

PERSONNEL POLICIES AND PROCEDURES

INTRODUCTION

INTRODUCTION	OBJECTIVES OF THE PERSONNEL POLICIES DAN PROCEDURES MANUAL
EFFECTIVE DATE:	REVISED DATE:

OBJECTIVES OF THE PERSONNEL POLICY MANUAL

This Manual contains ABC Company Personnel Policies and Procedures and is designed to serve as ready reference for all Department Head, Section Head, Executive and all immediate superior in interpreting and applying the Company's policies and procedures correctly and consistently. To fulfill this objective, this manual not only outlines the company policy towards the various phases of our management-employee relationship, but it also indicates how the policy is to be administered. Consequently, each Manager should be able to use this manual as a guidebook when we need to apply company policy in a given situation.

Our objective is to promote consistency, continuity, and understanding within our organization. Written policies assist our Supervisor, Executives and Managers in consistently achieving fair and equitable interpretation of policy on regular basis.

The existing procedures and practices in the field of personnel administration are subject to change.

INTRODUCTION	OBJECTIVES OF ISSUING THE PERSONNEL POLICIES AND PROCEDURES MANUAL TO ALL IMMEDIATE SUPERIOR
EFFECTIVE DATE:	REVISED DATE:

Our objective of issuing this Policy Manual to all immediate superiors in ensuring that all Personnel practices are in compliance with the company policies. We sincerely hope this manual will assist you and will contribute to a general strengthening of our overall inter-personal relationship between management and employees.

REVISIONS TO POLICY

From time to time, you will receive additional supplements to our Personnel Policy Manual. These new supplements will update and revise present policy and practices whenever deemed necessary. You should study the revised supplements carefully prior to placing them in your Policy Manual. Please be sure to remove old policy statements and procedures when recommended to do so. Should you have any questions concerning the intent or procedure to follow in the revision to your Policy Manual, please review these with our Human Resources Department.

EXCEPTIONS TO POLICIES

To ensure there is consistency, no exceptions will be made to these policies and procedures without the written approval of the Managing Director, (unless otherwise provided for in this manual) who is the custodian of the Personnel Policies and Procedures. Should you feel dissatisfied with the action or non-action of the Human Resources Management Department in allowing or disallowing any exception, you should make written explanation of your situation and forward this with the approval of your superior to the Managing Director.

NOTE: IN THIS MANUAL, WHENEVER AND WHEREVER THE MASCULINE GENDER 'HE' IS USED, IT RELATES TO ALL EMPLOYEES, MALE AND FEMALE.

**EFFECTIVE
MANAGEMENT
EMPLOYEE RELATIONS**

EFFECTIVE MANAGEMENT – EMPLOYEE RELATIONS	RESPONSIBILITY FOR HUMAN RESOURCES
EFFECTIVE DATE:	REVISED DATE:

Management is often defined as getting things done through the efforts of others. Unlike the other assets, human resources are perhaps the most difficult to manage hence, the importance that our Company attaches to the management of personnel. You may be our executive or a Department head but regardless of your level, it is your responsibility to develop your subordinates so that they not only derive satisfaction from the jobs they do but, by doing so, they enhance the effectiveness of the organization. To do so, you are expected to:-

1. Consider your employees as important human beings at all times.
2. Do a good job of representing your employees to top management.
3. Make every effort to interpret and explain company policies to them.
4. Set an example to our subordinates both at and outside of work.
5. Go out of your way to recognize an employee when he does a job exceptionally well. When necessary, always 'praise in public and reprimand in private'.
6. Let your employees know that you are giving them every opportunity to develop and improve their skills and remuneration.
7. Do not allow your prejudice to influence your objective opinion of any employee.
8. Always try to improve our employees' confidence in you by dealing with them individually and collectively in a considerate, firm and fair manner.
9. Place an employee on a job which maximizes his present skill, abilities and attitudes. Do not blame your subordinates if something goes wrong in your department. You must always assume the responsibility for the action or the job done by the employees under your supervision.
10. Know your subordinates as individuals. Learn as much as you can about their individual interests, likes and dislikes.
11. Always take time to give proper and adequate instructions to new job entrants and make them feel at home through proper job introduction and orientation.

