



# 2021 **STATISTIK & PETUNJUK-PETUNJUK UTAMA** *Statistics & Key Indicators*

Jabatan Perhubungan Perusahaan Malaysia  
*Department of Industrial Relations Malaysia*



## PRAKATA

Penerbitan Buku Statistik Dan Petunjuk-petunjuk Utama ini disediakan untuk memaklumkan pencapaian statistik terhadap aktiviti-aktiviti utama Jabatan Perhubungan Perusahaan Malaysia (JPPM) yang dilaksanakan oleh pegawai-pegawai JPPM. Sumber maklumat yang digunakan dalam menyediakan statistik ini adalah daripada *Enforcement Management System Module-C* (EMSC)

Maklumat di dalam buku ini merupakan pencapaian aktiviti yang dilaksanakan oleh JPPM dan menjadi penggerak utama kepada agenda pembangunan ekonomi negara.

Pandemik COVID-19 yang bermula sejak tahun 2020, masih melanda negara pada tahun 2021 dan memberi kesan kepada pelaksanaan dan pencapaian JPPM. Secara keseluruhannya, tren pencapaian aktiviti JPPM pada tahun 2021 menunjukkan penurunan kes bagi kesemua bidangkuasa Jabatan di bawah Akta Perhubungan Perusahaan 1967 (Akta 177) yang melibatkan peruntukan Seksyen 8, 9, 13, 18 dan 20. Sebaliknya, tren peningkatan ditunjukkan pada aktiviti khidmat nasihat, ceramah dan dialog serta *Productivity-Link Wage System* (PLWS). Pelaksanaan aktiviti-aktiviti ini dilihat sebagai usaha Jabatan dalam meningkatkan tahap pengetahuan orang ramai terhadap prosedur dan aturan perhubungan perusahaan, sekaligus dapat memelihara keharmonian perusahaan negara.

Saya ingin merakamkan sekalung penghargaan kepada semua Bahagian atas kerjasama melaporkan maklumat statistik dan syabas kepada Bahagian Perancangan dan Penyelidikan Dasar, JPPM atas usaha mengumpul dan menyediakan input bagi Buku Statistik dan Petunjuk-petunjuk Utama ini.



**Khalid bin Jali**  
**Ketua Pengarah**  
**Perhubungan Perusahaan**

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## **NOTA KETERANGAN / NOTES**

### **PERTIKAIAN PERUSAHAAN / TRADE DISPUTE**

Pertikaian perusahaan bermaksud suatu pertikaian di antara majikan dengan pekerja-pekerjanya yang berhubung kait dengan pekerjaan atau bukan pekerjaan atau terma-terma dan syarat-syarat pekerjaan atau keadaan tempat pekerjaan.

*Trade Dispute means a dispute between the employer and his workmen on issues relating to employment or non-employment or terms and conditions of employment or conditions of work.*

### **REPRESENTASI PEMULIHAN KERJA / CLAIM FOR REINSTATEMENT**

Representasi Pemulihan Kerja Representasi pemulihan kerja bermaksud seseorang yang telah dibuang kerja atau beranggapan telah dibuang kerja tanpa sebab atau alasan yang munasabah boleh mengemukakan representasi secara bertulis kepada Ketua Pengarah Perhubungan Perusahaan. Representasi tersebut hendaklah difailkan di Jabatan Perhubungan Perusahaan yang berhampiran dengan tempat pekerjaan di mana pekerja dibuang kerja dalam tempoh 60 hari dari tarikh pemuangan kerja.

*Claim For Reinstatement means a workman who is dismissed or who considers his/her dismissal to be without just cause or excuse, may make representation in writing to the Director General of Industrial Relations. The representations may be filed at the office of the Director General of Industrial Relations nearest to the place of employment from which the workman was dismissed, within 60 days of the dismissal.*

### **MOGOK / STRIKE**

Mogok bermaksud tindakan memberhentikan atau enggan melakukan kerja oleh sekumpulan pekerja yang bertindak secara bersatu atau menyekat, mengurang, menangguh atau menamatkan pelaksanaan mana-mana tugas berkaitan dengan pekerjaan mereka.

*Strike means stoppage or refusal to work by a group of workmen acting in concerted effort to restrict, reduce, suspend or terminate any task related to their jobs.*

### **PIKET / PICKET**

Piket bermaksud seorang atau lebih, bertindak bagi pihaknya atau bagi pihak mereka atau bagi pihak kesatuan sekerja atau bagi pihak majikan dalam meneruskan suatu pertikaian perusahaan untuk hadir ke tempat dimana pekerja itu bekerja bagi tujuan mendedahkan kepada orang ramai tentang rungutan pekerja atau apa-apa bentuk bantahan.

