

Quality Procedure

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Purpose

This procedure is to ensure the required new employee is recruited effectively and on timely basis to meet the organizational needs in order to support the operations and implementation and maintenance of the management systems of Pustaka.

Scope

This procedure is applicable to all staff recruited on permanent basis under the payroll of Pustaka.

Process

1.0 Initiate Staff Requisition for employment

1.1 Based on the manpower resources needs which have been determined and approved via warrant issued by the State Financial Secretary (SFS) or as and when there is manpower required or there is job vacancy due to staff resignation, retirement, promotion or filling of new vacant posts, the decision and directives to hire shall come from the following interested parties:

- a. Board of Management; or
- b. Management; or
- c. Other interested parties which includes the Sarawak State Government.

1.2 Based on the decision or directives from any of the interested parties, the HR Manager shall begin the process of recruitment for the required manpower not exceeding 3 months after receiving such directives.

2.0 Process for requisition of new staff

2.1 Prepare Job Vacancy Advertisement

2.2 Once the approval/directive is received from the relevant interested parties, the Admin Assistant (AA) shall prepare the draft job vacancy advertisement within one month.

The Admin Assistant (AA) or other designated officers (DO) shall:

- a. Retrieve the previous job vacancy advertisement sample for

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amendment where necessary or draft a new one based on the requirement of the scheme of service of the relevant post.

- b. After the draft job advertisement is prepared, the AA shall immediately email or present hard copy to the HR Manager to review and approve.
- c. Upon confirmation of the draft, upload the advertisement on the website according to Maintain the Website (QP-WAD-01) procedure for advertisement done via social media and Pustaka's website.
- d. Once uploaded to the website, keep a copy of the advertisement on softcopy in PDF format for record.

Refer to:

- *Pekeliling Perkhidmatan Bil.4 Tahun 2002: Pelaksanaan Sistem Saraan Malaysia bagi Anggota Perkhidmatan Persekutuan*
- *Pekeliling Perkhidmatan Bil. 1 Tahun 2016: Rasionalisasi Skim Perkhidmatan Bagi Perkhidmatan Awam Persekutuan di Bawah Sistem Saraan Malaysia*

3.0 Monitor Job Application

- 3.1** After advertisement is published, all applications received shall be managed via Pustaka's e-Recruitment system at URL: <http://www.pustaka-sarawak.com/recruitment>.

- 3.2** After the closing date of submission of application (usually 14 days), the AA shall **create profile of potential candidates** from the applications and generated via Pustaka's e-Recruitment system not later than 3 months.

4.0 Shortlist potential candidates

- 4.1** Upon creation of potential candidates' profile or database, the AA or Designated Officer (DO) shall ensure that the criteria set at the beginning of the recruitment process in the Scheme of Service are used to immediately assess to shortlist all candidates as objectively as possible.

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Refer to:

- *Pekeliling Perkhidmatan Bil.4 Tahun 2002: Pelaksanaan Sistem Saraan Malaysia bagi Anggota Perkhidmatan Persekutuan*
- *Pekeliling Perkhidmatan Bil. 1 Tahun 2016: Rasionalisasi Skim Perkhidmatan Bagi Perkhidmatan Awam Persekutuan di Bawah Sistem Saraan Malaysia*

- 4.2** Selection process shall begin by shortlisting the candidates according to the requirement for the post advertised. The HR Manager shall assign this task to relevant senior ranking officers. Once a list of potential candidates is produced the AA/DO shall prepare for assessment and interview.

5.0 Prepare for Interview

- 5.1** Once the potential candidate list is maintained and the assessment and interview date has been determined, the AA or DO shall contact them within 2 weeks for the interview session which shall be held concurrently.

Note: The composition of essay questions and model answers will be assigned to relevant officers according to their education background and experience. Composition of test questions and answers will be conducted at predetermined intervals.

- 5.2** The HR Manager shall immediately identify the panel of interviewers according to the following criteria:

- a. P&P Group & Support I and II
 - i. One Board Member;
 - ii. Chief Executive Officer (CEO) or Deputy CEO;
 - iii. HOS or representative

The panel of interviewers should not be any lower grade than that of the interviewee(s).