12. Be alert to the maintenance of safe and clean work area. Stress the importance of good, clean and safe working conditions.
13. Ensure employees themselves keep their area as clean and safe as possible at all times.
14. Be responsible for eliminating and correcting all potential hazards, and to make full use of all present and future safety equipment, first-aid techniques and the fundamentals of good safety practices.
15. Be responsible for seeing that each employee has a clear and correct understanding of how his or her salary is computed.
16. Be responsible for communicating the correct feelings and attitudes of employees to top management. You are also responsible for conveying to the employees some details for plans, intentions and expression of top management to build continued team spirit and high employee morale and job satisfaction.

EACH MANAGER SHOULD ENSURE THAT HE:-

1. Knows the names and positions of the people who work for him and those with whom he works on the same levels. He should familiarize himself with the management structure of the company.
2. Recognize that his greatest resource is his people.
3. Develop his work group to be confident and resourceful.
4. Acquaint himself with all aspects of his job.
5. Understand his specific responsibilities and authority level.

EFFECTIVE MANAGEMENT -EMPLOYEE RELATIONS	RESPONSIBILITY FOR HUMAN RESOURCES
EFFECTIVE DATE:	REVISED DATE:

EVERY EXECUTIVE IN THE COMPANY HAS A RESPONSIBILITY TO HIS IMMEDIATE BOSS AND IS REQUIRED TO:-

1. Cooperate with him in the fulfillment of his job responsibilities.
2. Execute instructions in detail. Inform his superior of all changes in working conditions and other phases of work. Responsibility should be taken to ensure that job instructions and day-to-day orders to subordinates are clearly understood.
3. Prepare himself for greater responsibility by training subordinates as potential successors.
4. Report the outcome of any important phase of operations fully, simply and accurately to his immediate superior when requested.
5. Show courtesy and respect to the immediate superior at all time.
6. Look for better ways of doing things and offer ideas and suggestions for improvements.
7. Make every effort to relieve the immediate superior of job details whenever possible.
8. Always assume full responsibility for work assigned to him and his subordinates.

In addition, each executive must work as a team-member with the other executives and employees. Never humiliate a fellow employee in the presence of subordinates for any reason whatever.

EFFECTIVE MANAGEMENT -EMPLOYEE RELATIONS	COMPANY'S POSTURE ON DEALINGS WITH THE IN- HOUSE UNION
EFFECTIVE DATE:	REVISED DATE:

Our company has a Collective Agreement presently covers the following categories of employees:-

- General Clerks
- Clerks
- Supervisors but exclude all executives, managers, security personnel and clerical employees who perform confidential work.

The basic provisions governing the management and the union are covered in the Collective Agreement which all managers and executives should be familiar. Besides these general guidelines, it is our company's intention that all our management and executive staff ensure that all dealings with the Union Executive Council members in particular and all employees, in general, are consistent and fair and where grievances arise, these are expeditiously dealt with in accordance with the grievance procedure. In case of doubt, you should NEVER hesitate to consult the Human Resource Management Department on such matter.

PAID TIME OFF FOR TRADE UNION OFFICERS

In order to allow the union to function effectively, the company has decided to release the following officials with paid-time off from work, for a period of hours effective by 2009, after which this policy will be reviewed by the HR MGT Dept, Manager in consultation with the Managing Director.

Objective of this time-off policy is also to allow the union and management to work together on matters which affect the company's productivity so that the objectives of company are realized.

UNION MEETINGS WITH MANAGEMENT AND PAYMENT OF OVERTIME

In order to build the responsibility element in the union officials, any joint-meetings held between the union officials and the management which extended after the normal hours of work shall not be at overtime rates unless this is specifically approved in writing by the HR MGT Department. The same rule applies for Collective Bargaining with a view to negotiating a Collective Agreement and any other matters concerning the affairs of the union and its members.

EFFECTIVE MANAGEMENT -EMPLOYEE RELATIONS	COMPANY'S POSTURE ON DEALINGS WITH THE IN- HOUSE UNION
EFFECTIVE DATE:	REVISED DATE:

However, if the meeting is called by the Management to review items on which urgent joint-decisions are required, overtime will be paid. The HR Executive will develop a listing of the type of meeting normally held on which overtime is/is not paid.

TIME OFF FOR OFFICIALS

Please refer to the section on BENEFITS under LEAVE-TRADE UNION.