*Picket means one or more persons acting on his or their behalf or on behalf a trade union or of an employer in furtherance of the trade dispute to attend at or near any place where the workman works and disclose to the public about employee's grievance or any form of protest.*

### **TUNTUTAN PENGIKTIRAFAN / CLAIM FOR RECOGNITION**

Tuntutan Pengiktirafan bermaksud tuntutan yang dikemukakan oleh sesebuah kesatuan sekerja kepada pihak majikan dan dikendalikan oleh Jabatan Perhubungan Perusahaan Malaysia bagi menentukan sama ada sesebuah kesatuan itu layak atau tidak untuk mewakili pekerja berkenaan dan mempunyai majoriti untuk mewakili pekerja-pekerja dalam rundingan kolektif.

*Claim for recognition means a claim submitted by a trade union to an employer and processed by the Department of Industrial Relations Malaysia to determine whether the trade union is eligible or not to represent the respective workers and have the majority to represent workers in collective bargaining.*

### **PERJANJIAN KOLEKTIF / COLLECTIVE AGREEMENT**

Perjanjian kolektif bermaksud suatu perjanjian bertulis yang dihasilkan daripada perundingan kolektif di antara majikan atau kesatuan sekerja majikan dengan kesatuan sekerja pekerja yang mengandungi terma-terma dan syarat perkhidmatan yang dipersetujui oleh majikan dan kesatuan sekerja pekerja

*Collective agreement means an agreement in writing concluded from collective bargaining between employer or a trade union of employers and a trade union of workman relating to the terms and conditions of employment and work of workmen or concerning relations between such parties.*

### **APP 1967 / IRA 1967**

Akta Perhubungan Perusahaan 1967 (Akta 177) dan Peraturan-peraturan di bawahnya yang diurusadbirkan oleh Jabatan Perhubungan Perusahaan Malaysia dan dikuatkuasakan di seluruh Malaysia.

*Industrial Relations Act 1967 (Act 177) and regulations made thereunder, administered by the Department of Industrial Relations Malaysia and enforced throughout Malaysia.*





## **PENGENDALIAN PERTIKAIAN PERUSAHAAN *TRADE DISPUTE DEALT***

Nota: Pengendalian pertikaian perusahaan melibatkan gabungan pertikaian di bawah Seksyen 8, 13 dan 18

**PENGENDALIAN PERTIKAIAN PERUSAHAAN 2017 – 2021**  
**TRADE DISPUTE DEALT 2017 - 2021**

PERKARA PARTICULARS		2017	2018	2019	2020	2021
Dilaporkan/ <i>Reported</i>	Bil./No.	326	339	304	374	263
Dikendalikan/ <i>Dealt</i>	Bil./No.	389	416	382	428	407
Diselesaikan/ <i>Resolved</i>	Bil./No.	312	338	328	284	337
	Peratus Selesai / <i>Percentage Resolved (%)</i>	80	81	86	66	83
<b>Baki/Balance</b>	<b>Bil./No.</b>	<b>77</b>	<b>78</b>	<b>54</b>	<b>144</b>	<b>70</b>

CARA PENYELESAIAN METHOD OF SETTLEMENT		2017	2018	2019	2020	2021
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./No.	232	251	227	225	225
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>To Industrial Court</i>	<i>Referred</i> Bil./No.	72	86	95	50	82
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./No.	8	1	6	9	30
<b>Jumlah/Total</b>		<b>312</b>	<b>338</b>	<b>328</b>	<b>284</b>	<b>337</b>

**Nota/Note:**

Pengendalian kes pertikaian perusahaan di bawah Seksyen 8, Seksyen 13 dan Seksyen 18 APP 1967/*Trade dispute cases under Section 8, Section 13 and Section 18, IRA 1967*

