

Quality Procedure

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Purpose

This procedure is established and maintained to ensure all factors and working environment at Pustaka Negeri Sarawak are conducive enough to enable staff perform their duties and responsibilities with comfort and with very minimal interruption.

Scope

This procedure covers the following 3 factors and applies to all working areas in Pustaka Negeri Sarawak:

Factor	Responsibility
a) Physical Factors	Facility Management
b) Psychological Factors	Human Resource Management
c) Social Factors	Human Resource Management

Process

1.0 Determination of Workplace Factors and Conditions

1.1 Based on floor plans and existing workplace, the Assistant Engineer (JA29) shall identify factors and conditions of the workplace and prepare the Schedule of Workplace Physical Factors and Conditions.

1.1.1 The determination of workplace factors must take into consideration and responsibilities based on the following:

Factor	Responsibility
(a) Existing workplace	Facility Management
(b) New working area	Facility Management
(c) Existing staff	Human Resource Management
(d) Staff reshuffle	Human Resource Management

1.1.2 Workplace factors in the office and outside the office include:

- a) Physical Factors (*refer to Schedule of Workplace Physical Factors and Conditions*)
 - i) Temperature
 - ii) Humidity
 - iii) Cleanliness
 - iv) Lighting
 - v) Smoking
 - vi) Welfare facilities

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- b) Psychological Factors
 - i) To take into consideration of the employee's needs based on Maslow's Hierarchy of Needs:
 - a) Self-actualization
 - b) Esteem needs
 - c) Belongingness and love needs
 - d) Safety needs
 - e) Physiological needs
 - ii) Burn out - the employee shall receive equal opportunities for job rotation in order to prevent employee alienation (repetitive task) at workspace.
- c) Social Factors
 - i) Conflict of values among employees
 - ii) Workload mismatch with employee's talents
 - iii) Employee's recognition based on their performance

2.0 Planning of the Work Environment

- 2.1 Once the factors and conditions have been determined, the Engineer of other designated officer (DO) and HR Manager (HrM) shall determine methods and criteria of control or prevention.
 - 2.1.1 Physical factors which include workplace factors and environmental factors such as temperature, humidity, brightness and cleanliness shall be documented with predetermined conditions and physical limits in the Schedule of Workplace Physical Factors and Conditions.
 - 2.1.2 Psychological and social factors shall be monitored with:
 - a) Guidance for the Prevention of Stress and Violence at the Work Place, Department of Occupational Safety & Health Malaysia;
 - b) Climate Survey and Schedule of Activities support 6 shared values, *Pekeliling Perjawatan Negeri Sarawak Bil.24, Tahun 2016* (implemented by HRM Division);
 - c) Employee Satisfaction Survey (implemented by PR Unit);
 - d) Internal Communication Survey (implemented by PR Unit)
 - e) Staff welfare issues raised in Majlis Bersama Jabatan (MBJ) meeting.

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3.0 Implementation of Planned Work Environment

- 3.1 Based on the Schedule of Workplace Physical Factors and Conditions, the Engineer or DO shall ensure that predetermined conditions and physical limits are complied with or met.
- 3.1.1 If any condition and physical limit is not complied with or met, the Engineer or DO shall perform an inspection and complete the *Borang Aduan Kerosakan/Kebersihan* and rectify the problem.
- 3.1.2 If the problem requires outsource services the Engineer or DO shall perform the purchasing of services according to QP-FIN-01, Purchasing Control.

4.0 Scheduled Measurement and Monitoring

- 4.1 Based on the Schedule of Workplace Physical Factors and Conditions, DO shall monitor and measure the workplace environment at relevant intervals and record down the monitoring and measurement results in the Workplace Physical Factors Monitoring Record.
- 4.1.1 If the monitoring and measurement results are unfavourable, the DO shall immediately inform the Engineer to initiate action plans to rectify the issues.
- 4.1.2 If there is non-compliance, the Engineer or DO shall raise a Corrective Action Request (CAR) Form to initiate action plans to rectify the issue(s) raised.
- 4.2 The HR Manager or DO shall monitor the psychological and social factors by conducting the following surveys and records at relevant intervals:
- 4.2.1 Annual Climate Survey – will be conducted by the HRM Division 3rd quarter of every year;
- 4.2.2 Annual Employee Satisfaction Survey – will be conducted by the PR Unit in 3rd or 4th quarter of every year
- 4.2.3 Annual Internal Communication Survey – will be conducted by the PR Unit in 3rd or 4th quarter of every year.
- 4.2.4 Minutes of MBJ meeting held quarterly.
- 4.2.5 Annual Training Plan
- 4.2.6 If there is non-compliance, the HR Manager or DO shall raise a Corrective Action Request (CAR) Form to initiate action plans to rectify the issue(s) raised.

5.0 Control of Documented Information

- 5.1 Once records have been created: Schedule of workplace physical factors and conditions, audit report, and survey reports, the Engineer or DO and the HR Manager shall immediately retain the documented information **generated** for a period of 7 years from the date of its creation. All documents raised will be kept in the respective storage areas namely:

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Name of files/documents	Storage Areas	Access Level
a. Schedule of Workplace Physical Factors and Conditions	Management of Work Environment file - Facilities Management Division	Open
b. Workplace Physical Factors Monitoring Record	Management of Work Environment file - Facility Management Office	Open
c. Guidance for the Prevention of Stress and Violence at the Work Place, Department of Occupational Safety & Health Malaysia	Human Resource Manager Room	Open
d. Climate survey and scheduled of Activities support 6 shared values	Human Resource Manager Room	Open
e. Employee Satisfaction Survey (implemented by PR Unit)	PR Unit	Open
f. Internal Communication Survey (implemented by PR Unit)	PR Unit	Open
g. Minutes of MBJ Meeting	Human Resource Manager Room	Open

5.2 Once the records have passed their retention period, DO or/and the HR Manager shall within 60 days and through email seek the permission of the CEO to dispose them in accordance with Pustaka Negeri Sarawak records management guidelines and practices based on Sarawak State Library Ordinance 1999.

Annexes

- a) Corrective Action Request Form
- b) *Borang Aduan Kerosakan*
- c) *Borang Semak Bacaan Suhu dan Kelembapan*
- d) *Laporan Pemeriksaan Pencahayaan (LUX Meter Reading)*
- e) Guidance for the Prevention of Stress and Violence at the Work Place, Department of Occupational & Safety and Health, Malaysia.
- f) *Laporan Kebersihan (Pembersihan Bangunan, Kawalan Serangga Perosak, Pengabutan (Fogging))*

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