## TRANSFER OF APPOINTMENT BASED ON SELF-APPLICATION

*Transfer of appointment based on self-application is implemented to enable the officer to transfer to a scheme of service that is the same under a different Appointing Authority in a place of choice of the officer for specific reasons. Only officers who have been confirmed in the service and who have fulfilled the established criteria as well as conditions for the transfer of appointment will be considered. Transfer of appointment based on self-application is implemented based on Service Circular No. 6 of 2016 (in force from 1 July 2016). In **2018**, the Commission approved **11 transfers of appointment**.*

## TRANSFER OF APPOINTMENT THROUGH THE PROVISION OF OPTIONS

*The transfer of appointments through the provision of options can be defined as the transfer of an officer from the same or a different scheme of service following the dissolution or elimination of a post by providing him/her with options.*

*In **2018**, there were no approvals for the transfer of service through the provision of options by the Commission. The number of officers involved in the transfer of appointment through the provision of options depends on the formulation of policy or a policy change by the government from time to time.*

## APPOINTMENT BY TEMPORARY TRANSFER

*Appointment by temporary transfer means the appointment of an officer of the Federal Public Services to other services in the armed forces, judicial and legal services, Federal Public Services, police force and education service or appointment to a post in another scheme of service under the same appointing authority for a specific period of time without severing the ties of the officer with his/her substantive service. The temporary transfer is usually to fill an open post. This appointment by way of transfer is implemented based on Service Circular No. 12 of 2008, Service Circular No. 2 of 2018 and Circular Letter No. 2 of 2012.*

*In **2018**, the Commission approved **438 appointments by temporary transfers** of officers in the General Public Services of the Federation to fill vacancies in the ministries/departments/agencies and state public services under its jurisdiction.*

## APPOINTMENT BY SECONDMENT

*Appointment by secondment is the appointment of any officers pursuant to Clause (1) Article 132 of the Federal Constitution, i.e. officers in the armed forces, judicial and legal services, Federal*

perkhidmatan kehakiman dan perundangan, Perkhidmatan Awam Persekutuan, pasukan polis dan perkhidmatan pelajaran ke perkhidmatan awam tiap-tiap negeri (selain daripada Perkhidmatan Awam Negeri Melaka, Pulau Pinang, Negeri Sembilan dan Perlis), Pihak Berkuasa Berkanun, Pihak Berkuasa Tempatan atau mana-mana organisasi di dalam atau luar Malaysia. Pelantikan secara peminjaman ini dilaksanakan berdasarkan Pekeliling Perkhidmatan Bilangan 12 Tahun 2008, Surat Pekeliling Perkhidmatan Bilangan 2 Tahun 2012 dan Pekeliling Perkhidmatan Bilangan 2 Tahun 2018. Suruhanjaya telah memproses **79 pelantikan secara peminjaman pada tahun 2018**.

## PELANTIKAN SECARA PERTUKARAN TETAP

Pelantikan secara pertukaran tetap ialah pelantikan pegawai yang berkhidmat secara peminjaman atau pertukaran sementara ke mana-mana jawatan di agensi peminjam sekurang-kurangnya setahun, di mana dengan pelantikan itu hubungan pegawai dengan perkhidmatan asalnya terputus kecuali bagi tujuan faedah pencen dan faedah yang lain seperti yang ditetapkan dalam syarat pertukaran tetap. Pada tahun 2018, Suruhanjaya telah meluluskan **5 pertukaran tetap** pegawai.

Maklumat mengenai pelantikan secara pertukaran sementara, peminjaman dan pertukaran tetap adalah seperti di **Jadual 27**.

### JADUAL 27

**Pelantikan Secara Pertukaran Sementara, Pelantikan Secara Peminjaman Dan Pelantikan Secara Pertukaran Tetap Bagi Tahun 2018 Berbanding Tahun 2017**

#### SCHEDULE 27

*Appointments by Temporary Transfers, Secondment and Permanent Transfers in 2018 as Compared to 2017*

BIL / NO.	URUSAN / MATTER	2018	2017
1.	Pelantikan secara pertukaran sementara / <i>Appointment by temporary transfer</i>	438	357
2.	Pelantikan secara peminjaman / <i>Appointment by secondment</i>	79	64
3.	Pelantikan secara pertukaran tetap / <i>Appointment by permanent transfer</i>	5	13
	<b>JUMLAH / TOTAL</b>	<b>522</b>	<b>434</b>

## PELEPASAN UNTUK PEMINJAMAN DAN PERTUKARAN PELANTIKAN

Pelepasan untuk pelantikan secara peminjaman bermaksud pelepasan yang diberikan kepada seseorang pegawai oleh Suruhanjaya sebagai Pihak Berkuasa Melantik untuk berkhidmat dalam perkhidmatan di bawah Pihak Berkuasa Melantik yang lain seperti perkhidmatan angkatan tentera, perkhidmatan kehakiman dan perundangan, pasukan polis dan perkhidmatan pelajaran, perkhidmatan awam tiap-tiap negeri selain daripada Perkhidmatan Awam Negeri Melaka, Pulau Pinang, Negeri Sembilan dan Perlis, pihak badan berkanun, pihak berkuasa tempatan atau mana-mana organisasi di dalam atau di luar Malaysia bagi suatu tempoh tertentu di mana hubungan pegawai dengan perkhidmatan asalnya tidak terputus. Pelepasan untuk pelantikan secara peminjaman dilaksanakan berdasarkan

*Public Services, police force and education service, to the Public Services in any state (other than the Public Services of the states of Melaka, Penang, Negeri Sembilan and Perlis), Statutory Bodies, Local Authorities or any organisations within or outside Malaysia. Appointment by secondment is implemented based on Service Circular No. 12 of 2008, Service Circular Letter No. 2 of 2012 and Service Circular No. 2 of 2018. The Commission processed **79 appointments by secondment in 2018**.*

## APPOINTMENT BY PERMANENT TRANSFER

*Permanent transfer of appointment is the appointment of an officer who has served on loan/secondment or temporary transfer to the post in the agency to which he/she was seconded for at least one year, whereby with the appointment the relationship between the officer and his original service is severed, except for pension and other benefits such as those stated in the terms and conditions of the permanent transfer. In 2018, the Commission approved the **permanent transfer of 5 officers**.*

*Information on the appointments by temporary transfers, secondment and permanent transfers is as shown in **Schedule 27**.*

## RELEASE FOR SECONDMENT AND TRANSFER OF APPOINTMENT

*Release for appointment by secondment means release given to an officer by the Commission as the appointing authority to serve in a service under another Appointing Authority such as the armed forces, judicial and legal services, police force and education service or public services in states other than Melaka, Penang, Negeri Sembilan and Perlis, statutory authorities, local authorities or any organization in or outside Malaysia for a specific period of time in which the officer's relationship with his/her original service is not severed. For appointment by secondment is implemented according to Service Circular No. 12 of 2008 and Service Circular No. 2 of 2012.*

Pekeliling Perkhidmatan Bilangan 12 Tahun 2008 dan Surat Pekeliling Perkhidmatan Bilangan 2 Tahun 2012.

Pelepasan untuk pertukaran pelantikan bermaksud pelepasan yang diberikan kepada seseorang pegawai oleh Suruhanjaya untuk ditukar lantik di bawah Pihak Berkuasa Melantik yang lain di mana hubungan pegawai dengan perkhidmatan asalnya terputus kecuali bagi tujuan faedah pencen dan faedah lain yang ditetapkan. Pelepasan untuk pertukaran pelantikan dilaksanakan berdasarkan Pekeliling Perkhidmatan Bilangan 6 Tahun 2016 (berkuat kuasa mulai 1 Julai 2016).

Pada tahun **2018**, Suruhanjaya telah meluluskan **85 permohonan** di mana 85 adalah pelepasan untuk peminjaman dan tiada kelulusan yang melibatkan pelepasan untuk pertukaran pelantikan. Maklumat pelepasan untuk peminjaman dan pelepasan pertukaran pelantikan adalah seperti di **Jadual 28**.

*Release for the purpose of transfer of appointment means release granted to an officer by the Commission for a change of appointment under a different Appointing Authority in which the relationship of the officer with his previous service is severed except for pensions and other fixed benefits. Such release is based on Service Circular No. 6 of 2016 (with effect from 1 July 2016).*

*In 2018, the Commission approved **85 applications**; all were release for secondment and none for transfer of appointment. Information on release for the purpose of secondment and transfer of appointment is as shown in **Schedule 28**.*

## JADUAL 28

### Pelepasan Untuk Peminjaman Dan Pertukaran Pelantikan Bagi Tahun 2018 Berbanding Tahun 2017

#### SCHEDULE 28

*Release for Secondment and Transfer of Appointment in 2018 as Compared to 2017*

BIL / NO.	URUSAN / MATTER	2018	2017
1.	Pelepasan Untuk Peminjaman / <i>Release for secondment</i>	85	113
2.	Pelepasan Untuk Pertukaran Pelantikan / <i>Release for transfer of appointment</i>	0	2
JUMLAH / TOTAL		85	115

## PENENTUAN GAJI PERMULAAN

Pegawai yang telah disahkan kemudiannya dilantik ke dalam skim perkhidmatan yang lain, penentuan gaji permulaan pegawai itu hendaklah pada suatu mata gaji yang lebih tinggi seperti yang diperuntukkan di bawah Peraturan 25(7) dan (8) Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012.

Bekas tentera yang dilantik ke dalam perkhidmatan awam yang mempunyai pengalaman relevan atau tidak relevan sepenuhnya dengan skop dan fungsi tugas jawatan yang disandang boleh dipertimbangkan Hadiah Pergerakan Gaji mengikut Pekeliling Perkhidmatan Bilangan 7 Tahun 2001 atau Pekeliling Perkhidmatan Bilangan 2 Tahun 2011.

Pada tahun **2018**, Suruhanjaya telah meluluskan **776 urusan** penentuan gaji permulaan pegawai Perkhidmatan Awam iaitu sebanyak 146 urusan di bawah Peraturan 25(2) iaitu berdasarkan pengalaman kontrak dan swasta manakala sebanyak 607 urusan mengikut ketetapan yang diputuskan oleh Suruhanjaya berdasarkan gaji akhir pegawai sedang berkhidmat dan pegawai yang sebelum ini berkhidmat di Badan Berkanun mengikut Peraturan 25(7) dan (8), serta sebanyak 23 urusan di bawah Pekeliling Perkhidmatan Bilangan 2 Tahun 2011. Maklumat penentuan gaji permulaan adalah seperti di **Jadual 29**.

## DETERMINATION OF INITIAL SALARY

*For an officer who has been confirmed and is then appointed to another scheme of service, the determination of initial salary shall be one salary point higher as provided for under Regulation 25 (7) and (8) of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012.*

*Former armed forces personnel appointed to the public services, who have experience that is relevant or not fully relevant to the scope and functions of the post they are holding, can be considered for special increment according to Service Circular No. 7 of 2001 or Service Circular No. 2 of 2011.*

*In 2018, the Commission approved **776 matters** related to the determination of the initial salary of Public Service officers. For 146 officers, the determination was according to Regulation 25(2), i.e. based on contract and private-sector experience. For 607 officers, it was based on their last drawn salary who were then serving and those serving in statutory bodies, before being appointed to the Federal Public Services in accordance with Regulations 25(7) and (8), as well as 23 based on Service Circular No. 2 of 2011. Information on the determination of the initial salary is as shown in **Schedule 29**.*

**JADUAL 29****Penentuan Gaji Permulaan Bagi Tahun 2018 Berbanding Tahun 2017****SCHEDULE 29***Determination of Initial Salary in 2018 as Compared to 2017*

BIL / NO.	URUSAN / MATTER	2018	2017
1.	Pegawai yang dilantik mempunyai pengalaman di sektor swasta dan awam mengikut Peraturan 25(2), Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012 / <i>Appointed officers have experience in private and public sectors pursuant to Regulation 25 (2) of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012.</i>	146	153
2.	Pegawai tetap yang dilantik ke jawatan baru mengikut Peraturan 25(7) dan 25(8), Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat dan Penamatan Perkhidmatan) 2012 / <i>Permanent officers appointed to a new post pursuant to Regulation 25 (7) and (8) of the Public Officers (Appointment, Promotion and Termination of Service) Regulations 2012.</i>	607	602
3.	Bekas Tentera yang dilantik ke dalam Perkhidmatan Awam yang mempunyai pengalaman yang relevan atau tidak relevan sepenuhnya dengan skop dan fungsi tugas jawatan yang disandang mengikut formula Hadiah Pergerakan Gaji yang ditetapkan di dalam Pekeliling Perkhidmatan Bilangan 2 Tahun 2011 / <i>Ex-armed forces personnel appointed to the public services who have experience that is relevant or not fully relevant to the scope and job functions of the post held according to the formula of special increment as determined in Service Circular No. 2 of 2011.</i>	23	10
<b>JUMLAH / TOTAL</b>		<b>776</b>	<b>765</b>

**NAZIRAN URUSAN PERKHIDMATAN**

Naziran urusan perkhidmatan adalah bertujuan memantau urusan perkhidmatan yang diperakukan melalui sistem ePengesahan (Pengesahan Pelantikan, Pelanjutan Tempoh Percubaan, Pengesahan Dalam Perkhidmatan dan Pemberian Taraf Berpencen) oleh Kementerian/jabatan bagi pegawai lantikan SPA supaya ianya selaras dengan peraturan yang berkuat kuasa.

Semakan ke atas fail-fail dibuat menggunakan borang soal selidik yang telah disediakan. Laporan penemuan naziran yang dimaklumkan kepada Kementerian/jabatan adalah sebagai panduan kepada pihak berkenaan untuk memperbaiki serta mengatasi kelemahan sedia ada serta memastikan kesilapan yang sama tidak berulang pada masa akan datang.

Pasukan naziran turut memberi taklimat ringkas berkenaan tatacara mengendalikan urusan perkhidmatan, penggunaan sistem ePengesahan, serta menjawab kemusykilan yang dibangkitkan oleh Kementerian/jabatan.

Pada tahun 2018, Unit Naziran, Bahagian Perkhidmatan telah melaksanakan naziran ke atas **30 buah Kementerian dan jabatan**. Berikut adalah aktiviti-aktiviti yang dilaksanakan semasa naziran:

- » membuat teguran secara terus ke atas setiap penemuan kepada Pengurus Sumber Manusia di Kementerian/jabatan terlibat;
- » memberi penjelasan mengenai urusan perkhidmatan yang dilaksanakan agar ianya selaras dengan peraturan yang berkuat kuasa; dan
- » mengarahkan Pengurus Sumber Manusia Kementerian/jabatan mengambil tindakan pembetulan segera berasaskan teguran yang dibuat.

Pasukan naziran juga telah mengemukakan beberapa cadangan kepada pihak Kementerian/jabatan iaitu:

- » mengadakan kursus perkhidmatan kepada pegawai-pegawai yang terlibat secara langsung dalam menguruskan urusan perkhidmatan di peringkat Kementerian/jabatan; dan
- » naziran dalaman Kementerian ke atas jabatan atau agensi di bawahnya.

**INSPECTION OF SERVICE MATTERS**

*Inspection of service matters is aimed at monitoring matters approved via the ePengesahan System (confirmation of appointment, extension of probationary period, confirmation in service and conferment of pensionable status) by the ministries/departments for officers appointed by the PSC to ensure compliance with the regulations in force.*

*A review of the files is carried out using the feedback forms provided. The report on the inspection findings is made known to the ministries/departments as a guide to improve and overcome existing weaknesses as well as to ensure that the same mistakes do not recur in the future.*

*The inspection team will provide a briefing on the procedure for handling the service matters, the use of the ePengesahan system as well as respond to questions raised by the ministries/departments.*

*In 2018, the Inspection Unit of the Service Division inspected **30 ministries and departments**. The following are the activities conducted during the inspection:*

- » *issuing direct warnings on every finding to the Human Resource Manager of the ministries/departments concerned;*
- » *clarifying service matters that are implemented so that they are in line with the regulations in force; and*
- » *directing the Human Resource Manager of the ministries/departments to take action with regard to the warnings issued.*

*The inspection team also made several recommendations to the ministries/departments:*

- » *holding of in-service courses for officers involved directly in handling service matters at the ministerial/departmental levels; and*
- » *the ministries conducting internal inspection of the departments or agencies under their jurisdiction.*

**KENAIKAN PANGKAT DAN  
KAWALAN TATATERTIB**  
*PROMOTION AND  
DISCIPLINARY CONTROL*



## PENGENALAN

Perkara 144(1) Perlembagaan Persekutuan memperuntukkan, antara lain, fungsi SPA adalah untuk menaikkan pangkat dan menjalankan kawalan tatatertib ke atas anggota-anggota bagi Perkhidmatan Awam Am Persekutuan, Perkhidmatan Awam Bersama dan Perkhidmatan Awam Negeri Melaka, Pulau Pinang, Negeri Sembilan dan Perlis. Fungsi SPA berhubung kenaikan pangkat dan kawalan tatatertib meliputi urusan-urusan berikut:

- » Menguruskan tindakan tatatertib dengan tujuan buang kerja atau turun pangkat
- » Menguruskan rayuan tatatertib
- » Menguruskan kenaikan pangkat bagi Ahli-Ahli Lembaga Kenaikan Pangkat Perkhidmatan Awam
- » Menguruskan rayuan kenaikan pangkat

## KENAIKAN PANGKAT

Suruhanjaya melaksanakan urusan kenaikan pangkat **Ahli-Ahli Lembaga Kenaikan Pangkat Perkhidmatan Awam** bagi jawatan-jawatan berikut:

- » Ketua Setiausaha Negara
- » Ketua Pengarah Perkhidmatan Awam
- » Ketua Setiausaha Perbendaharaan
- » Ketua Setiausaha Kementerian Luar Negeri
- » Ketua Pengarah Kesihatan
- » Ketua Pengarah Kerja Raya
- » Ketua Pengarah Pusat Governans, Integriti dan Anti-Rasuah Nasional

Sepanjang tahun 2018, Suruhanjaya telah melaksanakan **empat (4) urusan** kenaikan pangkat Ahli Lembaga Kenaikan Pangkat Perkhidmatan Awam. Maklumat lanjut seperti di **Jadual 30**.