UNION REPRESENTATIVE ON WORK AREAS:

If a union official intends to represent a worker in the worker's place of work, he is expected to obtain the prior permission of his own Superior first and after that, the permissions of the Superior of the worker in which the latter is working to come to his work area. If such approvals are not obtained, the Union Official has no authority to leave his own work-station and/or enter another work-station.

It is NOT Company policy to allow anyone to disturb our operation during work hours. Where there is urgency, the Union Official can represent his members but only with the approval of the Superior(s) concerned. Should any Union Official be in a work area other than his normal work, his immediate superior should question the official concerned and report the fact immediately to the HR MGT Dept. so that the matter can be resolved expeditiously.

It is responsibility of all Department Managers to ensure this policy is rigidly enforced.

EFFECTIVE MANAGEMENT -EMPLOYEE RELATIONS	RESPONSIBILITY FOR COST
EFFECTIVE DATE:	REVISED DATE:

Cost control is the responsibility of every Executive and he should inculcate this aspect of the responsibility in each of his employees by eliminating time wasted by the employees. It is your responsibility to identify employees who waste time and take corrective action. Such time absenteeism, poor work attitude and poor quality of work.

Create in each of your employees a feeling of being important ‘in’ on things. Try to make the employee feel that he or she is a part of your department and of the organization rather than thinking “ I just work here”.

Make every effort to show your new employees as you introduce them to their jobs, during the orientation process, how company costs are directly related to their long-range job security and remuneration.

EMPLOYMENT

EMPLOYMENT	EMPLOYMENT POLICY
EFFECTIVE DATE:	REVISED DATE:

It is Company policy to employ personnel who have the requisite skills, qualifications and attitude required for the effective performance of jobs at various levels of the organization.

RECRUITMENT

The Company will consider qualified applicant for vacancies in all job classifications in conjunction with our established policy of promotion from within the company on the basis of individual qualifications, potential and job performance.

RESPONSIBILITY

The HR MGT Dept. has been assigned the responsibility of ensuring that all phases of employment are in congruence with this policy. However the responsibility for complying with this policy lies with the respective Department Managers in respect to employees within jurisdiction so that favoritism is avoided and job performance and potential is recognized.

JOB PLACEMENT AND PROMOTIONS

The company will provide promotional and upgrading opportunities as applicable to all qualified employees by the following action:-

1. Communicate policy of promotions from within the company to all employees during performance appraisals.
2. Review objectively all qualifications of all candidates for promotion.

TRAINING AND DEVELOPMENT

All training and educational programs conducted on the job will be reviewed periodically to ensure all personnel have an opportunity to participate the programs.

Specific training programs will be developed in areas where there is a skill deficiency e.g supervisory development programs.

EMPLOYMENT	EMPLOYMENT POLICY
EFFECTIVE DATE:	REVISED DATE:

COMPENSATION AND EMPLOYEE BENEFITS

The company will pay all personnel fairly according to their job classification. The appropriate benefits package applicable to employees is covered under the BENEFIT section of this manual. A copy of the Employee Handbook will be given to all employees and the list of benefits applicable to all non-executives. Executive and management staff can obtain detail relating to their own benefits and salary grade from their Department Manager or HR MGT Department.

LAY-OFFS AND TERMINATIONS

It is our company policy to keep all employees who are performing their jobs satisfactorily in employment. As such, no termination of employment will be effected without proper cause and without the expressed written approval from the HR MGT Department.

COMMUNICATION

HR MGT Department will take appropriate steps to ensure that all personnel are aware of its intention to support and take proper action towards the provision of adequate employment opportunities so that employees can develop their careers in our Company. Some of these steps will include:-

- Notice Boards
- Employee Handbook
- Personnel Policies Manual
- Management Meetings
- Department Meetings

EMPLOYMENT	RECRUITMENT SOURCES
EFFECTIVE DATE:	REVISED DATE:

When you have a particular vacancy in the department, it is important that that you review this with the HR MGT Department, because every department has the responsibility for filling all job vacancies. Generally, you should be aware of the sources of recruitment.