5.3 Interview Questions on Integrity

5.3.1 During the interview session, candidates shall also be assessed on integrity elements as a qualifying mark.

(Note: Upon completion, the result of the individual candidates shall be assessed together with the result of the interview in order to shortlist the most potential candidate for the post.)

5.3.2 All professional group at the entry level, grade 41 and 'W' scheme of service from grade 29 and above shall be required to undergo this segment.

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- 5.3** Refer to preparation process before and during the interview day(s), Guideline **(GL-HR-02-01)**

6.0 Tabulation of Interview Results

- 6.1** After the interview and assessment sessions have been concluded, the HR Manager or DO shall tabulate the results of the interview within one month after the interview dates to establish the list of most potential candidates to be offered. The result shall be tabulated according to the following ratios.

6.2 Interview results for **P&P Groups and Support I (a)**

- Interview (60:40)
 - a. 70:100 (70%) – Interview
 - b. 30:100 (30%) – Written Assessment

Note: Written assessment constitute of the following:

- Written Test (Essay) – 30 %
Total will be calculated over 100%

6.3 Interview results for **Support Group I(b) & II**

- a. 100:100 (100%) – interview

7.0 Approval by the Board

- 7.1** Once the most potential candidates have been shortlisted, the HR Manager or DO shall prepare decision paper and table the results of the interview to the Establishment Committee (EC) for endorsement within 3 months after the interview results have been generated.
- 7.2** EC shall endorse and recommend the most potential candidates to the Board within 3 months.

Note*(subject to the availability of EC & Board meetings for the year)

The candidates shall be required to immediately fill and return the following documents upon reporting for duty:

- a. Letter of Acceptance *
- b. Medical check-up *

*Note: These documents will be attached to the Letter of Offer

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- 9.0 The HR Manager/DO/AA shall immediately **issue a Letter of Offer** to the successful candidates and the candidates shall respond within 14 days from the date of the Letter of Offer.
- 10.0 Upon **acceptance** of the offer by the successful candidate(s), the HR Manager/DO/AA shall perform the following administrative arrangements within one week:
- Logistics – Workstation
 - Email account
 - Biometric Attendance system
 - Relevant application systems
 - Staff insurance

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Upon reporting for duty, the new staff shall immediately return the following documents to HRM Division:

- a. *Surat Akuan*
- b. *Surat Aku Janji*
- c. *Surat Akuan Simpan Rahsia*
- d. *Borang Pengisytiharan Harta*; and
- e. *Borang Biodata Peribadi Staf*

- 11.0 If the candidate(s) **rejects offer**, the HR Manager/DO/AA shall immediately report to the management and inform EC in its next meeting and for endorsement by the Board in their subsequent meeting. Offer shall be given to the next potential candidates in the reserved list, if any, or the post may be re-advertised.
- 12.0 Once the candidate(s) report for duty, the HR Manager/DO/AA will introduce the new staff on the same day or during staff assembly or any other internal meetings at least within one month when the staff first report for duty.

13.0 Documented Information Maintained/Retained

- 13.1 Once records have been created for new staff from the recruitment exercise, 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 are kept in the respective storage areas as listed below:

Name of files/documents	Storage Areas	Access Level
a. Application letters from candidates	HR bay Closed Stack Room	Open
b. Advertisement newspaper clippings	Cabinet 1 - HR Room	Open
c. Letter of invitation to call for an interview for shortlisted candidates	Cabinet 1 - HR Room	Limited

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d. Letter of invitation as panel of interviewers from other organizations	Cabinet 1 – HR Room	Limited
e. Report of interview results (softcopy)	HR Manager/DO – Personal computer	Closed
f. Copies of Letter of Offer	Cabinet 1– HR Room & (HR Store/Strong Room)	Closed
g. Letter of Acceptance	Cabinet 1 – HR Room & (HR Store/Strong Room)	Closed
Permanent Retention (Perpetuity)		
h. Minutes of EC Meeting	HR Manager – Personal Computer & Cabinet 2	Closed
i. Minutes of Board Meeting	Corporate Secretary	Closed

14.0 Disposal of Documented Information

Once the recruitment exercise records have passed their retention period, 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.

15.0 Annexes

- a. A sample of the interview form (effective 1 May 2017 – all interview forms are maintained in softcopy).

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