### JADUAL 30

Urusan Kenaikan Pangkat Ahli Lembaga Kenaikan Pangkat Perkhidmatan Awam Bagi Tahun 2018 Berbanding Tahun 2017

#### SCHEDULE 30

Promotion Exercises for Members of the Public Services Promotion Board in 2018 as Compared to 2017

BIL / NO.	URUSAN / EXERCISES	2018	2017
1.	Ketua Setiausaha Negara / <i>Chief Secretary to the Government</i>	1	-
2.	Ketua Pengarah Perkhidmatan Awam, Gred Utama Turus I / <i>Director-General of Public Services, Premier Grade I</i>	1	3
3.	Ketua Setiausaha Perbendaharaan / <i>Secretary-General of Treasury</i>	-	-
4.	Ketua Pengarah Kesihatan Kementerian Kesihatan Malaysia, Gred Utama Turus II / <i>Director-General of Health, Ministry of Health, Premier Grade II</i>	-	1
5.	Ketua Setiausaha Kementerian Luar Negeri, Gred Utama Turus III / <i>Secretary-General of the Ministry of Foreign Affairs, Premier Grade III</i>	1	-
6.	Ketua Pengarah Kerja Raya Jabatan Kerja Raya, Gred Utama Turus III / <i>Director-General of Public Works, Department of Works, Premier Grade III</i>	1	2
JUMLAH / TOTAL		4	6

## INTRODUCTION

Article 144(1) of the Federal Constitution provides for, inter alia, the functions of the Public Services Commission for promotion and disciplinary control over the personnel in the General Public Services of the Federation, Joint Public Services and Public Services of the states of Melaka, Penang, Negeri Sembilan and Perlis. The functions of the Public Services Commission with regard to promotion and disciplinary control encompass the following matters:

- » Taking disciplinary action for the purpose of dismissal or reduction in rank
- » Handling disciplinary appeals
- » Handling promotions for members of the Public Services Promotion Board
- » Handling promotion appeals

## PROMOTION

The Commission handles promotion for **members of the Public Services Promotion Board** for the following positions:

- » Chief Secretary to the Government
- » Director-General of Public Services
- » Secretary-General of Treasury
- » Secretary-General of the Ministry of Foreign Affairs
- » Director-General of Health
- » Director-General of Public Works
- » Director-General of National Centre of Governance, Integrity and Anti-Corruption

Throughout 2018, the Commission conducted **four (4) promotion exercises** for members of the Public Services Promotion Board. Further information is as shown in **Schedule 30**.

## RAYUAN KENAIKAN PANGKAT

Suruhanjaya berfungsi sebagai **Lembaga Rayuan Kenaikan Pangkat Perkhidmatan Awam** bagi:

- » Semua kumpulan pegawai kecuali Gred 2 hingga Gred 16 atau Gred setaraf dalam Perkhidmatan Awam Persekutuan berdasarkan Peraturan-Peraturan Lembaga Kenaikan Pangkat Perkhidmatan Awam 2010 [P.U.(A) 75/2010]
- » Pegawai Kumpulan Pengurusan dan Iktisas dalam Perkhidmatan Awam Negeri Melaka
- » Pegawai Kumpulan A dalam Perkhidmatan Awam Pulau Pinang dan Perlis
- » Pegawai Kumpulan Pengurusan dan Profesional dalam Perkhidmatan Awam Negeri Sembilan

Sepanjang tahun 2018, Suruhanjaya selaku Lembaga Rayuan Kenaikan Pangkat Perkhidmatan Awam telah menimbang sebanyak **49 urusan** rayuan kenaikan pangkat dan pemangkuan melibatkan **393 orang pegawai** seperti di **Jadual 31**.

### JADUAL 31

#### Urusan Rayuan Kenaikan Pangkat/Pemangkuan Bagi Tahun 2018 Berbanding Tahun 2017

#### SCHEDULE 31

*Appeals for Promotion and Acting Appointment in 2018 as Compared to 2017*

TAHUN / YEAR		2018					2017				
BIL / NO.	KUMPULAN JAWATAN / GROUP OF POSTS	BIL URUSAN / NO. OF APPEALS	BIL. PEGAWAI / NO. OF OFFICERS	KEPUTUSAN / DECISION			BIL URUSAN / NO. OF APPEALS	BIL. PEGAWAI / NO. OF OFFICERS	KEPUTUSAN / DECISION		
				SAH / VALID	UBAH / AMEND	REMIT / REMIT			SAH / VALID	UBAH / AMEND	REMIT / REMIT
1.	Pengurusan & Profesional / <i>Management &amp; Professional</i>	19	33	32	0	1	40	120	119	1	0
2.	Kumpulan Pelaksana / <i>Executive</i>	30	360	360	0	0	31	253	253	0	0
<b>JUMLAH / TOTAL</b>		<b>49</b>	<b>393</b>	<b>393</b>			<b>71</b>	<b>373</b>	<b>373</b>		

## TINDAKAN TATATERTIB

Berdasarkan peruntukan undang-undang, sebahagian kuasa kawalan tatatertib dijalankan oleh Lembaga Tatatertib di peringkat kementerian, jabatan dan pentadbiran negeri yang berkenaan. Suruhanjaya hanya berfungsi sebagai **Pihak Berkuasa Tatatertib** bagi tindakan tatatertib dengan tujuan buang kerja atau turun pangkat yang melibatkan:

- » Pegawai Kumpulan Pengurusan Tertinggi serta Kumpulan Pengurusan dan Profesional di dalam Perkhidmatan Awam Am Persekutuan
- » Pegawai Perkhidmatan Awam Negeri Melaka, Negeri Sembilan dan Perlis
- » Pegawai Kumpulan A, B dan C dalam Perkhidmatan Awam Pulau Pinang

Sepanjang tahun 2018, Suruhanjaya telah memutuskan **54** urusan tindakan tatatertib seperti di **Jadual 32**.

## PROMOTION APPEALS

*The Commission functions as the **Public Service Promotion Appeal Board** for:*

- » *All officers except for Grade 2 to Grade 16 or equivalent in the General Public Services of the Federation under the Public Service Promotion Board Regulations 2010 [P.U.(A) 75/2010]*
- » *Officers in the Management and Professional group of Public Services of Melaka*
- » *Officers in Group A of Public Services of Penang and Perlis*
- » *Officers in the Management and Professional Group of Public Services of Negeri Sembilan*

*Throughout 2018, the Commission, acting as the Public Service Promotion Appeal Board, considered **49** appeals for promotion and acting appointment involving **393 officers** as shown in **Schedule 31**.*

## DISCIPLINARY ACTION

*Based on the legal provisions, part of the disciplinary control authority is exerted by the Disciplinary Board at the relevant ministerial/departmental and state administration levels. The Commission functions only as the **Disciplinary Authority** for the purpose of dismissal or reduction in rank involving:*

- » *Officers of the Top Management as well as the Management and Professional group in the General Public Services of the Federation*
- » *Officers in the Public Services of Melaka, Negeri Sembilan and Perlis*
- » *Officers in Group A, B and C in the Public Services of Penang*

*Throughout 2018, the Commission decided on **54** cases of disciplinary action as shown in **Schedule 32**.*

**JADUAL 32****Urusan Tindakan Tatatertib Bagi Tahun 2018 Berbanding Tahun 2017****SCHEDULE 32***Cases of Disciplinary Action in 2018 as Compared to 2017*

BIL / NO.	JENIS KESALAHAN / TYPE OF WRONGDOING	2018	2017
1.	Tidak hadir bertugas (termasuk tidak dapat dikesan) / <i>Absent without leave (and could not be traced)</i>	32	76
2.	Tatakelakuan / <i>Code of conduct</i>	15	26
3.	Sabitan Mahkamah / <i>Court conviction</i>	7	17
4.	Perintah Tahanan / <i>Order of detention</i>	0	1
<b>JUMLAH / TOTAL</b>		<b>54</b>	<b>120</b>

**i. Tahan Kerja**

Perintah tahan kerja dikenakan ke atas pegawai apabila telah dimulakan prosiding-prosiding berikut:

- » Disyaki melakukan suatu kesalahan jenayah atau melakukan suatu kesalahan tatatertib yang serius.
- » Prosiding jenayah telah dimulakan di mahkamah.

Pada tahun 2018, Suruhanjaya telah memutuskan **19 urusan** Tahan Kerja seperti di **Jadual 33**.

**i. Interdiction**

*Interdiction is imposed on an officer when proceedings related to the following are instituted:*

- » *The officer is suspected of committing a crime or serious misconduct.*
- » *Criminal proceedings have commenced in court.*

*In 2018, the Commission decided on **19 cases** of interdiction as shown in **Schedule 33**.*

**JADUAL 33****Urusan Tahan Kerja Bagi Tahun 2018 Berbanding Tahun 2017****SCHEDULE 33***Cases of Interdiction in 2018 as Compared to 2017*

BIL / NO.	JENIS KESALAHAN / TYPE OF WRONGDOING	2018	2017
1.	Penahanan Kerja Bagi Maksud Penyiasatan / <i>Interdiction for the purpose of investigation</i>	1	10
2.	Penahanan Kerja / <i>Interdiction</i>	18	23
<b>JUMLAH / TOTAL</b>		<b>19</b>	<b>33</b>

**ii. Gantung Kerja**

Perintah gantung kerja dikenakan ke atas pegawai dalam keadaan seperti berikut:

- » Pegawai telah disabitkan oleh mana-mana mahkamah.
- » Suatu perintah tahanan, pengawasan, kediaman terhad, buang negeri dan sebagainya seperti dinyatakan di bawah Peraturan 32 Peraturan-Peraturan Pegawai Awam (Kelakuan dan Tatatertib) 1993 [P.U.(A) 395/1993] telah dibuat terhadap pegawai.

Sepanjang tahun 2018, Suruhanjaya telah memutuskan **8 urusan** Gantung Kerja seperti di **Jadual 34**.

**ii. Suspension from Work**

*Suspension from work is imposed on an officer in situations such as the following:*

- » *The officer is convicted in a court of law.*
- » *Detention, supervision, restricted residence, banishment or any such order as stated under Regulation 32 of the Public Officers (Conduct and Discipline) Regulations 1993 [P.U.(A) 395/1993] is issued against the officer.*

*Throughout 2018, the Commission decided on **8 cases** of suspension from work as shown in **Schedule 34**.*

**JADUAL 34****Urusan Gantung Kerja Bagi Tahun 2018 Berbanding Tahun 2017****SCHEDULE 34***Cases of Suspension from Work in 2018 as Compared to 2017*

BIL / NO.	JENIS KESALAHAN / TYPE OF WRONGDOING	2018	2017
1.	Sabitan mahkamah / <i>Conviction in a court of law</i>	8	22
2.	Perintah tahanan, pengawasan, kediaman terhad, buang negeri dan sebagainya / <i>Detention, supervision, restricted residence, banishment or any such order</i>	0	0
JUMLAH / TOTAL		8	22

**RAYUAN TATATERTIB**

Suruhanjaya berfungsi sebagai Lembaga Rayuan Tatatertib Perkhidmatan Awam bagi:

- » Semua kumpulan pegawai dalam Perkhidmatan Awam Am Persekutuan dan Perkhidmatan Awam Negeri Melaka, Negeri Sembilan dan Perlis yang dikenakan hukuman tatatertib oleh Lembaga Tatatertib Jabatan
- » Pegawai Kumpulan A yang dikenakan hukuman selain buang kerja atau turun pangkat dan Pegawai Kumpulan D dalam Perkhidmatan Awam Pulau Pinang yang dikenakan hukuman buang kerja oleh Lembaga Tatatertib Jabatan

Sepanjang tahun 2018, Suruhanjaya telah memutuskan **505** urusan rayuan tatatertib seperti di **Jadual 35**.

Sebanyak 17 urusan rayuan tatatertib telah diambil maklum oleh **Lembaga Rayuan Tatatertib Perkhidmatan Awam** memandangkan kes rayuan tatatertib tersebut dibuat di luar tempoh masa yang ditetapkan dan tidak mematuhi prosedur rayuan mengikut Peraturan-Peraturan Lembaga Tatatertib Perkhidmatan Awam 1993 [P.U.(A) 396/1993].

**DISCIPLINARY APPEALS**

*The Commission functions as the Public Services Disciplinary Appeal Board for cases involving:*

- » *All officers in the General Public Services of the Federation and Public Services of Melaka, Negeri Sembilan and Perlis whom punished by the Disciplinary Board*
- » *Officers in Group A whom punished other than dismissal or reduction in rank and officers in Group D of Public Services of Penang whom dismissed by the Disciplinary Board*

*Throughout 2018, the Commission decided on **505 cases of disciplinary appeal** as shown in **Schedule 35**.*

*The Public Services Disciplinary Appeal Board takes note that there were **17 disciplinary appeals** made beyond the time frame given and did not comply with the appeal procedure according to the Public Services Disciplinary Board Regulations 1993 [P.U.(A) 396/1993].*

**JADUAL 35****Keputusan Lembaga Rayuan Tatatertib Perkhidmatan Awam Bagi Tahun 2018 Berbanding Tahun 2017****SCHEDULE 35***Decisions of the Public Services Disciplinary Appeal Board in 2018 as Compared to 2017*

BIL / NO.	KEPUTUSAN / DECISION	2018	2017
1.	Menghantar balik kes kepada Lembaga Tatatertib untuk ditimbang semula / <i>Remit the case to the Disciplinary Board for reconsideration</i>	27	23
2.	Mengesahkan keputusan Lembaga Tatatertib / <i>Confirm the decision of the Disciplinary Board</i>	436	451
3.	Mengesahkan keputusan Lembaga Tatatertib tentang salah laku perayu tetapi mengubah hukuman kepada hukuman yang lebih ringan / <i>Confirm the decision of the Disciplinary Board as regards the appellant's wrongdoing but vary the punishment to that of a lesser one</i>	17	29
4.	Mengakaskan keputusan dan hukuman Lembaga Tatatertib dan membebaskan perayu / <i>Reverse the decision and punishment of the Disciplinary Board and acquit the appellant</i>	25	36
JUMLAH / TOTAL		505	539



**PELAKSANAAN DAN  
PEMBANGUNAN ICT**  
*ICT IMPLEMENTATION  
AND DEVELOPMENT*



## PENGENALAN

Bertitik tolak daripada kejayaan yang diperolehi pada tahun 2017, tahun 2018 telah menyaksikan SPA berusaha untuk memastikan penyampaian perkhidmatan melalui ICT terus dipertingkatkan.

Dengan bersandarkan kepada Pelan Strategik ICT SPA 2016-2020, aktiviti tahun 2018 telah disusun bagi menyokong pelaksanaan ICT berdasarkan pelan yang telah digarap. Kerjasama strategik antara Agensi Kerajaan diteruskan bagi memastikan integriti maklumat dipertahankan.

Selain itu, kaedah pengambilan melalui *MyRecruitment* yang telah diperkenalkan pada tahun 2009 telah dimurnikan dengan pengenalan sistem baharu bagi memastikan kaedah pemilihan calon dilaksanakan dengan lebih teliti.

Berdepan dengan arus perubahan dalam persekitaran ICT yang cepat, SPA melalui Bahagian Pengurusan Maklumat telah memastikan pelaksanaan ICT dilaksanakan berdasarkan peredaran semasa.

## PEMBANGUNAN SISTEM BAHARU

Tahun 2018 menyaksikan SPA telah meneruskan komitmen dalam meningkatkan penyampaian perkhidmatan kepada pengguna melalui pembangunan **empat (4) sistem baharu** dan menaik taraf **satu (1) sistem sedia ada**.

### i. Sistem iPass

**Sistem Integrasi Data Penilaian Holistik** atau **Integrated Personnel Assessment System (iPass)** dibangunkan bertujuan untuk memudahkan penyediaan data penilaian peperiksaan, data penilaian ujian fizikal dan kecergasan, data profil penilaian kompetensi dan data penilaian psikometrik.

Fasa awal pembangunan sistem ini telah bermula pada bulan Ogos 2017 dan pembangunannya disambung pada tahun 2018. iPass seterusnya mendapat kelulusan Ahli Suruhanjaya SPA pada 11 April 2018. Setelah melalui masa pengujian, sistem ini telah mula digunakan pada 25 Jun 2018 bagi skim perkhidmatan Pembantu Awam Gred H11.

Sehingga Disember 2018, sebanyak **67 urusan ujian psikometrik** menggunakan iPass telah dilaksanakan dan melibatkan seramai **308,425 orang calon**. Statistik penggunaan sistem iPass sehingga penghujung tahun 2018 adalah seperti di **Jadual 36**.