1. **SOURCES WITHIN OUR COMPANY** - A very important source of employee manpower is from within our company. We all know that promotions from within work in most instances, especially below the management levels. When properly handled, promotions from within of qualified senior employees improves morale, shows employees that they have a chance to grow with our company, and fosters the desire to stay with our company because the employees see opportunities for advancement.
2. **PRESENT EMPLOYEES** - By talking with present employees, and letting them know that the company is looking for a certain type of employee, often turns out to be satisfying. Sometimes you may find an excellent candidate who heard about a job opening from one of our present employees.
3. **ADVERTISING** - We all know that one of the most used sources for getting job applicants is to advertise in the newspapers, through internet or in every instance where external advertising is resorted. Sometimes you must coordinate this with the HR MGT Dept. Manager who is the approved authority for the placement of all external job vacancies.
4. **PUBLIC AND PRIVATE EMPLOYMENT AGENCIES** - Private and Government Employment Agencies also help provide job applicants and usually do not charge the hiring company for the provision of the applicants. Private agencies charge the applicant, not the client, for their services.
5. **FORMER EMPLOYEES** - With good attitudes, may want to consider returning to work for the company. Except in emergency or unusual circumstances, employees who have been terminated for just cause are not to be rehired under any circumstances.

EMPLOYMENT	HIRING OF RELATIVES
EFFECTIVE DATE:	REVISED DATE:

It is our company policy not to hire relatives of present employees in any department of our company, without the prior written approval of the Managing Director.

For interpretation of this policy, a relative is considered as follows:-

Husband-wife, mother-father, mother-in-law, father-in-law, son-daughter, brother-sister, son-in-law, daughter-in-law, uncle-aunt, first cousins.

Employees who become married to other present employees during the course of their employment are permitted to continue their employment but this must be officially approved in writing by the HR MGT Department, who will usually obtain the approval from the Managing Director before doing so. Should one of them leave, the company will not rehire him while the other is in our employ.

Should any job applicant apply for a position with our company, he will be asked if he has any relatives employed in this company (on his employment application). If his answer is 'yes' he will be questioned as to the relationship. If the relationship is one of the types described above, the job applicant will be not be hired. If a job applicant falsifies his application or is not truthful to verbal questions concerning his relationship to a present employee, and if this fact later becomes known, than he should be terminated. Be sure to clear this with the HR MGT Department to avoid problems consequent upon wrongful termination.

EMPLOYMENT	TYPE OF EMPLOYEES
EFFECTIVE DATE:	REVISED DATE:

It is necessary that there is common understanding in our reference to the type of employees we have employed in our company.

The terms below shall interpreted as indicated:-

- A. **EMPLOYEES** - All persons who have a written offer of employment from the company and receive wages or salaries as specified in their appointment letter.
- B. **FULL-TIME EMPLOYEES** - Those employees who work the full forty two point five weekly and who maintain continuous regular employment status. All full-time employees are eligible for all the employee benefits as these may be applicable to them, in their respective job categories.
- C. **TEMPORARY FULL-TIME EMPLOYEES** - Those employees whose service is intended to be of limited duration such as the completion of a project or those who are employed on a monthly basis but who work for full-time hours. Temporary employees are eligible for paid holidays, provided they are present for work the working day immediately before or after holidays. Other benefits they enjoy are sick leave payments, annual leave (providing they have more than a year's service), maternity leave, if the female has been employed for the qualifying period and such other benefits that are provided for in the Employment Act 1955). If in doubt on this matter, consult the HR MGT Department personnel
- D. **CASUAL EMPLOYEES** - These employees may work less than the customary number of full-time hours daily and do not maintain continuous regular employment status. Casual employees are not eligible for any employee benefits and are paid-off at the end of each day.
- E. **EXECUTIVE EMPLOYEES** - This refers to all employees who are employed as employee grade M1 and other higher levels of management.
- F. **NON-EXECUTIVE EMPLOYEES** - Employees who are generally covered by the scope of the Collective

Agreement and other clerical and security personnel whose job function exclude them from one coverage under the union umbrella.

- G. **CONTRACT EMPLOYEES** - These may be employed for a specific period or for the duration of a project. Their terms are determined by the type of contract and these will be determined by the HR MGT Department.