## INTRODUCTION

*In furtherance of the successes achieved in 2017, the PSC worked towards ensuring that the delivery of its services via ICT was enhanced in 2018.*

*Its activities in 2018 were conducted in adherence to the PSC ICT Strategic Plan 2016-2020. Strategic cooperation among the government agencies was continued to ensure that information integrity was safeguarded.*

*Furthermore, recruitment via MyRecruitment which was introduced in 2009 was refined with the introduction of a new system to ensure the implementation of a more thorough candidate selection method.*

*Confronted with the tide of rapid changes in the ICT environment, the PSC, through the Information Management Division, ensured that the ICT implementation was consistent with current circumstances.*

## DEVELOPMENT OF A NEW SYSTEM

*In 2018, the PSC continued its commitment to enhance its service delivery to users through the development of **four (4) new systems** and the upgrading of **one (1) existing system**.*

### i. iPass System

*The **Integrated Personnel Assessment System (iPass)** was developed for the purpose of facilitating the preparation of data on examinations and physical and fitness assessments, competency assessment profiles, psychometric assessment and evaluation of the assessment centres.*

*The early phase of the development of this system began in August 2017 and development was continued in 2018. iPass then obtained the approval of the members of the PSC on 11 April 2018. After undergoing testing, the system was first used on 25 June 2018 for grade H11 General Assistants scheme of service.*

*Up to December 2018, a total of **67 psychometric tests** involving **308,425 candidates** were conducted using iPass. Statistics on the use of the iPass until the end of 2018 is as shown in **Schedule 36**.*

**JADUAL 36****Statistik Penggunaan iPass Sepanjang Tahun 2018****SCHEDULE 36***Statistics on the Use of iPass in 2018*

<b>BIL / NO.</b>	<b>NOMOR PEMEROLEHAN / PROCUREMENT NO.</b>	<b>NAMA JAWATAN / DESIGNATION</b>	<b>JUMLAH CALON / NO. OF CANDIDATES</b>
1.	SS20180028	Pembantu Awam H11 (Semenanjung) / <i>General Assistant, H11 (Peninsular Malaysia)</i>	22,312
2.	SS20180031	Pembantu Awam H11 (Sabah) / <i>General Assistant, H11 (Sabah)</i>	1,774
3.	SS20180035	Pembantu Tadbir (Perkeranian/Operasi) N19 - Kementerian Kesihatan Malaysia (Sarawak) / <i>Administrative Assistant (Clerical/Operations), N19 - Ministry of Health (Sarawak)</i>	3,881
4.	SS20180036	Pembantu Tadbir (Perkeranian/Operasi) N19 - Kementerian Kesihatan Malaysia (Sabah) / <i>Administrative Assistant (Clerical/Operations), N19 - Ministry of Health (Sabah)</i>	1,508
5.	SS20180024	Pembantu Operasi N11- Pelbagai Jabatan (Semenanjung) / <i>Operations Assistant, N11 - various departments (Peninsular Malaysia)</i>	12,394
6.	SS20180025	Pembantu Operasi N11- Pelbagai Jabatan (Sabah) / <i>Operations Assistant, N11 - various departments (Sabah)</i>	890
7.	SS20180048	Pembantu Operasi N11- Pejabat Setiausaha Kerajaan Negeri Pulau Pinang / <i>Operations Assistant, N11 - Penang State Secretary Office</i>	566
8.	SS20180052	Pembantu Tadbir (Kewangan) W19 - Kementerian Kesihatan Malaysia (Semenanjung) / <i>Administrative Assistant (Finance), W19 - Ministry of Health (Peninsular Malaysia)</i>	7,091
9.	SS20180055	Pembantu Tadbir (Kewangan) W19 - Kementerian Kesihatan Malaysia (Sabah) / <i>Administrative Assistant (Finance), W19 - Ministry of Health (Sabah)</i>	2,223
10.	SS20180056	Pembantu Tadbir (Kewangan) W19 - Kementerian Kesihatan Malaysia (Sarawak) / <i>Administrative Assistant (Finance), W19 - Ministry of Health (Sarawak)</i>	1,843
11.	SS20180027	Pembantu Tadbir (Perkeranian/Operasi) N19 - Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Administrative Assistant (Clerical/Operations), N19 - Melaka State Secretary Office</i>	444
12.	SS20180026	Pembantu Tadbir (Kewangan) W19 - Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Administrative Assistant (Finance), W19 - Melaka State Secretary Office</i>	279
13.	SS20180043	Pembantu Perawatan Kesihatan U11 (Semenanjung) / <i>Healthcare Assistant, U11 (Peninsular Malaysia)</i>	50,020
14.	SS20180044	Pembantu Perawatan Kesihatan U11 (Sabah) / <i>Healthcare Assistant, U11 (Sabah)</i>	10,437
15.	SS20180045	Pembantu Perawatan Kesihatan U11 (Sarawak) / <i>Healthcare Assistant, U11 (Sarawak)</i>	6,321
16.	SS20180053	Pembantu Penilaian W19 - Jabatan Penilaian dan Perkhidmatan Harta / <i>Evaluation Assistant, W19 - Valuation and Property Service Department</i>	2,422
17.	SS20180054	Penghantar Notis N11 - Kementerian Air, Tanah, Sumber Asli / <i>Notice Server, N11 - Ministry of Water, Land and Natural Resources</i>	2,472
18.	SS20180033	Pembantu Belia dan Sukan (S19) - Kementerian Belia dan Sukan / <i>Youth and Sports Assistant, (S19) - Ministry of Youth and Sports</i>	824
19.	SS20180034	Penyelia Asrama N19 - Kementerian Belia dan Sukan / <i>Hostel Supervisor, N19 - Ministry of Youth and Sports</i>	1,356
20.	SS20180038	Pembantu Veterinar G19 - Pejabat Setiausaha Kerajaan Negeri Pulau Pinang / <i>Veterinary Assistant, G19 - Penang State Secretary Office</i>	196
21.	SS20180049	Pembantu Syariah LS19 Pejabat Setiausaha Kerajaan Negeri Perlis / <i>Shariah Assistant, LS19 - Perlis State Secretary Office</i>	105
22.	SS20180050	Pembantu Hal Ehwal Islam S19 - Pejabat Setiausaha Kerajaan Negeri Perlis / <i>Islamic Affairs Assistant, S19 - Perlis State Secretary Office</i>	73
23.	SS20180057	Penyelia Asrama N19 - Kementerian Kesihatan Malaysia (Sabah) / <i>Hostel Supervisor, N19 - Ministry of Health (Sabah)</i>	689
24.	SS20180058	Penyelia Asrama N19- Kementerian Kesihatan Malaysia (Sarawak) / <i>Hostel Supervisor, N19 - Ministry of Health (Sarawak)</i>	613
25.	SS20180064	Pembantu Arkib S19 - Jabatan Arkib Negara Malaysia / <i>Archive Assistant, S19, National Archives Department</i>	2,080

BIL / NO.	NOMOR PEMEROLEHAN / PROCUREMENT NO.	NAMA JAWATAN / DESIGNATION	JUMLAH CALON / NO. OF CANDIDATES
26.	SS20180066	Laskar Kelas Ii Maritim T1 - Agensi Penguatkuasa Maritim Malaysia / <i>Maritime Junior Able Rate, T1 - Malaysian Maritime Enforcement Agency</i>	5,137
27.	SK20180022	Pembantu Kesihatan Awam U19 (Semenanjung) / <i>Public Health Assistant, U19 (Peninsular Malaysia)</i>	1,192
28.	SB20180007	Pembantu Kesihatan Awam U19 (Sabah) / <i>Public Health Assistant, U19 (Sabah)</i>	210
29.	SK20180020	Pembantu Pembedahan Pergigian U19 (Semenanjung) / <i>Dental Surgery Assistant, U19 (Peninsular Malaysia)</i>	2,558
30.	SB20180008	Pembantu Pembedahan Pergigian U19 (Sabah) / <i>Dental Surgery Assistant, U19 (Sabah)</i>	540
31.	SW20180010	Pembantu Kesihatan Awam U19 (Sarawak) / <i>Public Health Assistant, U19 (Sarawak)</i>	172
32.	SW20180008	Pembantu Pembedahan Pergigian U19 (Sarawak) / <i>Dental Surgery Assistant, U19 (Sarawak)</i>	535
33.	SS20180063	Penghantar Notis N11 Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Notice Server, N11 - Melaka State Secretary Office</i>	694
34.	SM20180054	Penolong Pegawai Tadbir N29 / <i>Assistant Administrative Officer, N29</i>	8328
35.	SM20180088	Pegawai Belia dan Sukan S41 / <i>Youth and Sports Officer, S41</i>	11,574
36.	SS20180065	Pembantu Kesatria S19 - Kementerian Belia dan Sukan / <i>Kesatria Assistant, S19 - Ministry of Youth and Sports</i>	971
37.	SK20180023	Latihan Separa Perubatan Bertaraf Diploma (Semenanjung) / <i>Diploma-level paramedical training (Peninsular Malaysia)</i>	22,106
38.	SW20180011	Latihan Separa Perubatan Bertaraf Diploma (Sarawak) / <i>Diploma-level paramedical training (Sarawak)</i>	4,604
39.	SB20180009	Latihan Separa Perubatan Bertaraf Diploma (Sabah) / <i>Diploma-level paramedical training (Sabah)</i>	3,603
40.	SS20180061	Pembantu Hal Ehwal Islam S19 - Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Islamic Affairs Assistant, S19 - Melaka State Secretary Office</i>	192
41.	SY20180042	Pegawai Penyelidik Q41 - Lembaga Getah Malaysia / <i>Research Officer, Q41 - Malaysian Rubber Board</i>	28
42.	SS20180060	Pegawai Latihan E19 / <i>Training Officer, E19</i>	229
43.	SS20180073	Pemandu H11 - Pejabat Setiausaha Kerajaan Negeri Perlis / <i>Driver, H11 - Perlis State Secretary Office</i>	545
44.	SS20180062	Pemandu H11 - Pejabat Setiausaha Kerajaan Negeri Melaka / <i>Driver, H11 - Melaka State Secretary Office</i>	546
45.	SS20180068	Pembantu Pertahanan Awam KP19 (Semenanjung) / <i>Civil Defence Assistant, KP19 (Peninsular Malaysia)</i>	2,096
46.	SS20180069	Pembantu Pertahanan Awam KP19 (Sabah) / <i>Civil Defence Assistant, KP19 (Sabah)</i>	964
47.	SS20180070	Pembantu Pertahanan Awam KP19 (Sarawak) / <i>Civil Defence Assistant, KP19 (Sarawak)</i>	789
48.	SS20180059	Pembantu Pendaftaran KP 19 (Semenanjung) / <i>Registration Assistant, KP 19 (Peninsular Malaysia)</i>	6,691
49.	SS20180051	Pembantu Awam Gred H11 - Pejabat Setiausaha Kerajaan Negeri Pulau Pinang / <i>General Assistant, H11 - Penang State Secretary Office</i>	2,478
50.	SS20180071	Pengawal Keselamatan KP11 - Pejabat Ketua Pengawai Keselamatan / <i>Security Guard KP11 - Chief Government Security Office</i>	15,769
51.	SS20180072	Pembantu Keselamatan KP 19 - Pejabat Ketua Pengawai Keselamatan / <i>Security Assistant KP19 - Chief Government Security Office</i>	3,306
52.	SS20180075	Pegawai Khidmat Pelanggan N19 (Semenanjung) / <i>Customer Service Officer, N19 (Peninsular Malaysia)</i>	4,362
53.	SS20180076	Pegawai Khidmat Pelanggan N19 (Sabah) / <i>Customer Service Officer, N19 (Sabah)</i>	692
54.	SS20180077	Pegawai Khidmat Pelanggan N19 (Sarawak) / <i>Customer Service Officer, N19 (Sarawak)</i>	592
55.	SS20180074	Pegawai Bomba Gred KB19 - Jabatan Bomba dan Penyelamat Malaysia / <i>Fire Officer, KB19 - Fire and Rescue Department</i>	57,077
56.	SS20180081	Penjaga Jentera Elektrik J19 / <i>Electrical Chergeman, J19</i>	347
57.	SM20180122	Penolong Penguasa Penjara KA29 / <i>Assistant Superintendent of Prisons, KA29</i>	5,279

BIL / NO.	NOMBOR PEMEROLEHAN / PROCUREMENT NO.	NAMA JAWATAN / DESIGNATION	JUMLAH CALON / NO. OF CANDIDATES
58.	SM20180115	Penolong Pegawai Pertahanan Awam KP29 / <i>Assistant Civil Defence Officer, KP29</i>	415
59.	SS20180080	Pembantu Pembangunan Masyarakat S19 - Jabatan Perpaduan Negara dan Integrasi Nasional / <i>Community Development Assistant, S19 - Department of National Unity and Integration</i>	5,087
60.	SS20180083	Pembantu Tadbir (Perkeranian/Operasi) N19 - Pejabat Setiausaha Kerajaan Negeri Pulau Pinang / <i>Administrative Assistant (Clerical/Operations), N19 - Penang State Secretary Office</i>	878
61.	SM20170149	Pegawai Pembangunan Masyarakat S41 / <i>Community Development Officer, S41</i>	1,478
62.	SY20180043	Pegawai Tadbir Negeri N41 - Suruhanjaya Perkhidmatan Awam Negeri Terengganu / <i>State Administrative Officer, N41 - Public Services Commission of Terengganu</i>	199
63.	SY20180044	Pembantu Akauntan W19 - Lembaga Pertubuhan Peladang / <i>Accounts Assistant, W19 - Farmers' Organisation Authority</i>	1,671
64.	SY20180045	Juruteknik Komputer FT19 - Lembaga Pertubuhan Peladang / <i>Computer Technician, FT19 - Farmers' Organisation Authority</i>	202
65.	SY20180046	Pegawai Ekonomi E41 - Lembaga Pertubuhan Peladang / <i>Economics Officer, E41 - Farmers' Organisation Authority</i>	596
66.	SY20180047	Pembantu Operasi N11 - Lembaga Pertubuhan Peladang / <i>Operations Assistant, N11 - Farmers' Organisation Authority</i>	505
67.	SS20180085	Pembantu Pembangunan Masyarakat S19 - Pejabat Setiausaha Kerajaan Negeri Perlis / <i>Community Development Assistant, S19 - Perlis State Secretary Office</i>	375
<b>JUMLAH KESELURUHAN / TOTAL</b>			<b>308,425</b>

Antara muka utama Sistem iPass  
*iPass System main interface*

## ii. Sistem Helpdesk ICT

Sistem Helpdesk ICT dibangunkan bertujuan memudahkan proses aduan kerosakan peralatan ICT oleh Warga SPA. Melalui sistem ini, Juruteknik di Bahagian Pengurusan Maklumat, SPA dapat mengenal pasti aset yang digunakan oleh pegawai dan memudahkan urusan penyelenggaraan dilakukan.

Sistem ini telah mula digunakan sepenuhnya oleh warga SPA pada 2 Februari 2018.

## ii. ICT Helpdesk System

*The ICT Helpdesk system was developed to facilitate the process of reporting ICT equipment damage by the PSC personnel. Through this system, technicians in the Information Management Division of the PSC are able to identify the assets used by the officers and facilitate their maintenance.*

*The full use of the system by the PSC staff began on 2 February 2018.*



Antara muka utama Sistem Helpdesk ICT  
*ICT Helpdesk System main interface*

## iii. Sistem ePelanggan SPA

Sistem ePelanggan SPA dibangunkan bagi menyediakan sebuah medium interaksi secara maya bersama pelanggan SPA. Sistem ini berkonsepkan Hari Bersama Pelanggan SPA secara maya dengan penyediaan kaunter perkhidmatan secara dalam talian. Melalui sistem ini, SPA dapat memberikan kemudahan khidmat nasihat secara serta-merta serta membolehkan pelanggan berinteraksi dengan pegawai SPA secara atas talian.

Sistem ePelanggan ini telah dibangunkan dengan kerjasama dan panduan oleh Jabatan Perkhidmatan Awam Malaysia dan mula digunakan mulai tahun 2018. Pada tahun 2018, sebanyak tiga (3) Sesi ePelanggan SPA telah diadakan iaitu pada:

- » 14 Mei 2018;
- » 14 Ogos 2018; dan
- » 15 November 2018.

## iii. PSC ePelanggan System

*The PSC ePelanggan system was developed to provide a medium for virtual interaction with the PSC customers. The concept is a PSC open day conducted virtually through an online service counter. Through this system, the PSC is able to provide an instant advisory service facility to enable the customer to interact with the PSC officer online.*

*The ePelanggan system was developed with the cooperation and guidance of the Public Services Department and its use began in 2018. During the year, three (3) PSC ePelanggan sessions were held, i.e. on these dates:*

- » 14 May 2018;
- » 14 August 2018; and
- » 15 November 2018.

Senarai kaunter perkhidmatan yang disediakan dalam Sistem ePelanggan SPA adalah seperti berikut :

- » Kaunter Pendaftaran SPA8i
- » Kaunter Semakan Permohonan Jawatan (Diploma dan Ijazah)
- » Kaunter Semakan Permohonan Pegawai Perubatan
- » Kaunter Semakan Permohonan Jawatan Pelaksana (PMR dan SPM)
- » Kaunter Semakan Separa Perubatan (Latihan Separa Perubatan Bertaraf Sijil/Diploma/Urusan Lantikan Gred U19-U29)
- » Kaunter Urusan Naik Pangkat dan Tatatertib
- » Kaunter Urusan Peperiksaan
- » Kaunter Urusan Perkhidmatan

*The list of service counters in the PSC ePelanggan System is as follows:*

- » *SPA8i Registration Counter*
- » *Counter to Check on Job Application (Diploma and Degree)*
- » *Counter to Check on Medical Officer Application*
- » *Counter to Check on Executive Position Application (PMR and SPM)*
- » *Counter to Check for Paramedic (Paramedical Training for Certificate/ Diploma/Appointment, Grades U19-U29)*
- » *Promotion and Disciplinary Counter*
- » *Examination Counter*
- » *Service Counter*



Antara muka utama Sistem ePelanggan SPA  
*PSC ePelanggan System main interface*

**iv. Sistem Dashboard SPA**

Memandangkan terdapat keperluan untuk pemantauan yang lebih berkesan bagi meningkatkan lagi keberkesanan penyampaian perkhidmatan, pihak pengurusan atasan SPA telah mencadangkan satu sistem pemantauan dibangunkan. Maka dengan itu, pembangunan sistem Dashboard SPA telah dicadangkan.

Sistem Dashboard SPA ini merupakan hasil perkongsian pintar antara SPA dengan Jabatan Perkhidmatan Awam (JPA) di mana JPA memberikan kerjasama dan panduan dalam proses membangunkan sistem tersebut.