EMPLOYMENT	TRAINEES
EFFECTIVE DATE:	REVISED DATE:

TRAINEES

They are trainees who usually work on the shop-floor or in technical area for limited period of time, usually from two to three months. They are usually university or college students who need some 'hand-on' experience to supplement their education by training. They will be given an all inclusive allowance which is determined from time to time by the HR MGT Department. On completion of their assigned training period, they leave the company's service. HR MGT Department will produce a letter of recommendation/verification that the trainee has completed a period of Months training as (position) for submission to the university / college.

Their terms and conditions are as follows:-

1. All trainees will be bind with our rules and regulations.
2. All trainees will be entitle for the following benefits:-
 - i. An all inclusive allowance of RM900.00
 - ii. Normal clinic visits at any of our panel clinic for RM50.00 monthly.
 - iii. Monthly meal coupon for 2.50 daily.

EMPLOYMENT	PRE-EMPLOYMENT - MANPOWER REQUISITION
EFFECTIVE DATE:	REVISED DATE:

Authorized manpower levels are determined by the company for each department and it is the responsibility of the HR MGT Department to ensure that any requests for additional manpower do not exceed the authorized manpower levels, by job classification, before deciding to hire, transfer, upgrade or promote employees.

REQUISITION FOR EMPLOYEES

It is the responsibility of the Hiring Department to complete the Requisition form on page 20 and submit to the HR MGT Department for approval. If the requisition for manpower is within the authorized levels, the HR MGT Department will proceed with processing the request. If it exceeds the authorized levels, the HR MGT Department will explain this to the Department Manager concerned and no further action will be taken.

EXCEPTION

Any exception to this policy must be approved in writing by the Managing Director.

To: HR MGT Department

MANPOWER REQUISITION / REPLACEMENT FORM					
REQUISITION DEPARTMENT					
DESIGNATION				DATE REQUIRED	
NO OF PERSON		SECTION / GROUP		SEX	MALE / FEMALE
QUALIFICATION				EXPERIENCE	
APPROVED BUDGET				PRESENT NO	
REASON FOR REQUISITION					
JOB DESCRIPTION					
REQUESTED BY			VERIFIED BY		
..... SECTION HEAD/DEPT. HEAD		 HR MGT DEPARMENT		
APPROVED BY					
..... MANAGING DIRECTOR/ SENIOR EXECUTIVE DIRECTOR					
NOTE					

EMPLOYMENT	PRE-EMPLOYMENT PROCEDURES
EFFECTIVE DATE:	REVISED DATE:

It is the purpose of this policy to fill job vacancies as they occur with the most qualified job applicants available and to build up a reservoir of qualified personnel who can be promoted to higher positions within our organization.

Candidates for employment will be thoroughly screened by the HR MGT Department prior to their interview session by Department Managers or any designated employee. Items which will be reviewed by the HR MGT Department during the screening process include:-

1. Written application - all applicants must use the Company's Application Form. Please see page 22 – 25.
2. Job description - the appropriate Job Description form will be utilized for discussion of all phases of the particular position applied for.
3. Review Documents relating to qualifications, testimonials.
4. Testing of Personality Profiling, as necessary, will be conducted as deemed necessary.
5. The HR MGT Department will check each application against old personnel files to determine whether the individuals has worked for the company before and such fact should be recorded on the application form.

SYARIKAT ABC SDN.BHD.
BORANG PERMOHONAN JAWATAN KOSONG

1. Nama Pemohon
2. No. Kad Pengenalan :
3. Jawatan Yang Dipohon :
4. Alamat Tempat Tinggal:
.....
.....
.....
.....
5. No. Telefon (Rumah) :
- (Pejabat) :
6. Tarikh lahir :
7. Umur :
8. Taraf Perkahwinan :
9. Bangsa :
10. Agama :
11. Kewarganegaraan :

LATAR BELAKANG AHLI KELUARGA

1. Nama ibu/bapa/penjaga
:
2. Alamat ibu/bapa/penjaga
:

3. No. Telefon :
4. Pekerjaan ibu/bapa/penjaga :
5. Tanggungan ibu/bapa/penjaga :
6. Keterangan mengenai latar belakang adik-beradik

Nama	Jantina	Pekerjaan	Umur
1.			
2.			
3.			
4.			
5.			
6.			
7.			