Untuk tahun 2018, Bahagian Perkhidmatan SPA telah menerajui pelaksanaan sistem ini. Sistem yang mula digunakan pada 1 Mei 2018 telah memudahkan pihak

**iv. PSC Dashboard System**

*Given the need for more effective monitoring to enhance effective service delivery, the PSC top management recommended that a monitoring system be developed. Hence, the PSC Dashboard system was proposed.*

*This system is the product of the smart partnership between the PSC and the Public Services Department (PSD) whereby the PSD provided cooperation and guidance in the process of developing the system.*

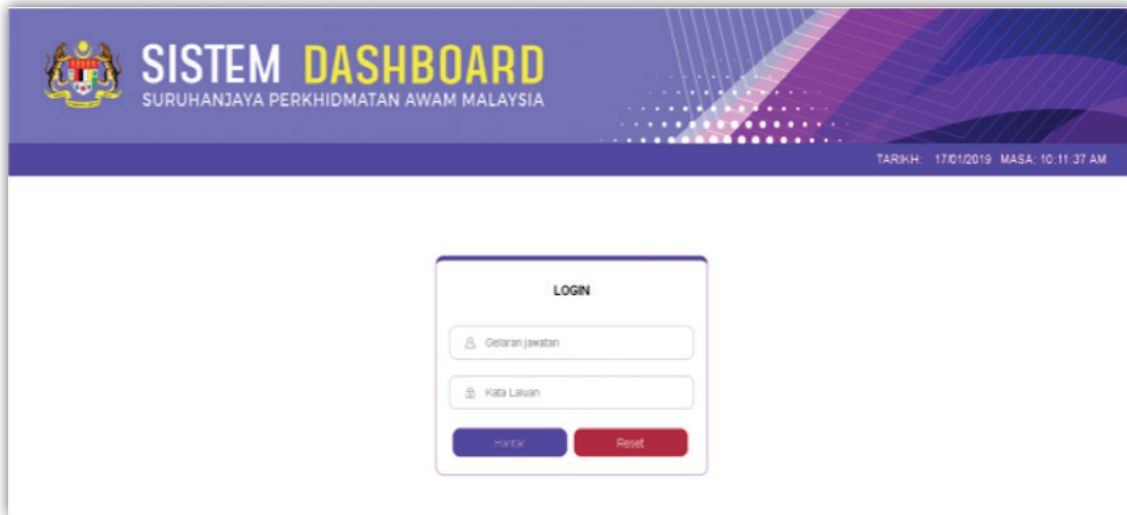
*In 2018, the Service Division of the PSC led the implementation of the system. The system was first used on 1 May 2018 and facilitated the top management to monitor the transfer matters conducted by the Transfer Unit under the Service Division. Through the system, the Undersecretary was*

Pengurusan Atasan SPA memantau urusan pertukaran yang dilakukan oleh Unit Pertukaran, Bahagian Perkhidmatan, SPA. Melalui sistem ini, Setiausaha Bahagian dapat mengetahui status terperinci setiap urusan serta tindakan yang telah diambil oleh pegawai.

Maklum balas daripada penggunaan sistem ini akan digunakan untuk proses tambah baik dan seterusnya peluasan kepada bahagian-bahagian lain di SPA pada masa akan datang.

*kept informed of the detailed status of every matter as well as action taken by the officers.*

*Feedback on the system was used in the process of improving the system and for extension to other divisions in the PSC in the future.*



Antara muka utama Sistem Dashboard SPA  
*PSC Dashboard System main interface*

## MENAIKTARAF SISTEM

### i. Sistem Lantikan Kontrak 2.0

Sistem Lantikan Kontrak sedia ada telah diberi nafas baharu melalui pembangunan Sistem Lantikan Kontrak 2.0. Sistem Lantikan Kontrak 2.0 membolehkan Kementerian/Jabatan/SUK membuat permohonan secara dalam talian urusan pelantikan secara kontrak kepada SPA. Sistem ini akan merangkumi permohonan bagi pegawai yang dilantik secara berikut :

- » Pelantikan secara kontrak
- » Pelantikan semula secara kontrak
- » Pelantikan secara kontrak selepas bersara

Sistem Lantikan Kontrak 2.0 ini dibangunkan bagi pengurusan pelantikan kontrak selaras Pekeliling Perkhidmatan Bilangan 2 Tahun 2008 Dasar Dan Prosedur Pelantikan Secara Kontrak (*Contract of Service*) dan Pekeliling SPA Bil. 1 Tahun 2017 Tatacara Pengambilan Pegawai Bagi Pelantikan Secara Kontrak Perkhidmatan.

Melalui sistem ini, statistik pengambilan pelantikan kontrak boleh diperolehi dengan cepat dan mudah. Selain itu, sebarang masalah berkaitan lantikan kontrak dapat dikenal pasti oleh pihak SPA dan Kementerian.

## SYSTEM UPGRADE

### i. Contract Appointment System 2.0

*The current Contract Appointment System was given a new life through the development of the Contract Appointment System 2.0, which has enabled ministries/departments/state secretariats to make online applications for contract appointments to the PSC. The system encompasses the following applications for the appointment of officers:*

- » *Contract appointment*
- » *Reappointment by contract*
- » *Post-retirement appointment by contract*

*This Contract Appointment System 2.0 was developed to manage contract appointments in line with Service Circular No. 2 Year 2008 Policy and Procedure for Contract of Service Appointments and PSC Circular No. 1 Year 2017 Procedure for Recruitment of Officers for Contract of Service Appointments.*

*Through this system, statistics on recruitment for contract appointments can be obtained rapidly and easily. In addition, any problems related to the contract appointments can be identified by the PSC and the ministry.*

Pada tahun 2018, sebanyak tiga acara bengkel telah diadakan bersama 5 buah agensi perintis, Bahagian Pengambilan dan Bahagian Pengambilan Khas iaitu:

- » Bengkel SLK Fasa I pada 27 - 29 Mac 2018
- » Bengkel SLK Fasa II pada 19 - 20 September 2018
- » Bengkel SLK Fasa III pada 23 - 25 Oktober 2018

Sistem Lantikan Kontrak 2.0 ini telah dilancarkan pada 21 November 2018 di Dewan Temu Duga, Aras 6, SPA oleh Tan Sri Pengerusi SPA. Sistem ini telah mula digunakan pada 14 Disember 2018 oleh 5 agensi perintis iaitu:

- » Kementerian Pertanian dan Industri Asas Tani
- » Jabatan Perpaduan Negara Dan Integrasi Nasional
- » Kementerian Komunikasi dan Multimedia
- » Jabatan Perdana Menteri
- » Jabatan Kemajuan Masyarakat (KEMAS)

*In 2018, three (3) workshops were held with five (5) pioneering agencies with Recruitment Division and Special Recruitment Division:*

- » *Contract Appointment System Workshop Phase I on 27-29 March 2018*
- » *Contract Appointment System Workshop Phase II on 19-20 September 2018*
- » *Contract Appointment System Workshop Phase III on 23-25 October 2018*

*The Contract Appointment System 2.0 was launched on 21 November 2018 in the Interview Hall, Level 6, PSC by the PSC Chairman. It was first used on 14 December 2018 by the following five (5) pioneering agencies:*

- » *Ministry of Agriculture and Agro-based Industry*
- » *Department of National Unity and Integration*
- » *Ministry of Communications and Multimedia*
- » *Prime Minister's Department*
- » *Community Development Department (KEMAS)*

Antara muka utama Sistem Lantikan Kontrak V2  
*Contract Appointment System V2 main interface*

## KERJASAMA STRATEGIK ANTARA AGENSI

Bagi meningkatkan keberkesanan pelaksanaan sistem di SPA, kerjasama strategik antara agensi barisan hadapan telah dilaksanakan. Kerjasama strategik ini melibatkan perkongsian data, perkongsian pintar dan integrasi sistem antara agensi dalam sektor awam. Selain itu, sistem-sistem di SPA juga telah digunakan oleh agensi pengambilan penjawat awam di peringkat negeri melalui kaedah perkongsian pintar. Pada tahun 2018, SPA telah meneruskan lagi tradisi perkongsian pintar dengan agensi dalam sektor awam seperti di **Jadual 37**.

## STRATEGIC COOPERATION AMONG AGENCIES

*To enhance the effectiveness of system implementation in the PSC, strategic cooperation among the forefront agencies was fostered. This involved data sharing, smart partnerships and system integration among the agencies in the public sector. In addition, the systems in the PSC were also utilised by recruitment agencies for public service positions at the state level via smart partnerships. In 2018, the PSC continued the tradition of smart partnerships with other public sector agencies as shown in **Schedule 37**.*

**JADUAL 37**
**Perkongsi Pintar dengan Sektor Awam**
**SCHEDULE 37**
*Smart Partnerships with the Public Sector*

BIL / NO.	AGENSI / AGENCY	SISTEM / SYSTEM
1.	Kementerian Dalam Negeri / <i>Ministry of Home Affairs</i>	eCR
2.	Suruhanjaya Perkhidmatan Negeri Kedah / <i>Kedah State Services Commission</i>	eTapis
3.	Suruhanjaya Perkhidmatan Negeri Kelantan / <i>Kelantan State Services Commission</i>	
4.	Kementerian Pendidikan Malaysia / <i>Ministry of Education</i>	eCR



Upacara Simbolik Perkongsian Sistem eCR antara Kementerian Dalam Negeri (KDN) dan SPA  
*Symbolic sharing of the eCR System between the Ministry of Home Affairs and the PSC*



Bergambar kenangan bersama pegawai Kementerian Dalam Negeri  
*Commemorative picture with officers of the Ministry of Home Affairs*

## PENGUKUHAN KESELAMATAN MAKLUMAT

Seiring dengan peralihan kepada dunia digital, SPA juga telah mengorak langkah dengan menggunakan ICT sebagai tunjang dalam penyampaian perkhidmatan. Kebergantungan kepada teknologi ICT atau maklumat ini mendedahkan SPA kepada ancaman-ancaman ataupun bahaya yang datang daripada dunia siber. Pengukuhan keselamatan maklumat merupakan salah satu kaedah proaktif bagi memastikan setiap ancaman dan risiko dikenal pasti dan tindakan penguraian dan langkah pencegahan awal diambil. Bahagian PM selaku pemudah cara kepada penggunaan dan pelaksanaan ICT di SPA telah mengambil beberapa langkah bagi pengukuhan keselamatan maklumat sepanjang tahun 2018. Antaranya ialah:

### **Pensijilan MS ISO/IEC 27001:2013 Information Security Management System (ISMS)**

Pensijilan ISMS ialah salah satu langkah yang diperkenalkan Kerajaan bagi memastikan keselamatan infrastruktur ICT Sektor Awam terutama yang melibatkan penyampaian perkhidmatan terjamin. Mula dilaksanakan pada tahun 2011, SPA telah meneruskan penguatkuasaan standard ISMS sehingga 2017. Pada tahun 2018, pensijilan semula ISMS telah dilaksanakan dengan mengekalkan skop sedia ada seperti berikut:

Urusan proses pelantikan dan perkhidmatan pegawai awam yang melibatkan pengoperasian dan penyelenggaraan maklumat bagi:

- » Sistem Mengambil Sepanjang Masa (eSMSM)
- » Sistem Pemantauan Urusan Perkhidmatan, Kenaikan Pangkat dan Tatatertib (eSPDM)
- » Portal Rasmi SPA

Urusan ini meliputi perkara-perkara seperti berikut:

- » Pangkalan Data
- » Backup dan restore
- » Preventive maintenance
- » Corrective maintenance
- » Pemasangan patches
- » Pengurusan akaun pengguna
- » Pengurusan change request
- » Pengemaskinian kandungan portal
- » Pengemaskinian semakan dalam talian

SPA telah berjaya memperoleh pensijilan semula ISMS berdasarkan standard MS ISO/IEC 27001:2013 melalui audit yang telah dijalankan pada 7 hingga 9 Ogos 2018. Sijil ini telah berkuat kuasa mulai 24 September 2018 hingga 29 November 2021.

Pihak CyberSecurity Malaysia akan menjalankan sesi audit pemantauan tahun pertama (2019) dan audit pemantauan tahun kedua (2020) bagi melihat pelaksanaan dan pematuhan kepada standard ISMS di SPA.

Antara aktiviti yang terlibat dalam pelaksanaan ISMS di SPA sepanjang tahun 2018 adalah seperti di **Jadual 38**.

## INFORMATION SECURITY REINFORCEMENT

*In conjunction with the transition to the digital world, the PSC took steps to utilise ICT as the basis in the delivery of its services. Reliance on ICT technology or information exposes the PSC to threats or even danger from the cyber world. The reinforcement of information security is one of the proactive methods to ensure that each threat and risk is identified and mitigating actions and early preventive measures are undertaken. The Information Management Division, acting as the facilitator for the utilisation and implementation of ICT in the PSC, took several measures to reinforce information security throughout 2018, including:*

### **MS ISO/IEC 27001: 2013 Information Security Management System (ISMS) Certification**

*ISMS certification is one of the steps introduced by the government to ensure the security of public sector ICT infrastructure, especially the delivery of services. First implemented in 2011, the ISMS standard continued to be enforced by the PSC until 2017. In 2018, ISMS re-certification was obtained by maintaining the current scope of functions:*

*The appointment process and the services of public officers involved in information operations and maintenance for the:*

- » Continuous Recruitment System (eSMSM)
- » Service Matters, Promotion and Discipline Monitoring System (eSPDM)
- » Official PSC portal

*This encompassed matters such as the following:*

- » Database
- » Backup and restoration
- » Preventive maintenance
- » Corrective maintenance
- » Installation of patches
- » Management of user accounts
- » Management of change requests
- » Updating of portal contents
- » Updating of online reviews

*The PSC succeeded in obtaining ISMS re-certification based on the MS ISO/IEC 27001:2013 standard through the audit conducted from 7 to 9 August 2018. The certificate is in force from 24 September 2018 until 29 November 2021.*

*Cyber Security Malaysia will conduct its first year monitoring audit session (2019) and second year monitoring audit (2020) to ensure the implementation and monitoring by the PSC adhere to the ISMS standard.*

*Some of the activities involved in the ISMS implementation in the PSC during 2018 are as shown in **Schedule 38**.*

**JADUAL 38**
**Aktiviti Pelaksanaan ISMS di SPA Sepanjang Tahun 2018**
**SCHEDULE 38**
*ISMS Implementation Activities in the PSC in 2018*

BIL / NO.	AKTIVITI / ACTIVITY	TARIKH / DATE
1.	Analisis Risiko berdasarkan metodologi <i>Malaysian Risk Assessment Methodology (MYRAM) / Malaysian Risk Assessment Methodology (MYRAM)</i>	Mac - Jun 2018 / <i>March - June 2018</i>
2.	Bengkel ISMS Bil.1/2017 - Semakan dokumen ISMS / <i>ISMS Workshop No. 1/2017 - ISMS Document Review</i>	14 Mac 2018 / <i>14 March 2018</i>
3.	Audit Dalam ISMS / <i>ISMS Internal Audit</i>	11-13 Julai 2018 / <i>11 - 13 July 2018</i>
4.	Audit Pemantauan Tahun Kedua oleh CyberSecurity Malaysia / <i>Second Year Monitoring Audit by Cyber Security Malaysia</i>	7-9 Ogos 2018 / <i>7 - 9 August 2018</i>

Semua ketakakuran dan peluang penambahbaikan yang dicadangkan oleh Pasukan Audit Dalam serta CyberSecurity Malaysia telah diambil tindakan oleh Pasukan Pelaksana ISMS SPA.

*All non-conformity and opportunities for improvement recommended by the Internal Audit Team as well as CyberSecurity Malaysia were attended to by the PSC ISMS Implementation Team.*



Sijil Pengiktirafan Pelaksanaan Standard MS ISO/IEC 27001:2013  
*Certificate of Accreditation of MS ISO/IEC 27001:2013 Implementation Standard*

**PROGRAM KESEDARAN DAN PEMBUDAYAAN ICT**

**ICT AWARENESS AND CULTIVATION PROGRAMME**

Tradisi bagi memberikan pendedahan kepada warga SPA berkaitan pelaksanaan ICT SPA diteruskan pada tahun 2018. Program bulan ICT dijenamakan kepada Hari ICT. Antara program yang dianjurkan sempena Sambutan Hari ICT SPA yang telah diadakan pada 31 Oktober 2018 adalah seperti di **Jadual 39**.

*The tradition of exposing PSC staff to ICT implementation continued in 2018. The programme, ICT Month, was rebranded as ICT Day. Some of the programmes organised on the occasion of the PSC ICT Day celebration held on 31 October 2018 are as shown in Schedule 39.*

**JADUAL 39**

**Senarai Program Sempena Sambutan Hari ICT SPA**

**SCHEDULE 39**

*List of ICT Day Celebration Programme Activities*

BIL / NO.	AKTIVITI / ACTIVITY	TARIKH / DATE
1.	Hebahan Informasi ICT / <i>ICT Information Dissemination</i>	Setiap minggu sepanjang bulan Oktober / <i>Every week during the month of October</i>
2.	Booth Informasi berkaitan Perkhidmatan MyGov*UC dan Microsoft / <i>Information Booth on the MyGov*UC Service and Microsoft</i>	31 Oktober 2018 / <i>31 October 2018</i>
3.	Pelancaran Hari ICT SPA / <i>Launch of the PSC ICT Day</i>	31 Oktober 2018 / <i>31 October 2018</i>

Pengerusi SPA, Tan Sri Zainal Rahim Seman telah merasmikan pelancaran Hari ICT SPA 2018. Pada majlis tersebut, tayangan berkaitan Revolusi Industri 4.0 (IR4.0) juga telah diperlihatkan kepada warga SPA dengan tujuan memberikan pendedahan awal berkaitan IR4.0. Selain itu, Tan Sri Pengerusi juga telah sudi menyampaikan Kit ICT kepada semua Setiausaha Bahagian di SPA. Kit ICT yang mengandungi satu unit external hardisk adalah salah satu inisiatif SPA dalam memudahkan urusan pemindahan dan penyimpanan maklumat bahagian di SPA. YBhg. Tan Sri Pengerusi juga telah menyerahkan Sijil Pengiktirafan Pelaksanaan standard MS ISO/IEC 27001:2013 *Information Security Management System* kepada Setiausaha SPA sebagai simbolik kepada pensijilan semula ISMS yang telah diterima oleh SPA.

*The PSC Chairman, Tan Sri Zainal Rahim Seman, officiated at the launch of the 2018 PSC ICT Day. In the ceremony, a show on the Industrial Revolution 4.0 (IR 4.0) was viewed by the PSC staff to expose them to IR 4.0. The Chairman presented ICT Kits to all Undersecretaries in the PSC. The kit, which contained an external hard disk, was one of the PSC initiatives to facilitate divisional information transfer and storage. The Chairman also handed over the Certificate of Accreditation of the MS ISO/IEC27001:2013 Information Security Management System Standard to the PSC Secretary to symbolise the ISMS re-certification received by the PSC.*



Ucapan perasmian Hari ICT oleh Pengerusi SPA  
*ICT Day Opening Speech by the PSC Chairman*



Upacara simbolik penyerahan Sijil ISMS  
*Symbolic Handover of the ISMS Certificate*

## PENGIKTIRAFAN

### Anugerah Inovasi Jabatan Perdana Menteri (AIJPM)

SPA telah merangkul Anugerah Johan Kategori ICT untuk sistem eTapis bagi Pertandingan Anugerah Inovasi Jabatan Perdana Menteri (AIJPM) 2018. Anugerah tersebut telah disampaikan oleh YBhg. Datuk Seri Dr. Ismail bin Hj. Bakar, Ketua Setiausaha Negara bersempena dengan Hari Inovasi dan Kecemerlangan Jabatan Perdana Menteri 2018 yang telah diadakan di Dewan De' Seri Endon Puspanita, Putrajaya. Turut hadir pada majlis tersebut ialah Tan Sri Zainal Rahim Seman, Pengerusi SPA. Selaku Johan, SPA telah membawa pulang hadiah wang kemenangan bernilai RM5,000.00.



Pengerusi SPA bersama Setiausaha SPA dan Pengurusan Tertinggi JPM  
*PSC Chairman with the PSC Secretary and the Top Management of the Prime Minister's Department*

## RECOGNITION

### Prime Minister's Department Innovation Awards

*The Public Services Commission garnered the Winner's Award in the ICT category through its eTapis system in the 2018 Prime Minister's Department Innovation Awards competition. The award was presented by Datuk Seri Dr Ismail bin Haji Bakar, the Chief Secretary, on the occasion of the 2018 Prime Minister's Department's Innovation and Excellence Day which was held in the De' Seri Endon Puspanita Hall, Putrajaya. Present at the ceremony was Tan Sri Zainal Rahim Seman, Chairman of PSC. As the winner, the PSC received prize money of RM5,000.00.*



Setiausaha SPA bersama wakil SPA  
*PSC Secretary and representatives*



Upacara penyampaian hadiah kemenangan oleh Ketua Setiausaha Negara  
*Prize-giving ceremony with the Chief Secretary*



Bergambar kenangan bersama Setiausaha SPA  
*Commemorative picture with the PSC Secretary*

## STATISTIK URUSAN PENGEMASKINIAN MAKLUMAT ONLINE

Sepanjang tahun 2018, sebanyak **1,048 urusan** pengemaskinian maklumat yang dipaparkan di Portal SPA. Pecahan adalah seperti di **Jadual 40**.

### JADUAL 40

#### Pengemaskinian Maklumat di Portal SPA

#### SCHEDULE 40

Information Updates on the PSC Portal

BULAN / MONTH	BILANGAN PEMEROLEHAN / NO. OF ACQUISITIONS	JADUAL PEPERIKSAAN / EXAM SCHEDULE	KEPUTUSAN PEPERIKSAAN / EXAM RESULT	JADUAL TEMU DUGA / INTERVIEW SCHEDULE	KEPUTUSAN TEMU DUGA / INTERVIEW RESULT
Januari / January	42	4	2	17	19
Februari / February	41	4	3	27	7
Mac / March	47	12	5	14	16
April / April	53	4	15	11	23
Mei / May	50	3	3	28	16
Jun / June	17	3	1	2	11
Julai / July	31	9	1	7	14
Ogos / August	35	4	7	14	10
September / September	61	31	9	11	10
Oktober / October	48	11	6	14	17
November / November	56	11	20	11	14
Disember / December	43	9	14	12	8
<b>JUMLAH / TOTAL</b>	<b>524</b>	<b>105</b>	<b>86</b>	<b>168</b>	<b>165</b>

## STATISTICS ON ONLINE INFORMATION UPDATES

During 2018, a total of **1,048 information** updates were displayed on the PSC portal. The breakdown is as shown in **Schedule 40**.

## STATISTIK PERMOHONAN CHANGE REQUEST DAN KEMAS KINI DATA DARIPADA BAHAGIAN

Permohonan perubahan (*Change Request*) berkaitan data dan perubahan sistem bagi semua sistem aplikasi SPA sepanjang tahun 2018 yang direkodkan ialah sebanyak **2,262 permohonan**. Ia menunjukkan penurunan berbanding 4,239 permohonan pada tahun 2017. Pecahan permohonan ialah seperti di **Jadual 41** dan **42**.

## STATISTICS ON CHANGE REQUEST AND UPDATING OF DATA FROM DIVISIONS

*Change requests* related to data and system changes for all PSC applications received and recorded during 2018 numbered **2,262**. This indicated a decrease as compared to the 4,239 applications received in 2017. The breakdown of the applications is as shown in **Schedule 41** and **42**.

**JADUAL 41****Pecahan Permohonan Mengikut Bahagian****SCHEDULE 41***Breakdown of Applications According to Division*

BIL. / NO.	BAHAGIAN / DIVISION	JUMLAH PERMOHONAN / NUMBER OF APPLICATIONS
1.	Pengambilan / <i>Recruitment</i>	119
2.	Pengambilan Khas / <i>Special Recruitment</i>	330
3.	Peperiksaan / <i>Examination</i>	3
4.	Perkhidmatan / <i>Service</i>	663
5.	Pengurusan Maklumat / <i>Information Management</i>	35
6.	Urus Setia SPA Cawangan Sabah / <i>Sabah Branch Secretariat</i>	29
7.	Urus Setia SPA Cawangan Sarawak / <i>Sarawak Branch Secretariat</i>	116
8.	Urus Setia Suruhanjaya Perkhidmatan Kehakiman dan Perundangan / <i>Judicial and Legal Services Commission Secretariat</i>	12
9.	Aduan ePengesahan Online / <i>ePengesahan Online Complaints</i>	954
<b>JUMLAH / TOTAL</b>		<b>2,262</b>

**JADUAL 42****Pecahan Permohonan Aduan Dan Perubahan Sistem Diselesaikan Mengikut Sistem****SCHEDULE 42***Breakdown of Complaints and System Change Applications Resolved According to the Systems*

BIL. / NO.	SISTEM / SYSTEM	JUMLAH ADUAN DISELESAIKAN / NUMBER OF COMPLAINTS RESOLVED	JUMLAH PERUBAHAN SISTEM DISELESAIKAN / NUMBER OF SYSTEM CHANGES RESOLVED
1.	eSMSM	314	128
2.	eSPDM	1,625	17
3.	SPA8i	6	17
4.	ePertanyaan	1	1
5.	eCirculation	-	3
6.	ePengesahan	81	16
7.	Sistem Tawaran Pelantikan	4	1
8.	eCirculation SPA	2	-
9.	mySPA8I	3	13
10.	MyGIM	10	-
11.	ePengisian	1	7
12.	iPass	-	7
<b>JUMLAH / TOTAL</b>		<b>2,047</b>	<b>210</b>

# MESYUARAT SURUHANJAYA

## *Commission MEETINGS*



## MESYUARAT SURUHANJAYA

Suruhanjaya telah bersidang sebanyak **39 kali** dalam Mesyuarat Suruhanjaya sepanjang tahun 2018. Sejumlah **1,292 kertas pertimbangan** Suruhanjaya telah dipertimbangkan sepanjang tahun ini melalui mesyuarat secara fizikal yang diadakan pada hari Isnin dan secara edaran harian yang dilaksanakan melalui sistem e-Circulation SPA. Berdasarkan pencapaian sistem e-Circulation SPA pada tahun 2018, sebanyak **185 urusan mesyuarat** secara maya telah berjaya dilaksanakan.

Sepanjang tahun 2018 juga, sebanyak **39 kali Mesyuarat Lembaga Rayuan Tata tertib Perkhidmatan Awam** telah diadakan melibatkan **531 kertas rayuan tata tertib** telah dipertimbangkan oleh Suruhanjaya.

Selain itu, Suruhanjaya juga bertindak sebagai **Lembaga Rayuan Tata tertib Perkhidmatan Awam Negeri Pulau Pinang (Kumpulan D) (Pembuangan Kerja Dan Penurunan Pangkat)** telah bersidang sebanyak **dua (2) kali** sepanjang tahun 2018 dan telah menimbang sebanyak **satu (1) kertas rayuan tata tertib**. Selaku Pihak Berkuasa Melantik yang memiliki bidang kuasa menimbang rayuan kenaikan pangkat, sebanyak **35 kali Mesyuarat Lembaga Rayuan Kenaikan Pangkat Perkhidmatan Awam** telah berjaya dilaksanakan dan **49 kertas rayuan kenaikan pangkat** telah dipertimbangkan.

**Mesyuarat Khas Suruhanjaya** pula telah diadakan sebanyak **dua (2) kali** iaitu pada 11 April 2018 di Kuching, Sarawak dan pada 15 Oktober 2018 di Kuantan, Pahang. Sebanyak **sepuluh (10) kertas** telah dibentangkan dalam Mesyuarat Khas Suruhanjaya tersebut.

Tan Sri Zainal Rahim mempengerusikan Mesyuarat Suruhanjaya ►  
*Tan Sri Zainal Rahim chairing a Commission Meeting*



Mesyuarat Suruhanjaya  
*Commission Meeting*

## COMMISSION MEETINGS

*The Commission convened **39 times** officially in 2018. A total of **1,292 papers for consideration** were discussed by the Commission in face-to-face meetings held on Mondays and through daily circulation implemented via the PSC e-Circulation system. Owing to the achievements of the PSC e-Circulation system in 2018, a total of **185 virtual meetings** were conducted successfully.*

*Throughout 2018, the **Public Service Disciplinary Appeal Board held 39 meetings** in which **531 disciplinary appeal papers** were considered by the Commission.*

*In addition, the Commission, acting as the **Penang State (Group D) (Dismissal and Demotion) Public Service Disciplinary Appeal Board met two (2) times** in 2018 and considered **one (1) disciplinary appeal paper**. As the appointing authority with the jurisdiction to consider promotion appeals, the **Public Service Promotion Appeal Board held 35 meetings** and considered **49 promotion appeal papers**.*

*Extraordinary meetings of the Commission were held **two (2) times**, i.e. on 11 April 2018 in Kuching and on 15 October 2018 in Kuantan. **Ten (10) papers** were presented at these meetings.*



Mesyuarat Suruhanjaya terakhir untuk tahun 2018  
*Final Commission Meeting in 2018*

# BAJET *BUDGET*



## PERUNTUKAN TANGGUNGAN

Di bawah maksud Peruntukan Tanggungan (T.9), Suruhanjaya telah diluluskan dengan peruntukan berjumlah **RM7,785,000.00**. Berdasarkan peruntukan ini, sebanyak **RM6,074,400.00** diperuntukkan untuk **Emolumen** manakala **RM1,210,600.00** bagi **Perkhidmatan dan Bekalan** serta **RM500,000.00** adalah untuk **Pemberian dan Kenaan Bayaran Tetap**. Perbelanjaan sebenar sehingga tarikh penutupan akaun awam adalah sebanyak **RM5,056,388.88** atau **64.95%** daripada nilai peruntukan yang telah diluluskan. Peruntukan Tanggungan bagi tahun 2018 adalah seperti di **Carta 5**.

## PERUNTUKAN BEKALAN

Di bawah maksud Peruntukan Bekalan (B.5), Suruhanjaya telah diluluskan peruntukan sebanyak **RM37,491,400.00**.

Daripada jumlah itu, sebanyak **RM22,367,500.00** diperuntukkan untuk Emolumen manakala **RM15,110,900.00** untuk **Perkhidmatan Dan Bekalan** serta **RM13,000.00** untuk **Pemberian Dan Kenaan Bayaran Tetap**. Tiada peruntukan aset yang diluluskan.

Sehingga tarikh penutupan akaun awam 2018, Emolumen sebanyak **RM23,042,825.33**; Perkhidmatan dan Bekalan berjumlah **RM10,520,622.24**; Aset serta Pemberian dan Kenaan Bayaran Tetap bernilai **RM2,659,616.30** dan **RM1,620.00** telah dibelanjakan.

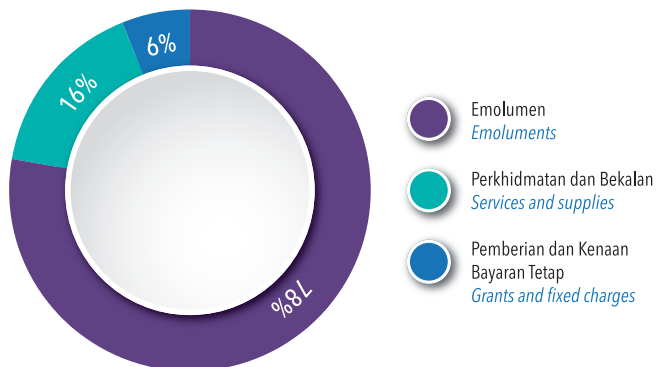
Perbelanjaan sebenar sehingga tarikh penutupan akaun awam 2018 adalah sebanyak **RM36,224,683.87** atau **96.62%**. Peruntukan Bekalan bagi tahun 2018 adalah seperti di **Carta 6**.

### CARTA 5

#### Peruntukan Tanggungan Tahun 2018

##### CHART 5

Allocation For Charges For 2018



## ALLOCATION FOR CHARGES

Under allocation for charges (T.9), the Commission approved an allocation of **RM7,785,000.00**. Out of this allocation, **RM6,074,400.00** was for emoluments while **RM1,210,600.00** was for services and supplies and **RM500,000.00** for grants and fixed charges. Actual expenditure until the closing of general accounts was **RM5,056,388.88** or **64.95%** of the approved allocation. The allocation for charges for 2018 is as shown in **Chart 5**.

## ALLOCATION FOR SUPPLIES

Under allocation for supplies (B.5), the Commission approved an allocation of **RM37,491,400.00**.

Out of this amount, **RM22,367,500.00** was for emoluments, while **RM15,110,900.00** was for services and supplies and **RM13,000.00** was for grants and fixed charges. There was no approved allocation for assets.

Up to the closing of the general accounts for 2018, total expenditure for emoluments was **RM23,042,825.33**, that for services and supplies totalled **RM10,520,622.24**, while for assets as well as grants and fixed charges, **RM2,659,616.30** and **RM1,620.00** respectively were expended.

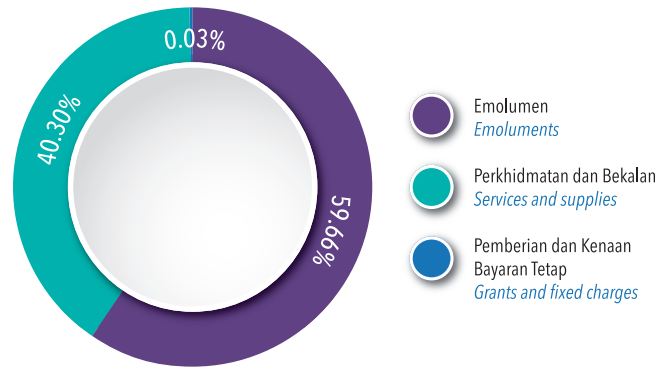
The actual expenditure up to the closing of the general accounts for 2018 was **RM36,224,683.87** or **96.62%**. The allocation for supplies for 2018 is as shown in **Chart 6**.

### CARTA 6

#### Peruntukan Bekalan Tahun 2018

##### CHART 6

Allocation For Supplies For 2018



**AKTIVITI SURUHANJAYA**  
*ACTIVITIES OF THE Commission*



## JANUARI 2018 JANUARY 2018

### 8.1.2018

Mesyuarat Suruhanjaya Bilangan 1/2018 dipengerusikan oleh Pengerusi SPA, Tan Sri Arpah Abdul Razak.

*Commission Meeting no. 1/2018 chaired by the PSC Chairperson, Tan Sri Arpah Abdul Razak.*



### 8.1.2018

Pengerusi SPA Tan Sri Arpah Abdul Razak telah membuat lawatan ke Institut Kemahiran Tinggi Belia Negara (IKTBN) Bukit Mertajam, Pulau Pinang untuk melihat calon-calon bagi jawatan Pegawai Tadbir dan Diplomatik (PTD) 2018 yang sedang menjalani Ujian Kecergasan Jasmani Kebangsaan (UKJK).

*The PSC Chairperson, Tan Sri Arpah Abdul Razak, paid a visit to the National Advanced Skill Youth Institute in Bukit Mertajam to meet candidates for the post of Administrative and Diplomatic Officer who were sitting for the National Physical Fitness Test.*



## APRIL 2018 APRIL 2018



### 1.4.2018

Pengerusi SPA Tan Sri Arpah Abdul Razak telah menyampaikan pembentangan bertajuk Dasar Perkhidmatan Awam dan Isu - Isu Berkaitan (Perspektif SPA) pada program Executive Talk anjuran Jabatan Pembangunan Persekutuan Negeri Kelantan (JPPK).

*The PSC Chairperson, Tan Sri Arpah Abdul Razak, gave a presentation entitled 'Public Service Policy and Related Issues (PSC Perspective)' for the Executive Talk programme organised by the Kelantan Federal Development Department.*



### 2.4.2018

Mesyuarat Suruhanjaya Bilangan 12/2018 dipengerusikan oleh Pengerusi SPA, Tan Sri Arpah Abdul Razak.

*Commission meeting no. 12/2018 chaired by the PSC Chairperson, Tan Sri Arpah Abdul Razak.*




**11.4.2018**

Pada 10 - 11 April 2018 telah berlangsungnya Mesyuarat Suruhanjaya Bil. 13/2018 yang bertempat di Dewan Undangan Negeri Sarawak dan Mesyuarat Khas Suruhanjaya Bil. 1/2018 bertempat di Bilik Gerakan, Pejabat Setiausaha Persekutuan Sarawak di Kuching, Sarawak. Kali ini, SPA Malaysia Cawangan Sarawak telah terpilih sebagai tuan rumah dengan kerjasama Bahagian Urus Setia Mesyuarat, SPA.

*On 10 - 11 April 2018, Commission Meeting no. 13/2018 was held in the Sarawak State Legislative Assembly while Commission Extraordinary Meeting no. 1/2018 was held in the Operations Room of the Sarawak State Secretariat Office in Kuching. The Sarawak branch of the PSC was selected as the host with the cooperation of the Meeting Secretariat Division of the PSC.*


**7.5.2018**

Mesyuarat Suruhanjaya Bilangan 15/2018 dipengerusikan oleh Tan Sri Arpah Abdul Razak.

*Commission meeting no. 15/2018 chaired by Tan Sri Arpah Abdul Razak.*


**MEI 2018**  
**MAY 2018**

**17.4.2018-16.5.2018**

**Temu Duga Pegawai Tadbir Dan Diplomatik (PTD) Gred M41 Tahun 2018**

SPA telah mengadakan sesi temu duga bagi jawatan Pegawai Tadbir dan Diplomatik (PTD) Gred M41 bagi pengambilan tahun 2018 yang bermula pada 17 April sehingga 16 Mei 2018.

**Interview for Grade M41 Administrative and Diplomatic Officers in 2018**

The PSC held interviews for the position of Grade 41 Administrative and Diplomatic Officers for 2018 from 17 April until 16 May 2018.