LATAR BELAKANG PENDIDIKAN

Tahun	Nama Sekolah/Institusi	Sijil Yang Diperolehi

AKTIVITI –AKTIVITI DI SEKOLAH/INSTITUSI

Kegiatan Sukan / Ko-kurikulum	Jawatan Yang Disandang	Sijil-Sijil Penghargaan

PENGALAMAN BEKERJA

Nama Dan Alamat Majikan	Jawatan Yang Disandang	Gaji Pokok Yang Diperolehi	Tempoh Perkhidmatan

KERTAS KERJA / PROJEK YANG PERNAH DIJALANKAN

KERTAS KERJA / PROJEK	TAHUN

Nyatakan nama dua orang yang mengenali anda (bukan saudara terdekat) yang boleh dihubungi oleh pihak pengurusan bagi menyokong permohonan anda ini.

Nama	Alamat	No. Telefon	Jawatan

Saya mengakui bahawa segala keterangan yang saya berikan seperti di atas adalah benar.

Tandatangan Pemohon

Tarikh

SYARIKAT ABC. SDN.BHD.
BORANG PERMOHONAN JAWATAN KOSONG
(Operator/Pekerja Am)

1. Nama Pemohon:

.....

2. No. Kad Pengenalan :

3. Tarikh Lahir :

4. Jawatan Yang Dipohon:

.....

5. Alamat Tempat Tinggal:

.....

.....

6. No. Telefon (rumah) :

7. Umur :

8. No. Telefon (pejabat) :

9. Taraf Perkahwinan :

10. Kewarganegaraan :

11. Bangsa :

12. Agama :

13. Lesen Memandu :

EMPLOYMENT	PRE-EMPLOYMENT - HANDLING APPLICATIONS
EFFECTIVE DATE:	REVISED DATE:

All applications received from employees will be filed under the appropriate job vacancies. For example if there is an application for a secretary's job the HR MGT Department will file the application.

1. "HOLD" - are applications whose appear to have the minimum requirements for the job and the department still holding their application for consideration when a vacancy arises.
2. "REJECT" - these are not suitable for the position, the HR MGT Department should:-
 - Send reject letters to those who do not meet the job requirement.
 - Send "hold" letters to those eligible.
 - Send interview letters to those who do meet the requirements.

After interviews have been completed, and the applicant is unsuitable, the HR MGT Department will send him a 'reject letter'; if he fulfils he job requirements but there is a better candidate available, send him a 'hold-after interview' letter.

Thus, the HR MGT Department will maintain several folders for each type of Job Vacancy.

- Reject before interview
- Hold before interview
- Reject after interview
- Hold after interview
- Short-listed for 2nd. interviews

(Applications which are more than 12 months old will be destroyed, to prevent unnecessary accumulation of paper files).

Once a job applicant is hired, the Employment Application Form that he has completed will be placed in his Personal Folder and retained as part of the Company's permanent personnel record system in the HR MGT Department. In addition to the Application Form all reference reports and any other pre-employment forms or records used will be placed in the Employee's Personal Folder.

EMPLOYMENT	PRE-EMPLOYMENT - INTERVIEW PROCESS
EFFECTIVE DATE:	REVISED DATE:

A pre-employment interview will be conducted with job applicants if the information received on the Application Form indicates that the applicant is eligible for the position with our Company. This initial interview will be done by the HR MGT Department.

After the HR MGT Department has screened the applicants, they will arrange for the short-listed employees to be interviewed by the Hiring Department. After the Hiring Department's representative has interviewed the applicants, he should review this with the HR MGT Department and if both parties concur, an offer or employment will be made by the HR MGT Department. All offers of employment must emanate from the HR MGT Department only. It is recommended that NO OFFER should be made until REFERENCE CHECKS have been done for especially the vacancies in the Executive and Management positions. The HR MGT Department will check on these references and, if found satisfactory, only then the offer letter be issued together with a Medical Authorization Form to enable the employee to go for a Medical Check-up at the designated Company's Panel of doctors.

THE INTERVIEW PROCESS (one-to-one)

The interviewer must make every effort to put the applicant at ease. Use a friendly and courteous introduction.

THE INTERVIEWER'S Screening APPRAISAL FORM on page 33 will be used by the HR MGT Department as well as the Hiring Department.

1. Opening The Interview

a) Build Rapport

It's important to establish rapport with applicant before starting with what may be stressful questioning.

Introduce yourself in a friendly way when you first meet the applicant and be sure he hears your name and your title. The applicant has not

had the opportunity to learn about you before the interview so it may be helpful to tell him what your position is in the company and the function you fulfill.

EMPLOYMENT	PRE-EMPLOYMENT - INTERVIEW PROCESS
EFFECTIVE DATE:	REVISED DATE:

b) Convey Openness

You want the applicant to be as open with you as possible so that you can get all the information you need in order to make hiring decision.

You also want the applicant to feel that you have taken time to prepare for the interview. This conveys to the applicant that you consider him to be important. This interview is very important to the applicant since it can make a big difference to his future.

c) Importance of First Impressions

The first impression you make on the applicant can flavor the atmosphere of the interview.

You are most likely the first ‘interface’ with the applicant so you will want him to see you as a professional. You do not want to lose any qualified applicants due to a bad impression of the company that they may get from an unprepared interviewer.

d) Start by Discussing Topics Familiar To The Applicant

You do not have to comment on ‘worn-out’ topics such as the weather or the latest soccer game. What you should do is to start with topics familiar to the applicant so he can begin to feel comfortable. (Just the act of speaking can held

the applicant to release some of his nervousness).

e) Explanation of Note-Taking

If you chose to take notes during the interview (and you should), be sure to explain your reason to the applicant. Let him know that the notes are strictly to refresh your memory about him.

f) Physical Setting-Formal/Informal

The physical setting of the room can be either formal-with the interview separated from the applicant by a desk, or informal-with two chairs facing each other at comfortable speaking distance.

EMPLOYMENT	PRE-EMPLOYMENT - INTERVIEW PROCESS
EFFECTIVE DATE:	REVISED DATE:

2. Encouraging Interview To Talk

Remember that your main purpose for the interview is to get information from the applicant about himself.

You not only need the direct information he will give you in answer to the question you ask, but also, for most positions, you will need to know something about his communication skills.

To satisfy both the needs, it is important to get the applicant to talk. Below are some examples of how to deal with the various type of applicants.

The Tense Applicant

An applicant who is very nervous or tense will just not be able to communicate freely on the main topic you are interested in. Naturally, this type of interviewee must be controlled so that valuable interview time will not be wasted.

You, the interviewer, hold the reins and it is your responsibility to gently, but firmly, pull the conversation back on the track.

Interviewer Should Only Speak 30% of Time or Less

Another problem in getting the maximum useful information during the interview is that the interviewer may monopolize the conversation and not give the interviewee an adequate chance to talk.

Avoid Disagreeing With Applicant

The minute the interviewer disagree with a candidate's statement, he signals that the 'wrong thing' has been said.

Sincere Complements

By paying a complement or giving sincere praise, the climate is created wherein the applicant feels like he is making progress.

EMPLOYMENT	PRE-EMPLOYMENT - INTERVIEW PROCESS
EFFECTIVE DATE:	REVISED DATE:

3. Asking Meaningful Questions

Target Questions to Success Factors and Interview Objectives

In order for the questions to be effective, these should relate directly to your interview objectives and to the success factors for the position under consideration.

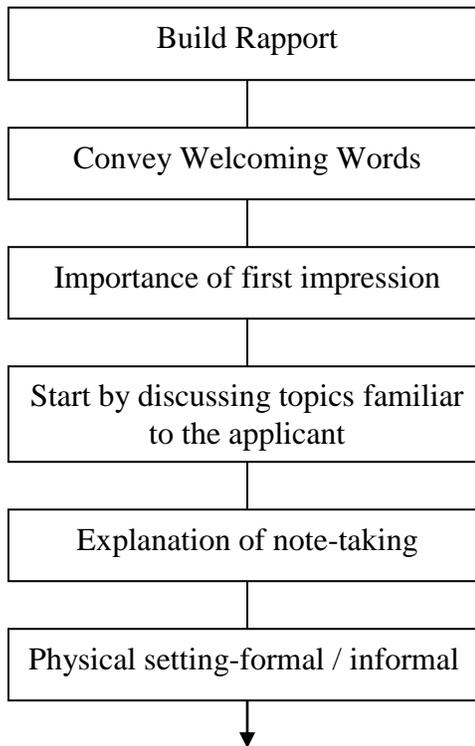
4. Concluding The Interview

Thank the applicant for the interview. If another interview is planned for him, tell him about this and when this will take place. If the applicant is not suitable, tell him politely that his qualifications and experience do not meet your requirements.