**JULAI 2018  
JULY 2018**

**2.7.2018**

Mesyuarat Suruhanjaya Bilangan 20/2018 pada 2 Julai 2018 di Putrajaya, dipengerusikan oleh Tan Sri Arpah Abdul Razak.

*Commission meeting no. 20/2018 held on 2 July 2018 in Putrajaya was chaired by Tan Sri Arpah Abdul Razak.*





**14.7.2018**

**Lawatan Kerja SPA ke Jabatan Perikanan Malaysia Pulau Pinang**

Tan Sri Arpah sedang mendengar taklimat yang disampaikan oleh Dato Hj Munir Hj Mohd Nawi Ketua Pengarah Perikanan Malaysia.

***PSC Working Visit to the Department of Fisheries, Penang***

*Tan Sri Arpah listening to the briefing by Dato' Haji Munir Haji Mohd Nawi, Director-General of Fisheries.*



**17.7.2018**

Mesyuarat Luar Suruhanjaya Bilangan 22 Tahun 2018 di Pulau Pinang.  
*Commission External Meeting no. 22 of 2018 in Penang.*



**18.7.2018**

**Lawatan Kerja di Kem Bina Negara, Balik Pulau, Pulau Pinang**

Delegasi SPA yang diketuai oleh Tan Sri Arpah bt Abdul Razak, Ahli-ahli Suruhanjaya serta barisan Pengurusan Tertinggi SPA telah mengadakan satu lawatan kerja ke Kem Bina Negara, Biro Tatanegara (BTN) di Balik Pulau, Pulau Pinang. Delegasi SPA turut mendengar taklimat berkenaan peranan dan fungsi Biro Tatanegara yang telah disampaikan oleh Datuk Haji Ibrahim bin Saad, Ketua Pengarah BTN. Taklimat berkenaan struktur perjawatan BTN telah disampaikan Encik Suzaini bin Ahmad, Pengarah Bahagian Khidmat Pengurusan BTN.

***Working Visit to the Nation Building Camp in Balik Pulau, Penang***

*The PSC delegation, headed by Tan Sri Arpah bt Abdul Razak, including members of the Commission as well as the top management, visited the Nation Building Camp of the National Civics Bureau in Balik Pulau, Penang. They listened to a briefing on the role and functions of the National Civics Bureau given by its Director-General, Datuk Haji Ibrahim bin Saad. The briefing on the hierarchical structure of the bureau was given by Mr Suzaini bin Ahmad, Director of the Management Service Division.*



25.7.2018

**Tan Sri Zainal Rahim Seman sebagai Pengerusi SPA Yang Baharu**

Tan Sri Zainal Rahim Seman dilantik sebagai Pengerusi SPA yang baharu bermula hari ini setelah majlis angkat sumpah jawatan dan setia dihadapan Hakim Mahkamah Persekutuan, Tan Sri Dato' Sri Azahar Mohamed di Istana Kehakiman. Turut mengiringi ke majlis angkat sumpah jawatan dan taat setia, Setiausaha SPA Dato' Zainal Abidin Ahmad. Terdahulu ketibaan Tan Sri Zainal ke SPA disambut oleh Dato' Zainal Abidin Ahmad, Timbalan Setiausaha (Perkhidmatan) Tuan Haji Ikhbal Hanam Mukras, Timbalan Setiausaha (Pengambilan), Puan Hajah Ruziah Haji Shafei dan Setiausaha Bahagian Urus Setia Mesyuarat Encik Ahmad Mokhtar Shahul Hamid.

**Tan Sri Zainal Rahim Seman, New Chairman of the PSC**

Tan Sri Zainal Rahim Seman was appointed as the new Chairman of the PSC on 25 July 2018 after the swearing-in and oath of allegiance ceremony before the Federal Court Judge, Tan Sri Dato' Sri Azahar Mohamed, in the Palace of Justice. He was accompanied by the PSC Secretary, Dato' Zainal Abidin Ahmad. Earlier, on his arrival at the PSC, Tan Sri Zainal had been welcomed by Dato' Zainal Abidin Ahmad, Deputy Secretary (Service), Haji Ikhbal Hanam Mukras, Deputy Secretary (Recruitment), Hajah Ruziah Haji Shafei and Undersecretary of the Secretariat Division, Mr Ahmad Mokhtar Shahul Hamid.



## SEPTEMBER 2018 SEPTEMBER 2018

**27.9.2018**

Kunjungan Hormat Ketua Setiausaha Kementerian Pengangkutan (MOT) ke atas Pengerusi SPA dan sesi perbincangan antara MOT dan SPA.

*Discussion between Secretary-General of Ministry of Transport and PSC Chairman.*



## OKTOBER 2018 OCTOBER 2018

10.10.2018

### Mesyuarat Penyelarasan SPA, KKM dan JPA

Mesyuarat Penyelarasan di antara SPA bersama Kementerian Kesihatan Malaysia (KKM) dan Jabatan Perkhidmatan Awam (JPA) di bilik Mesyuarat Suruhanjaya SPA. Mesyuarat ini telah dipengerusikan oleh Tan Sri Zainal Rahim Seman, Pengerusi SPA dan turut dihadiri oleh Dato' Seri Dr. Chen Chaw Min, Ketua Setiausaha KKM dan wakil-wakil dari JPA.

### PSC, Ministry of Health and PSD Coordination Meeting

The coordination meeting of the PSC with the Ministry of Health and the Public Services Department (PSD) in the PSC Meeting Room was chaired by Tan Sri Zainal Rahim Seman, the PSC Chairman, and it was attended by Dato' Seri Dr Chen Chaw Min, the Secretary-General of Ministry of Health and PSD representatives.



15.10.2018

### Mesyuarat Khas Suruhanjaya di Negeri Pahang.

*Extraordinary Meeting of the Commission in Pahang.*



**16.10.2018**

**Lawatan Kerja Pengerusi SPA Ke SPA Negeri Pahang**

Delegasi SPA yang diketuai oleh Pengerusi SPA, Tan Sri Zainal Rahim Seman telah melakukan lawatan kerja ke SPA Negeri Pahang di Kuantan.

Lawatan kerja ini turut disertai oleh Timbalan Pengerusi SPA, Dato' Sri Zol Azha bin Yusof, ahli-ahli Suruhanjaya iaitu Dato' Selwyn Vijayarajan Das dan Datuk Yeow Chin Kiong beserta urusetia SPA.

Timbalan Pengerusi SPA Negeri Pahang, Dato' Hj. Abdul Rahim bin Mohamad turut menyampaikan taklimat ringkas berkenaan SPA Negeri Pahang.

**Working Visit of the PSC Chairman to the Pahang PSC**

*The PSC delegation headed by its Chairman, Tan Sri Zainal Rahim Seman, made a working visit to the Public Services Commission of Pahang in Kuantan.*

*It included the PSC Deputy Chairman, Dato' Sri Zol Azha bin Yusof, members of the Commission, i.e. Dato' Selwyn Vijayarajan Das and Datuk Yeow Chin Kiong, along with the PSC secretariat.*

*The Pahang State PSC Deputy Chairman, Dato' Haji Abdul Rahim bin Mohamad, gave a briefing on the PSC of Pahang.*



## NOVEMBER 2018 NOVEMBER 2018



19.11.2018

### Mesyuarat Suruhanjaya Bilangan 35 Tahun 2018

Tan Sri Zainal Rahim Seman mempengerusikan Mesyuarat Suruhanjaya Bilangan 35/2018 pada 19 November 2018. Mesyuarat telah diadakan di Bilik Mesyuarat, Pejabat Tanah dan Daerah Timur Laut, Tingkat 51, KOMTAR, Pulau Pinang.

### *Commission Meeting No. 35 of 2018*

*Tan Sri Zainal Rahim Seman chaired Commission Meeting no. 35/2018 on 19 November 2018. The meeting was held in the Meeting Room of the North East District and Land Office, Level 51, KOMTAR, Penang.*



19.11.2018

### Sesi Perbincangan bersama Setiausaha Kerajaan Negeri Pulau Pinang

Sesi perbincangan di antara SPA dan Setiausaha Kerajaan Negeri Pulau Pinang telah diadakan pada 19 November 2018 di Bilik Mesyuarat Pejabat Tanah dan Daerah Timur Laut, Tingkat 51 KOMTAR, Pulau Pinang. Ahli-ahli Suruhanjaya bersama Urus Setia SPA turut hadir bagi mendengar taklimat yang disampaikan oleh Setiausaha Kerajaan Negeri Pulau Pinang.

### *Discussion with the Penang State Secretary*

*The discussion between the PSC and the Penang State Secretary was held on 19 November 2018 in the Meeting Room of the North East District and Land Office, Level 51, KOMTAR, Penang. Members of the Commission together with the PSC Secretariat were present to hear the briefing by the Penang State Secretary.*



**JALINAN WARGA SPA**  
*PSC PERSONNEL NETWORK*



**JANUARI 2018**  
**JANUARY 2018****29.1.2018**

Perhimpunan Bulanan SPA dan  
Pelancaran Buku 60 Tahun SPA.  
*PSC Monthly Assembly and 60 Years of  
PSC Book Launch.*



2.2.2018

**Lawatan Penanda Aras EKSA Dari Suruhanjaya Koperasi Malaysia Sarawak**

Satu Lawatan Penanda Aras EKSA dilakukan oleh Pejabat Suruhanjaya Koperasi Malaysia Sarawak ke Pejabat SPA Cawangan Sarawak. Lawatan tersebut diketuai oleh Puan Julia Anak Nyangga, Penolong Pengarah Kanan Bahagian Dasar & Perancangan (SKM Sarawak) bersama 20 orang pegawai dan kakitangan SKM Sarawak. Tujuan lawatan ini diadakan untuk memberi pendedahan dan berkongsi ilmu berkaitan pelaksanaan EKSA di SPA Cawangan Sarawak.

**EKSA Benchmark Visit by the Sarawak Malaysian Cooperative Societies Commission (SKM)**

*The Sarawak Malaysian Cooperative Societies Commission Office made a public sector conducive ecosystem (EKSA) benchmark visit to the Sarawak branch office of the PSC. Ms Julia Anak Nyangga, the Senior Assistant Director of the Policy and Planning Division, led 20 officers and members of staff on the visit for the purpose of exposure to and sharing of knowledge related to EKSA implementation in the Sarawak branch of the PSC.*



## FEBRUARI 2018 FEBRUARY 2018



5.2.2018

### Forum Aspirasi Negaraku

SPA telah mengadakan sesi Pemukiman Pemantapan Kepimpinan dalam melaksanakan dasar-dasar yang ditetapkan oleh Kerajaan seiring dengan hala tuju negara, yang diadakan di Dewan Temu Duga SPA. Forum yang diadakan selama dua jam itu turut dihadiri Timbalan Setiausaha (Perkhidmatan) Tuan Haji Ikhbal Hanam Mukras, pegawai-pegawai kanan dan warga SPA. Panel bagi forum adalah pegawai daripada Biro Tatanegara (BTN) dan Jabatan Hal Ehwal Khas (JASA).

#### *My Aspirations Forum*

*The PSC held a Leadership Reinforcement Retreat on implementing the policies formulated by the government so that they are in line with the direction or aspirations of the country in the PSC interview hall. The forum which lasted two hours was attended by the Deputy Secretary (Service), Haji Ikhbal Hanam Mukras, PSC senior officers and members of staff. The panellists of the forum were officers from the National Civics Bureau and Special Affairs Department.*



27.2.2018

Perhimpunan Bulanan SPA &  
Brisk Walk  
PSC Monthly Assembly.



**APRIL 2018**  
**APRIL 2018**



**23.4.2018**

Perhimpunan Bulanan & Majlis Pelancaran Sambutan Hari Bumi Peringkat SPA.  
*Earth Day Celebration in Conjunction with the Monthly Assembly*





**MEI 2018**  
**MAY 2018**



**4.5.2018**

#### **Majlis PASPA**

SPA telah menerima kunjungan daripada Pengerusi Yayasan Kesejahteraan Bandar, Datuk Seri Utama Tengku Adnan Tengku Mansor. Pada program tersebut beliau telah menyampaikan sumbangan dana sebanyak RM5,000.00 kepada Persatuan Anggota-Anggota SPA (PASPA). Turut hadir pada majlis tersebut Setiausaha SPA Dato' Zainal Abidin Ahmad, YDP PASPA Encik Noor Dasrafeezal Abdul Shukur serta ahli-ahli PASPA.

#### **PASPA Ceremony**

*The PSC received a courtesy visit from the Chairman of the Urban Well-Being Foundation, Datuk Seri Utama Tengku Adnan Tengku Mansor. During the programme, he donated RM5,000.00 to the Association of Public Service Personnel (PASPA). The PSC Secretary, Dato' Zainal Abidin Ahmad, the PASPA president, Mr Noor Dasrafeezal Abdul Shukur, as well as members of PASPA were present.*

28.5.2018

**Perhimpunan Bulanan Dan Pelancaran Sambutan Hari Pekerja Peringkat SPA 2018**

Pengerusi SPA, Tan Sri Arpah Abdul Razak telah melancarkan Sambutan Hari Pekerja Peringkat SPA 2018 pada 28 Mei 2018. Majlis yang bertemakan "Kesejahteraan Pekerja Meningkatkan Produktiviti" itu turut dihadiri Timbalan Pengerusi SPA, Dato' Sri Zol Azha Yusof, Setiausaha SPA, Dato' Zainal Abidin Ahmad, pegawai-pegawai kanan serta warga SPA. Pada majlis itu juga Tan Sri Arpah turut menyampaikan kit kepada pegawai-pegawai baharu yang bertugas di SPA.

**Monthly Assembly and Launch of the 2018 Workers' Day Celebration at the PSC**

The PSC Chairperson, Tan Sri Arpah Abdul Razak, launched the 2018 Workers' Day celebration at the PSC level on 28 May 2018. The ceremony with the theme, "Workers' Well-Being Enhances Productivity" was attended by the Deputy Chairman, Dato' Sri Zol Azha Yusof, the Secretary, Dato' Zainal Abidin Ahmad, as well as senior officers and members of staff. During the ceremony, Tan Sri Arpah presented kits to the new officers.



**JULAI 2018**  
**JULY 2018**

**21.7.2018**

**Hari Keluarga SPA 2018**

SPA telah mengadakan Hari Keluarga 2018 yang diadakan di Padang Merbok Taman Wetland Putrajaya. Majlis yang dirasmikan oleh Pengerusi SPA, Tan Sri Arpah Abdul Razak turut dihadiri Setiausaha SPA, Dato' Zainal Abidin Ahmad, Ahli-ahli Suruhanjaya, pegawai-pegawai kanan serta warga SPA. Acara dimulakan dengan senamrobik dan seterusnya sukaneka yang turut disertai anak-anak warga SPA.

**2018 PSC Family Day**

The PSC held its 2018 Family Day at the Merbok Field of the Putrajaya Wetlands Park. The ceremony was officiated by the Chairperson, Tan Sri Arpah Abdul Razak. The PSC Secretary, Dato' Zainal Abidin Ahmad, members of the Commission, senior officers as well as staff were present. The programme started with an aerobics session, followed by outdoor games which the children of the staff participated in.



**22.7.2018**

Lawatan SPA Negeri Selangor  
Ke SPA.

*Visit by the PSC of Selangor to  
the PSC.*



**22.7.2018**
**Majlis Sanjungan Budi Lambaian Kasih**

SPA telah mengadakan Majlis Sanjungan Budi Lambaian Kasih yang diadakan di Putrajaya. Majlis adalah bersempena tamat perkhidmatan Pengerusi SPA dan Ahli-Ahli Suruhanjaya serta persaraan warga SPA.

**Appreciation Ceremony**

The PSC held an appreciation ceremony in Putrajaya on the occasion of the end of service of the PSC Chairperson and members of the Commission as well as the retirement of PSC personnel.



22.7.2018

**Tan Sri Zainal Rahim Seman Bertemu Warga SPA**

Pengerusi SPA, Tan Sri Zainal Rahim Seman telah membuat lawatan dan bertemu dengan warga SPA di setiap Bahagian di Putrajaya. Beliau turut diiringi Setiausaha SPA, Dato' Zainal Abidin Ahmad dan Timbalan Setiausaha (Perkhidmatan) Tuan Haji Ikhbal Hanam Mukras.

Antara Bahagian yang dilawati ialah Bahagian Pengambilan, Pengambilan Khas, Perkhidmatan, Peperiksaan, Naik Pangkat Dan Tatatertib, Pengurusan Maklumat, Dasar dan Perancangan, Urus Setia Mesyuarat, Pengurusan, dan Urus Setia SPKP.

Tan Sri Zainal Rahim juga meluangkan masa bertemu dengan Ahli-Ahli Suruhanjaya dan calon-calon yang sedang menunggu untuk sesi temu duga.

**Tan Sri Zainal Rahim Seman Meeting with PSC Personnel**

*The PSC Chairman, Tan Sri Zainal Rahim Seman, paid a visit and met the PSC personnel in every division in Putrajaya. He was accompanied by the PSC Secretary, Dato' Zainal Abidin Ahmad, and the Deputy Secretary (Service), Haji Ikhbal Hanam Mukras.*

*Among the divisions he visited were the Recruitment, Special Recruitment, Service, Examination, Promotion and Disciplinary, Information Management, Policy and Planning, Meeting Secretariat and Judicial and Legal Service Commission Secretariat.*

*Tan Sri Zainal Rahim also spent time meeting the members of the Commission and candidates waiting to be interviewed.*



# SEPTEMBER 2018 SEPTEMBER 2018

21.9.2018

Kunjungan Hormat SPA  
Terengganu  
*PSC of Terengganu Courtesy  
Visit*



**21-23.9.2018**  
Kursus Team Building SPA Siri I  
*PSC Team Building Course Series I*



**23.9.2018**  
SPA Fit Ekspedisi Gunung Singai, Bau, Sarawak  
*PSC Fit Expedition to Mount Singai, Bau, Sarawak*



**19-21.10.2018****Kursus Team Building SPA Siri II**

Unit Inovasi dan Latihan, Bahagian Pengurusan, SPA telah mengadakan Kursus *Team Building* Siri II di Kem Latihan Brindley, Port Dickson pada 19-21 Oktober 2018.