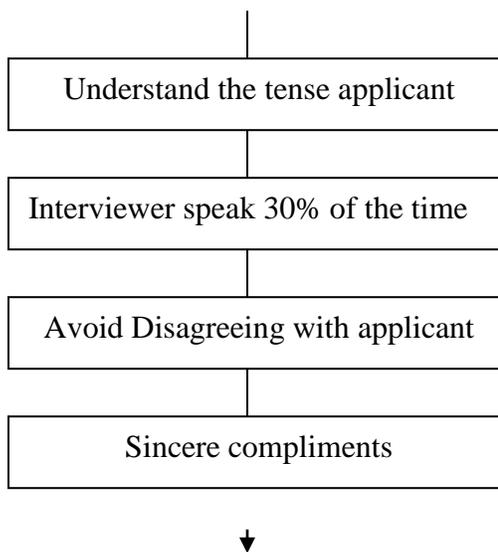
EMPLOYMENT	PRE-EMPLOYMENT - INTERVIEW PROCESS
EFFECTIVE DATE	

SUMMARY OF THE INTERVIEW PROCESS

1. OPENING THE INTERVIEW



2. ENCOURAGING INTERVIEWEE TO TALK



3. ASKING MEANINGFUL QUESTIONS

Target questions to success
factors and interview objectives

4. CONCLUDING THE INTERVIEW

SYARIKAT ABC SDN. BHD.

INTERVIEW SCORE SHEET

Date : _____ Sex : _____

Position Applied: _____ Age : _____

Name : _____

Tel : _____

Office : _____

Current Address : _____

House Address : _____

E-mail address : _____

1. DOCUMENT VERIFICATION

i. Personal

Mykad no. : _____

ii. Basic educational background

PMR : _____

Bahasa Malaysia : _____

Bahasa Inggeris : _____

iii. Year graduated / university / college qualification

iv. Experience

SYARIKAT ABC SDN. BHD.

INTERVIEW SCORE SHEET

Name :

Date :

2. EVALUATION

Criteria	Points	Erned Points
i. Suitability for post by qualification	20	_____
ii. Suitability for post by experience	20	_____
iii. Keeness	15	_____
iv. Interpersonal skill	15	_____
v. Initiative	15	_____
vi. General attitude / disposition	15	_____
vii. Extra mural activities and others	5	_____

Total Points =

viii. Minimum expected salary :

ix. Availability :

3. OTHER COMMENTS

4. RESULTS

To be appointed / Reserve / Unsuccessful

Name of interviewer:

Department/Section:

Signature:

EMPLOYMENT	EMPLOYMENT- OFFER LETTER
EFFECTIVE DATE:	REVISED DATE:

OFFER LETTER

The HR MGT Department will be responsible for issuing all letters of appointment to new employees. These offers will be subject to the successfully passing a medical examination to be conducted by the Company's Panel of Doctors.

EXEPTION

In cases of emergency, where the employee's services are required urgently, the employee may be required to report for duty before his medical results are available but the HR MGT Department will clearly indicate to the employee, in writing, that his continued employment is subject to the results of the medical examination.

EMPLOYMENT	EMPLOYMENT –DETAILS
EFFECTIVE DATE:	REVISED DATE:

When a new employee joins our Company he is expected to complete various documents so that the Company has relevant details relating to him and also to educate them about the policy of the Company. So that he will understand that he is employed under certain obligations, particularly in relation to confidential information.

The HR MGT Department is responsible for ensuring that the following documents are completed by the employee no later than his orientation period:-

- All forms under HRM Standards Forms
On page 50 until page 68 as follows:-
 - a. Employee Personal Particulars
 - b. Permohonan Buku Rawatan Klinik
 - c. Surat Akuan Pembayaran Gaji Melalui Akaun Bank
 - d. Surat Pengesahan Laporan Diri
 - e. Surat Perjanjian Memerima Syarat-Syarat Menduduki Asrama
 - f. Permohonan Penginapan Di Asrama Syarikat
 - g. Permohonan Perkhidmatan Pengangkutan Syarikat
 - h. Kerahsiaan Syarikat