**PSC Team Building Course Series II**

*The Innovation and Training Unit of the Management Division held the Team Building Course Series II at the Brindley Training Camp in Port Dickson on 19-21 October 2018.*

**OKTOBER 2018**  
**OCTOBER 2018**



**26.10.2018**

**Pertandingan Horizon Baharu KIK 2018**

SPA telah mengadakan Pertandingan Horizon Baharu Kumpulan Inovatif dan Kreatif (KIK) pada 26 Oktober 2018 bertempat di Auditorium KPKPS Kota Kinabalu, Sabah. Majlis ini telah dirasmikan oleh Tuan Haji Ikhbal Hanam Bin Mukras, Timbalan Setiausaha (Perkhidmatan) SPA. Sebanyak 4 pasukan telah mengambil bahagian pada pertandingan tersebut.

Juara pertandingan KIK 2018 ini telah dimenangi oleh Kumpulan Citra (Bahagian Peperiksaan), tempat kedua ialah Kumpulan Kenyalang (Urusetia Cawangan Sarawak), tempat ketiga ialah kumpulan PKPK (Bahagian Pengambilan Khas) dan tempat keempat adalah Kumpulan Raflesia (Urusetia Cawangan Sabah).

**2018 ICC New Horizon Competition**

*The PSC Innovative and Creative Circle New Horizon Competition was held on 26 October 2018 in the KPKPS Auditorium, Kota Kinabalu. The ceremony was officiated by Haji Ikhbal Hanam Bin Mukras, the PSC Deputy Secretary (Service). Four (4) teams participated in the competition.*

*The winner was Citra Group (Examination Division), followed by Kenyalang Group (Secretariat, Sarawak branch) in second place, PKPK Group (Special Recruitment Division) in third place and Raflesia Group (Secretariat, Sabah branch) in fourth place.*



## NOVEMBER 2018 NOVEMBER 2018

12.11.2018

### Hari Inovasi 2018 Peringkat SPA

SPA telah dinobatkan sebagai juara bagi Anugerah Inovasi JPM Kategori ICT 2018.

*The PSC was winner of the 2018 Prime Minister's Department Innovation Award in the ICT category.*



## DISEMBER 2018 DECEMBER 2018

14-16.12.2018

Kejohanan Sukan Integrasi Majlis Kebajikan dan Sukan Anggota-anggota Kerajaan Wilayah Persekutuan (MAKSWIP).

*MAKSWIP (Federal Territory Government Servants' Welfare & Sports Council) Integrated Sports Championship.*

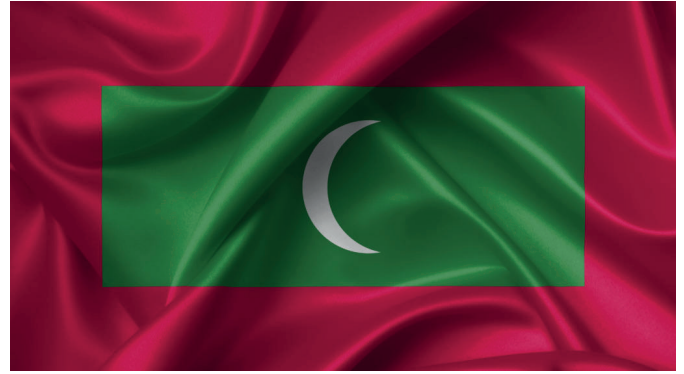




# DELEGASI LUAR NEGARA

## *FOREIGN DELEGATIONS*





SPA telah menerima lawatan daripada Duta Besar Maldives ke Malaysia, H.E Mohamed Fahmi Hassan. Delegasi turut disertai pegawai-pegawai kanan kedutaan. Pengerusi SPA, Tan Sri Arpah Abdul Razak telah menyampaikan taklimat, yang turut dihadiri Setiausaha, Dato' Zainal Abidin Ahmad, Timbalan Setiausaha (Perkhidmatan), Tuan Haji Ikhbal Hanam Mukras dan Timbalan Setiausaha (Pengambilan) Puan Hajah Ruziah Haji Shafei.

*Tan Sri Arpah gave a briefing to officers of the Embassy of the Republic of Maldives in Malaysia.*

*Tan Sri Arpah presented a souvenir to the Ambassador of the Republic of Maldives to Malaysia*





SPA telah menerima lawatan kerja daripada Ketua Pengarah Perkhidmatan Awam Republik Nigeria. Delegasi seramai 44 orang pegawai itu diketuai oleh Mrs Oyo-Ita Ekanem Winifred.

Satu sesi taklimat mengenai SPA disampaikan oleh Pengerusi SPA, Tan Sri Arpah Abdul Razak. Turut hadir Setiausaha SPA Dato' Zainal Abidin Ahmad, Timbalan Setiausaha (Perkhidmatan) Tuan Haji Ikhbal Hanam Mukras, Timbalan Setiausaha (Pengambilan) Puan Hajah Ruziah Haji Shafei serta pegawai-pegawai kanan SPA.

*Tan Sri Arpah presented a souvenir to Ms Oyo Ita.*

*Tan Sri Arpah gave a briefing on the PSC.*

*Commemorative picture with the delegation.*

*Part of the delegation listening to the briefing on the PSC.*

# PROGRAM JANGKAUAN PELANGGAN

## *OUTREACH PROGRAMMES*



**JANUARI 2018**  
**JANUARY 2018****17.1.2018****Mobile SPA di Ruang Lobi, Bangunan Sultan Iskandar, Kuching****Mobile PSC at the lobby of the Sultan Iskandar Building in Kuching****19.1.2018****Program Pusat Transformasi Komuniti di Kampung MAOU Kijabu, Tebedu****Community Transformation Centre Programme at MAOU Kijabu Village, Tebedu**

## 20.1.2018

Program Pusat Transformasi Komuniti di Kampung Mongkos, Serian  
*Community Transformation Centre Programme in Mongkos Village, Serian*



## 24.1.2018

Program Mobile SPA di Sekolah Menengah Kebangsaan Tabuan Jaya, Kuching  
*Mobile PSC Programme in Tabuan Jaya National Secondary School, Kuching*



## FEBRUARI 2018 FEBRUARY 2018

### 9.2.2018

#### Program Corporate Social Responsibility (CSR) Sempena Sambutan Tahun Baru Cina 2018

SPA Cawangan Sarawak telah menganjurkan program Corporate Social Responsibility (CSR) yang merupakan penglibatan sukarelawan dalam membantu mereka yang memerlukan di samping memberikan maklumat berkaitan urusan pengambilan dan perkhidmatan.

#### CSR Programme in Conjunction of Chinese New Year 2018

The Sarawak branch of the PSC organised a Corporate Social Responsibility (CSR) programme involving its staff volunteers to help people in need apart from providing information on recruitment and services.



## 25.2.2018

### Program Pusat Transformasi Komuniti Siri 1/2018 Di Bintangor, Sarikei

SPA Cawangan Sarawak telah terlibat dalam Program Pusat Transformasi Komuniti siri 1/2018 yang telah berlangsung di Bintangor, Sarikei pada 25 - 26 Februari 2018. Bintangor merupakan salah satu Pekan di bawah pentadbiran Daerah Meradong, Sarikei yang terletak hampir di pertengahan Pulau Borneo dimana melalui jalan darat dari Kuching ke Bintangor mengambil masa perjalanan lebih kurang 8 hingga 9 jam.

Program ini telah dirasmikan oleh ADUN Meradong, Datuk Ding Kuong Hiing. Manfaat yang diperolehi dari penganjuran program ini adalah pihak SPA Cawangan Sarawak khususnya dapat menyediakan perkhidmatan utama melalui pameran, sesi penerangan dan khidmat nasihat kepada orang awam mengenai maklumat-maklumat SPA amnya.

### Community Transformation Centre Programme Series 1/2018 in Bintangor, Sarikei

The Sarawak branch of the PSC was involved in the Mobile Community Transformation Centre Programme Series 1/2018 which took place in Bintangor, Sarikei on 25 - 26 February 2018. Bintangor is a small town under the administration of the District of Meradong, which is located almost in the middle of Borneo Island, where a journey by road from Kuching to Bintangor takes about 8 to 9 hours.

The programme was officiated by the State Assemblyman of Meradong, Datuk Ding Kuong Hiing. The benefit of the programme was that the Sarawak branch, in particular, was able to provide its main services through an exhibition, information session and advisory service to the public regarding information about the PSC in general.



## 28.2.2018

### Pameran Hari Kerjaya Sekolah Menengah Kebangsaan Tun Abdul Razak di Kuching Career Fair at the Tun Abdul Razak National Secondary School in Kuching



**MAC 2018**  
**MARCH 2018****15.3.2018****Pameran Hari Kerjaya Sekolah Menengah Kebangsaan Sadong Jaya, Samarahan**  
*Career Fair at the Sadong Jaya National Secondary School in Samarahan***28.3.2018****Pameran Hari Kerjaya di Sekolah Menengah Bantuan Kerajaan St. Joseph, Miri**  
*Career Fair at the St Joseph Government-Aided Secondary School in Miri***APRIL 2018**  
**APRIL 2018****13-15.4.2018****Pameran Hari Kerjaya di Sarikei**  
*Career Fair at Sarikei*

**23.4.2018**

**Karnival Kerjaya di Sekolah Menengah Kebangsaan Pesentren Abdul Taib Mahmud, Sadong Jaya, Samarahan**

*Career Fair at the Pesentren Abdul Taib Mahmud National Secondary School in Sadong Jaya, Samarahan*



**JULAI 2018**  
**JULY 2018**

**11.7.2018**

**Program Mobile SPA Cawangan Sarawak**

*Mobile Programme of the PSC Sarawak Branch*



## OGOS 2018 AUGUST 2018

### 14.8.2018

#### Lawatan Kerja Ke Jabatan Imigresen Malaysia

SPA telah mengadakan perbincangan bersama Jabatan Imigresen Malaysia (JIM) berkenaan urusan tatatertib yang diadakan di Pejabat Imigresen Lapangan Terbang Antarabangsa Kuala Lumpur (KLIA).

Delegasi SPA diketuai oleh Setiausaha Bahagian Naik Pangkat Dan Tatatertib, Puan Norazian Kamaruddin. Turut bersama dalam perbincangan ialah Pegawai Undang-Undang SPA, Puan Salwa Mhd Asrar, Pegawai Integriti SPA Mohd Haziman Mahmood dan pegawai-pegawai Bahagian NT.

Manakala JIM dihadiri pegawai kanan Unit Integriti jabatan berkenaan. Selepas sesi perbincangan delegasi SPA turut dibawa ke bilik keselamatan cop dan kaunter urusan pengesahan dokumen perjalanan di KLIA.

#### Visit to the Immigration Department of Malaysia

The PSC held a discussion with the Immigration Department of Malaysia on disciplinary issues at the Kuala Lumpur International Airport (KLIA) Immigration Office.

The PSC delegation was headed by the Secretary of the Promotion and Disciplinary Division, Ms Norazian Kamaruddin. Also present at the discussion were a PSC Legal Officer, Ms Salwa Mhd Asrar, PSC Integrity Officer, Mohd Haziman Mahmood, and officers of the Promotion and Disciplinary Division.

The Immigration Department was represented by senior officers of the Integrity Unit of the departments. After the discussion, the PSC delegation was taken to the stamp security room and the travel document verification counter in KLIA.



## OKTOBER 2018 OCTOBER 2018

### 6.10.2018

#### Program *Job Fair* anjuran JobsMalaysia Di UTC Kuala Lumpur

SPA telah membuka *booth* pameran sempena program *Job Fair* anjuran JobsMalaysia di UTC Kuala Lumpur, Pudu. Antara perkhidmatan yang disediakan adalah semakan status pendaftaran SPA8i, pendaftaran secara dalam talian dan khidmat konsultasi pekerjaan dalam sektor awam.

#### *Job Fair Organised by JobsMalaysia at the Kuala Lumpur UTC*

*The PSC set up an exhibition booth at the Job Fair organised by JobsMalaysia held at the Kuala Lumpur UTC (Urban Transformation Centre) in Pudu. Among the services provided were check of SPA8i registration status, online registration and public sector job consultancy.*



## 12.10.2018

### Pameran SPA di Batu Pahat, Johor

Pasukan *Outreach* SPA telah berada di Dataran Penggaram, Batu Pahat, Johor menjayakan program Gambus@Johor anjuran Jabatan Kebudayaan dan Kesenian Negara (JKKN). Program selama dua hari ini telah menarik minat pengunjung di sekitar Batu Pahat dan SPA telah membantu pengunjung dengan membuat permohonan pekerjaan secara dalam talian, khidmat konsultansi dan semakan status permohonan.

### PSC Exhibition in Batu Pahat, Johor

The PSC Outreach Team was at the Penggaram Square in Batu Pahat for the Gambus@Johor programme organised by the Johor National Department for Culture and Arts. The two-day programme attracted visitors from around Batu Pahat and the PSC helped them to make job applications online, and also provided consultancy services and check of application status.



## 26.10.2018

### Pameran SPA di UiTM Cawangan Negeri Sembilan

Pasukan *Outreach* SPA telah berada di UiTM Cawangan Negeri Sembilan untuk menjayakan program Pameran Akademik anjuran UiTM Negeri Sembilan. SPA telah menawarkan khidmat konsultansi berkenaan permohonan jawatan dalam perkhidmatan awam, semakan status semakan serta permohonan secara atas talian di SPA8i.

### PSC Exhibition in UiTM Negeri Sembilan Branch Campus

The PSC Outreach Team was at the Academic Exhibition held at the UiTM Negeri Sembilan branch campus. The PSC offered consultancy services related to public service job applications, check of application status as well as online applications via SPA8i.



## NOVEMBER 2018 AUGUST 2018

### 23.11.2018

#### Tan Sri Zainal Rahim Seman di Rancangan Selamat Pagi Malaysia TV1

Pengerusi SPA, Tan Sri Zainal Rahim telah bersiaran secara langsung di TV1(RTM) dalam rancangan Selamat Pagi Malaysia. Dalam segmen bersama Pengerusi SPA, Tan Sri Pengerusi telah menerangkan mengenai peranan dan fungsi SPA. Beliau telah diiringi oleh Timbalan Setiausaha (Perkhidmatan) Tuan Haji Ikhbal Hanam bin Mukras, Pegawai Khas Encik Wan Zulhazmi bin Wan Yusof dan Pegawai Perhubungan Awam SPA, Puan Sharifah Anita Wafa bt Syed Munir Wafa.

#### Tan Sri Zainal Rahim Seman on the TV1 Selamat Pagi Malaysia Programme

The PSC Chairman, Tan Sri Zainal Rahim, participated in the live broadcast of TV1(RTM) programme, Selamat Pagi Malaysia where he explained the role and functions of the PSC. He was accompanied by the Deputy Secretary (Service), Haji Ikhbal Hanam bin Mukras, the Special Officer, Mr Wan Zulhazmi bin Wan Yusof, and the PSC Public Relations Officer, Ms Sharifah Anita Wafa bt Syed Munir Wafa.



**24.11.2018****Persediaan Menghadapi Temu Duga di Dewan Masyarakat, Serian**  
*Preparations for Interview at the Community Hall in Serian***29.11.2018****Program OKU's JOBS FAIR @ PLPP Di Pusat Latihan Perindustrian Dan Pemulihan Bangi**

SPA telah menyertai Program OKU's JOBS FAIR @ PLPP di Pusat Latihan Perindustrian dan Pemulihan Bangi pada 29 November 2018. Antara perkhidmatan SPA adalah kaunter pendaftaran SPA 8i, kaunter semakan serta konsultasi jawatan-jawatan di SPA.

**JOBS FAIR@PLPP for People with Disability at the Bangi Industrial Training and Rehabilitation Centre**

The PSC participated in the JOBS FAIR@PLPP programme for people with disability that was held at the Industrial Training and Rehabilitation Centre in Bangi on 29 November 2018. Among the PSC services provided were counters for SPA8i registration and counters to check on application status as well as consultancy for jobs in the PSC.



# LAMPIRAN A

## *APPENDIX A*



## PELANTIKAN TETAP TAHUN 2018 MENGIKUT SKIM JAWATAN PERMANENT APPOINTMENTS IN 2018 ACCORDING TO SERVICE SCHEME

BIL / NO.	SKIM / SCHEME	JUMLAH / TOTAL
<b>JAWATAN IJAZAH / POSTS FOR DEGREE HOLDERS</b>		
1.	AKAUNTAN WA41 / <i>Accountant, WA41</i>	86
2.	ARKITEK J41 / <i>Architect, J41</i>	19
3.	ARKITEK LANDSKAP J41 / <i>Landscape Architect, J41</i>	3
4.	GURU BAHASA DG41 / <i>Language Teacher, DG41</i>	7
5.	JURU X-RAY U41 (DIAGNOSTIK) / <i>Radiographer, U41 (Diagnostics)</i>	5
6.	JURU X-RAY U41 (TERAPI) / <i>Radiographer, U41 (Therapy)</i>	3
7.	JURUAUDIT W41 / <i>Auditor, W41</i>	24
8.	JURUTERA (AWAM) J41 / <i>Engineer (Civil), J41</i>	230
9.	JURUTERA (ELEKTRIK) J41 / <i>Engineer (Electrical), J41</i>	7
10.	JURUTERA (ELEKTRONIK) J41 / <i>Engineer (Electronics), J41</i>	1
11.	JURUTERA (MEKANIKAL) J41 / <i>Engineer (Mechanical), J41</i>	3
12.	JURUTERA J41 / <i>Engineer, J41</i>	14
13.	JURUUKUR BAHAN J41 / <i>Quantity Surveyor, J41</i>	30
14.	JURUUKUR J41 / <i>Surveyor, J41</i>	7
15.	KURATOR S41 / <i>Curator, S41</i>	11
16.	PEGAWAI ANTIDADAH S41 / <i>Anti-Narcotics Officer, S41</i>	12
17.	PEGAWAI ARKIB S41 / <i>Archive Officer, S41</i>	4
18.	PEGAWAI BELIA DAN SUKAN S48 / <i>Youth and Sports Officer, S48</i>	1
19.	PEGAWAI DIETETIK U41 / <i>Dietitian, U41</i>	26
20.	PEGAWAI HAL EHWAL ISLAM S41 / <i>Islamic Affairs Officer, S41</i>	3
21.	PEGAWAI HIDUPAN LIAR G41 / <i>Wildlife Officer, G41</i>	10
22.	PEGAWAI KAWALAN TRAFIK UDARA A41 / <i>Air Traffic Control Officer, A41</i>	18
23.	PEGAWAI KESELAMATAN KP41 / <i>Security Officer, KP41</i>	1
24.	PEGAWAI METEOROLOGI C41 / <i>Meteorological Officer, C41</i>	13
25.	PEGAWAI OPTOMETRI U41 / <i>Optometry Officer, U41</i>	9
26.	PEGAWAI PEMBANGUNAN MASYARAKAT S41 / <i>Community Development Officer, S41</i>	40
27.	PEGAWAI PEMULIHAN PERUBATAN U41 (ANGGOTA) / <i>Medical Rehabilitation Officer, U41 (Orthopaedic)</i>	10
28.	PEGAWAI PEMULIHAN PERUBATAN U41 (CARA KERJA) / <i>Medical Rehabilitation Officer, U41 (Occupational)</i>	15
29.	PEGAWAI PEMULIHAN PERUBATAN U41 (PENDENGARAN) / <i>Medical Rehabilitation Officer, U41 (Hearing)</i>	26
30.	PEGAWAI PEMULIHAN PERUBATAN U41 (PERTUTURAN) / <i>Medical Rehabilitation Officer, U41 (Speech)</i>	20
31.	PEGAWAI PENERANGAN S41 / <i>Information Officer, S41</i>	41
32.	PEGAWAI PENERANGAN S48 / <i>Information Officer, S48</i>	8
33.	PEGAWAI PENERBITAN N41 / <i>Publishing Officer, N41</i>	3
34.	PEGAWAI PENGUAT KUASA KP41 / <i>Enforcement Officer, KP41</i>	9

35.	PEGAWAI PENILAIAN W41 / <i>Evaluation Officer, W41</i>	48
36.	PEGAWAI PENYELIDIK Q41 / <i>Research Officer, Q41</i>	3
37.	PEGAWAI PERHUBUNGAN PERUSAHAAN S41 / <i>Industrial Relations Officer, S41</i>	30
38.	PEGAWAI PERIKANAN G41 / <i>Fisheries Officer, G41</i>	12
39.	PEGAWAI PERTANIAN G41 / <i>Agriculture Officer, G41</i>	17
40.	PEGAWAI PSIKOLOGI S41 (KLINIKAL) / <i>Psychology Officer, S41 (Clinical)</i>	5
41.	PEGAWAI SAINS C41 / <i>Science Officer, C41</i>	29
42.	PEGAWAI TADBIR DAN DIPLOMATIK M41 / <i>Administrative and Diplomatic Officer, M41</i>	378
43.	PEGAWAI TADBIR N41 / <i>Administrative Officer, N41</i>	13
44.	PEGAWAI TEKNOLOGI MAKANAN C41 / <i>Food Technology Officer, C41</i>	6
45.	PEGAWAI VETERINAR GV41 / <i>Veterinary Officer, GV41</i>	50
46.	PEMELIHARA HUTAN G41 / <i>Conservator of Forest, G41</i>	20
47.	PEMERIKSA KILANG DAN JENTERA J41 / <i>Factory and Machinery Inspector, J41</i>	6
48.	PENERBIT RANCANGAN (SKIM PERKHIDMATAN BERSEPADU) / <i>Producer (Integrated Service Scheme)</i>	65
49.	PENGUASA KASTAM WK41 / <i>Customs Superintendent, WK41</i>	110
50.	PENGUASA PENJARA KA41 / <i>Prisons Superintendent, KA41</i>	26
51.	PERANGKAWAN E41 / <i>Statistician, E41</i>	15
52.	PUSTAKAWAN S41 / <i>Librarian, S41</i>	18
<b>JUMLAH LANTIKAN JAWATAN IJAZAH / TOTAL NO. OF APPOINTMENTS FOR DEGREE HOLDERS</b>		<b>1,570</b>

BIL / NO.	SKIM / SCHEME	JUMLAH / TOTAL
<b>JAWATAN DIPLOMA / POSTS FOR DIPLOMA HOLDERS POSITIONS</b>		
1.	AHLI MUZIK (SKIM PERKHIDMATAN BERSEPADU) / <i>Musician (Integrated Service Scheme)</i>	20
2.	JURUFOTOGRAFI (SKIM PERKHIDMATAN BERSEPADU) / <i>Photographer (Integrated Service Scheme)</i>	3
3.	PENGHULU NP29 / <i>Headman, NP29</i>	3
4.	PENOLONG ARKITEK LANDSKAP JA29 / <i>Assistant Landscape Architect, JA29</i>	2
5.	PENOLONG JURUAUDIT W29 / <i>Assistant Auditor, W29</i>	43
6.	PENOLONG JURUTERA JA29 / <i>Assistant Engineer, JA29</i>	186
7.	PENOLONG JURUUKUR BAHAN JA29 / <i>Assistant Quantity Surveyor, JA29</i>	2
8.	PENOLONG JURUUKUR JA29 / <i>Assistant Surveyor, JA29</i>	27
9.	PENOLONG KURATOR S29 / <i>Assistant Curator, S29</i>	6
10.	PENOLONG PEGAWAI ANTIDADAH S29 / <i>Assistant Anti-Drug Officer, S29</i>	45
11.	PENOLONG PEGAWAI ARKIB S29 / <i>Assistant Archive Officer, S29</i>	5
12.	PENOLONG PEGAWAI BELIA DAN SUKAN S29 / <i>Assistant Youth and Sports Officer, S29</i>	38
13.	PENOLONG PEGAWAI HAL EHWAL ISLAM S29 / <i>Assistant Islamic Affairs Officer, S29</i>	12
14.	PENOLONG PEGAWAI HIDUPAN LIAR G29 / <i>Assistant Wildlife Officer, G29</i>	13
15.	PENOLONG PEGAWAI KAWALAN TRAFIK UDARA A29 / <i>Assistant Air Traffic Control Officer, A29</i>	40
16.	PENOLONG PEGAWAI KESELAMATAN KP29 / <i>Assistant Security Officer, KP29</i>	2
17.	PENOLONG PEGAWAI LATIHAN E29 / <i>Assistant Training Officer, E29</i>	16

18.	PENOLONG PEGAWAI METEOROLOGI C29 / <i>Assistant Meteorological Officer, C29</i>	59
19.	PENOLONG PEGAWAI PEMBANGUNAN MASYARAKAT S29 / <i>Assistant Community Development Officer, S29</i>	238
20.	PENOLONG PEGAWAI PENDAFTARAN KP29 / <i>Assistant Registration Officer, KP29</i>	6
21.	PENOLONG PEGAWAI PENERANGAN S29 / <i>Assistant Information Officer, S29</i>	52
22.	PENOLONG PEGAWAI PENERBITAN N29 / <i>Assistant Publishing Officer, N29</i>	1
23.	PENOLONG PEGAWAI PENGUAT KUASA KP29 / <i>Assistant Enforcement Officer, KP29</i>	157
24.	PENOLONG PEGAWAI PENYELIDIK Q29 / <i>Assistant Research Officer, Q29</i>	2
25.	PENOLONG PEGAWAI PERANCANG BANDAR & DESA JA29 / <i>Assistant Town And Country Planning Officer, JA29</i>	5
26.	PENOLONG PEGAWAI PERHUBUNGAN PERUSAHAAN S29 / <i>Assistant Industrial Relations Officer, S29</i>	10
27.	PENOLONG PEGAWAI PERIKANAN G29 / <i>Assistant Fisheries Officer, G29</i>	25
28.	PENOLONG PEGAWAI PERTANIAN G29 / <i>Assistant Agriculture Officer, G29</i>	41
29.	PENOLONG PEGAWAI PSIKOLOGI S29 / <i>Assistant Psychology Officer, S29</i>	1
30.	PENOLONG PEGAWAI SAINS C29 / <i>Assistant Science Officer, C29</i>	20
31.	PENOLONG PEGAWAI SENI BINA JA29 / <i>Assistant Architecture Officer, JA29</i>	12
32.	PENOLONG PEGAWAI SIASATAN P29 / <i>Assistant Investigation Officer, P29</i>	142
33.	PENOLONG PEGAWAI SYARIAH LS29 / <i>Assistant Shariah Officer, LS29</i>	7
34.	PENOLONG PEGAWAI TADBIR N29 / <i>Assistant Administrative Officer, N29</i>	157
35.	PENOLONG PEGAWAI TANAH NT29 / <i>Assistant Land Officer, NT29</i>	23
36.	PENOLONG PEGAWAI UNDANG-UNDANG L29 / <i>Assistant Legal Officer, L29</i>	26
37.	PENOLONG PEGAWAI VETERINAR G29 / <i>Assistant Veterinary Officer, G29</i>	10
38.	PENOLONG PEMELIHARA HUTAN G29 / <i>Assistant Conservator of Forest, G29</i>	1
39.	PENOLONG PEMERIKSA KILANG DAN JENTERA JA29 / <i>Assistant Factory and Machinery Inspector, JA29</i>	26
40.	PENOLONG PENGUASA BOMBA KB29 / <i>Assistant Fire Superintendent, KB29</i>	111
41.	PENOLONG PENGUASA IMIGRESEN KP29 / <i>Assistant Immigration Superintendent, KP29</i>	217
42.	PENOLONG PENGUASA KASTAM WK29 / <i>Assistant Customs Superintendent, WK29</i>	40
43.	PENOLONG PUSTAKAWAN S29 / <i>Assistant Librarian, S29</i>	7
<b>JUMLAH LANTIKAN JAWATAN DIPLOMA / TOTAL NO. OF APPOINTMENTS FOR DIPLOMA HOLDERS</b>		<b>1,859</b>

BIL / NO.	SKIM / SCHEME	JUMLAH / TOTAL
<b>JAWATAN SIJIL / POSTS FOR CERTIFICATE/SPM HOLDERS</b>		
1.	ARTIS BUDAYA B19 / <i>Cultural Artist, B19</i>	7
2.	JURUAUDIO VISUAL N19 / <i>Audio-Visual Technician, N19</i>	19
3.	JURUBAHASA LA19 / <i>Interpreter, LA19</i>	72
4.	JURUTEKNIK KOMPUTER FT19 / <i>Computer Technician, FT19</i>	7
5.	OPERATOR WAYARLES N19 / <i>Wireless Operator, N19</i>	6
6.	PEGAWAI BOMBA KB19 / <i>Fire Officer, KB19</i>	319
7.	PEGAWAI IMIGRESEN KP19 / <i>Immigration Officer, KP19</i>	432
8.	PEGAWAI KEBUDAYAAN B19 / <i>Cultural Officer, B19</i>	1

9.	PEGAWAI KHIDMAT PELANGGAN N19 / <i>Customer Service Officer, N19</i>	10
10.	PEGAWAI PENJARA KA19 / <i>Prison Officer, KA19</i>	636
11.	PELUKIS PELAN (KEJURUTERAAN AWAM) JA19 / <i>Draughtsman (Civil Engineering), JA19</i>	1
12.	PELUKIS PELAN (SENI BINA) JA19 / <i>Draughtsman (Architecture), JA19</i>	2
13.	PEMBANTU AKAUNTAN W19 / <i>Accounts Assistant, W19</i>	7
14.	PEMBANTU HAL EHWAL ISLAM S19 / <i>Islamic Affairs Assistant, S19</i>	6
15.	PEMBANTU KEMAHIRAN H19 / <i>Skill Assistant, H19</i>	41
16.	PEMBANTU KESATRIA S19 / <i>Kesatria Assistant, S19</i>	12
17.	PEMBANTU LAUTA19 / <i>Marine Assistant, A19</i>	23
18.	PEMBANTU MAKMAL C19 / <i>Laboratory Assistant, C19</i>	61
19.	PEMBANTU MUZIUM S19 / <i>Museum Assistant, S19</i>	7
20.	PEMBANTU PEGAWAI LATIHAN VOKASIONAL DV19 / <i>Vocational Training Officer Assistant, DV19</i>	1
21.	PEMBANTU PEMBANGUNAN MASYARAKAT S19 / <i>Community Development Assistant, S19</i>	491
22.	PEMBANTU PEMBANGUNAN MASYARAKAT S22 / <i>Community Development Assistant, S22</i>	1
23.	PEMBANTU PEMULIHARAAN S19 / <i>Conservation Assistant, S19</i>	11
24.	PEMBANTU PENDAFTARAN KP19 / <i>Registration Assistant, KP19</i>	89
25.	PEMBANTU PENERANGAN S19 / <i>Information Assistant, S19</i>	17
26.	PEMBANTU PENERBITAN N19 / <i>Publishing Assistant, N19</i>	5
27.	PEMBANTU PENGUASA KASTAM WK19 / <i>Customs Superintendent Assistant, WK19</i>	360
28.	PEMBANTU PENGUAT KUASA KP19 / <i>Enforcement Assistant, KP19</i>	172
29.	PEMBANTU PENILAIAN W19 / <i>Evaluation Assistant, W19</i>	30
30.	PEMBANTU PENYEDIAAN MAKANAN N19 / <i>Food Preparation Assistant, N19</i>	64
31.	PEMBANTU PENYELIDIK Q19 / <i>Research Assistant, Q19</i>	18
32.	PEMBANTU PERHUBUNGAN PERUSAHAAN S19 / <i>Industrial Relations Assistant, S19</i>	1
33.	PEMBANTU PERIKANAN G19 / <i>Fisheries Assistant, G19</i>	62
34.	PEMBANTU PERTAHANAN AWAM KP19 / <i>Civil Defence Assistant, KP19</i>	4
35.	PEMBANTU PUSTAKAWAN S19 / <i>Library Assistant, S19</i>	16
36.	PEMBANTU SETIAUSAHA PEJABAT N19 / <i>Office Secretarial Assistant, N19</i>	66
37.	PEMBANTU SYARIAH LS19 / <i>Shariah Assistant, LS19</i>	16
38.	PEMBANTU TADBIR (KEWANGAN) W19 / <i>Administrative Assistant (Finance), W19</i>	315
39.	PEMBANTU TADBIR (PERKERANIAN/OPERASI) N19 / <i>Administrative Assistant (Clerical/Operations), N19</i>	2,022
40.	PEMBANTU TADBIR (UNDANG-UNDANG) L19 / <i>Administrative Assistant (Legal), L19</i>	11
41.	PEMERIKSA KERETA MOTOR AB19 / <i>Motor Vehicle Inspector, AB19</i>	50
42.	PENERBIT RANCANGAN B19 (SKIM PERKHIDMATAN BERSEPADU) / <i>Producer, B19 (Integrated Service Scheme)</i>	50
43.	PENJAGA JENTERA ELEKTRIK J19 / <i>Electrical Chergeman, J19</i>	7
44.	PENYELIA ASRAMA N19 / <i>Hostel Warden, N19</i>	22
45.	PEMANDU KENDERAAN H11 / <i>Vehicle Driver, H11</i>	687
46.	PEMANDU/OPERATOR JENTERA PEMUNGGAH H11 / <i>Loading Machine Driver /Operator, H11</i>	3
47.	PEMBANTU AWAM H11 / <i>General Assistant, H11</i>	603

48.	PEMBANTU OPERASI N11 / <i>Operations Assistant, N11</i>	449
49.	PEMBANTU PERAWATAN KESIHATAN U11 / <i>Healthcare Assistant, U11</i>	181
50.	PENGAWAL KESELAMATAN KP11 / <i>Security Guard, KP11</i>	8
51.	PENGHANTAR NOTIS N11 / <i>Notice Server, N11</i>	22
<b>JUMLAH LANTIKAN JAWATAN SIJIL / SPM / TOTAL NO. OF APPOINTMENTS FOR CERTIFICATE/SPM HOLDERS</b>		<b>7,523</b>

<b>BIL / NO.</b>	<b>SKIM / SCHEME</b>	<b>JUMLAH / TOTAL</b>
<b>JAWATAN SEPARA PERUBATAN / PARAMEDICAL POSTS</b>		
1.	JURU X-RAY U29 / <i>Radiographer, U29</i>	68
2.	JURUPULIH PERUBATAN U29 (CARA KERJA) / <i>Medical Therapist, U29 (Occupational)</i>	39
3.	JURUPULIH PERUBATAN U29 (FISIOTERAPI) / <i>Medical Therapist, U29 (Physiotherapy)</i>	18
4.	JURURAWAT U29 / <i>Nurse, U29</i>	559
5.	JURUTEKNOLOGI MAKMAL PERUBATAN U29 / <i>Medical Laboratory Technologist, U29</i>	211
6.	JURUTERAPI PERGIGIAN U29 / <i>Dental Therapist, U29</i>	81
7.	PENOLONG PEGAWAI FARMASI U29 / <i>Assistant Pharmacy Officer, U29</i>	191
8.	PENOLONG PEGAWAI KESIHATAN PERSEKITARAN U29 / <i>Assistant Environmental Health Officer, U29</i>	250
9.	PENOLONG PEGAWAI PERUBATAN U29 / <i>Assistant Medical Officer, U29</i>	777
10.	PEMBANTU PEMBEDAHAN PERGIGIAN U19 / <i>Dental Surgery Assistant, U19</i>	182
11.	PEMBANTU KESIHATAN AWAM U19 / <i>Public Health Assistant, U19</i>	126
<b>JUMLAH LANTIKAN JAWATAN SEPARA / TOTAL NO. OF PARAMEDICAL APPOINTMENTS</b>		<b>2,502</b>
<b>JUMLAH LANTIKAN KESELURUHAN / OVERALL TOTAL NO. OF APPOINTMENTS</b>		<b>13,454</b>



## LAGU SPA

Dengan semangat merdeka  
Tertubuhnya Suruhanjaya  
Perkhidmatan Awam Malaysia  
Satu badan yang penuh berwibawa  
Bebas adil & berkesan  
Asas segala urusannya  
Melaksanakan fungsi perlembagaan  
Mencorak perkhidmatan awam Negara  
Kualiti menjadi teras perkhidmatan  
Mudah cepat tepat asas tindakan  
Nilai etika murni diamalkan  
Mendokong perkhidmatan cemerlang  
Sentiasa bertekad & berusaha  
Menempuh arus kemajuan  
Berebel semangat yang waja  
Bergerak mencapai wawasan

Komposer : Abdul Rahman bin Jaafar dan Allahyarham Alias bin Jamsuri  
Penulis lirik : Tuan Haji Zolkiflie bin Rasip





**Suruhanjaya Perkhidmatan Awam Malaysia**

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