**Sumber/Source:**

Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**PERTIKAIAN PERUSAHAAN MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**TRADE DISPUTE BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI / INDUSTRY	BILANGAN KES / NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT / NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Pertanian, Perhutanan dan Perikanan/ <i>Agriculture, Forestry and Fishing</i>	52	45	39	27	31	6,428	9,860	460	132	4,856
Perlombongan dan pengkuarian/ <i>Mining and Quarrying</i>	3	3	0	4	2	7	523	0	65	351
Pembuatan / <i>Manufacturing</i>	164	161	170	241	127	15,626	18,906	16,802	32,218	15,704
Bekalan Elektrik, Gas, Wap dan Pendingin Udara/ <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	0	5	1	1	1	0	3,992	1	0	1
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemuliharaan/ <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	3	6	2	3	4	0	1,927	1,001	202	491
Pembinaan / <i>Construction</i>	5	1	0	1	5	23	1	0	0	220
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal/ <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	2	10	4	13	15	108	593	298	1,575	92
Pengangkutan dan Penyimpanan/ <i>Transportation and Storage</i>	22	27	14	22	8	833	3,182	210	2,831	747
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman/ <i>Accommodation and Food Service Activities</i>	21	14	22	13	7	1,127	1,005	5,526	1,661	168
Maklumat dan Komunikasi / <i>Information and Communication</i>	9	6	9	5	0	111	1,590	993	383	0
Aktiviti Kewangan dan Insurans/ Takaful/ <i>Financial and Insurance Activities/Takaful</i>	5	10	4	2	5	1,793	1,223	104	1	1,236
Aktiviti Hartanah / <i>Real Estate Activities</i>	0	0	0	0	0	2	0	0	0	0

**PERTIKAIAN PERUSAHAAN MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**TRADE DISPUTE BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI / INDUSTRY	BILANGAN KES / NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT / NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Aktiviti Profesional, Saintifik dan Teknikal / <i>Professional, Scientific and Technical Activities</i>	13	6	1	0	1	1,109	704	1	0	50
Aktiviti Pentadbiran dan Khidmat Sokongan / <i>Administrative and Support Service Activities</i>	0	7	4	13	5	0	90	49	3,497	815
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib / <i>Public Administration and Defence; Compulsory Social Security</i>	0	3	0	0	1	0	3	0	0	24
Pendidikan / <i>Education</i>	0	7	5	0	0	10	139	92	0	0
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial/ <i>Human Health and Social Work Activities</i>	10	6	7	3	5	287	856	787	639	2,007
Kesenian, Hiburan dan Rekreasi / <i>Arts, Entertainment and Recreation</i>	9	7	2	4	1	379	111	87	75	31
Aktiviti Perkhidmatan Lain / <i>Other Service Activities</i>	8	15	20	22	45	3,974	1,141	5,186	949	3,439
Aktiviti Isi rumah sebagai Majikan; Aktiviti mengeluarkan Barangan dan Perkhidmatan Yang Tidak Dapat Dibezakan Oleh Isi rumah untuk kegunaan sendiri/ <i>Activities of Households as Employers; Undifferentiated Goods-And Services-producing Activities of Households for own Use</i>	0	0	0	0	0	0	0	0	0	0
Aktiviti Badan dan Pertubuhan Luar Wilayah/ <i>Activities of Exterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>326</b>	<b>339</b>	<b>304</b>	<b>374</b>	<b>263</b>	<b>31,817</b>	<b>45,846</b>	<b>31,597</b>	<b>44,228</b>	<b>30,232</b>

**Nota / Note :**

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 8, Seksyen 13 dan Seksyen 18 APP 1967 / Trade dispute cases under Section 8, Section 13 and Section 18 IRA 1967
2. Kes dilaporkan pada tahun semasa mengikut industri (MSIC 2008) / Reported cases on current year by industry (MSIC 2008)

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**PERTIKAIAN PERUSAHAAN MENGIKUT SEBAB, 2017 – 2021**  
**TRADE DISPUTE BY CAUSES, 2017 - 2021**

SEBAB PERTIKAIAN REASON FOR DISPUTES	BILANGAN PERTIKAIAN NUMBER OF DISPUTES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Keengganan memulakan rundingan bersama / <i>Refusal to commence collective bargaining</i>	59	33	37	18	18	5,085	4,541	3,521	819	2,240
Kebuntuan dalam rundingan bersama/ <i>Deadlock in collective bargaining</i>	58	85	78	80	51	12,461	21,080	13,827	22,171	8,339
Pertikaian ke atas terma dan syarat perkhidmatan didalam Perjanjian Kolektif dan lain-lain kontrak perkhidmatan / <i>Dispute over Terms and conditions of contractual terms in Collective Agreement and other service contracts</i>	110	105	115	111	96	5,141	8,164	8,787	7,198	9,123
Pengeneapan kerja dan renti-kerja sentara / <i>Retrenchment and lay-off</i>	5	5	3	9	6	99	116	186	729	162
Kenaikan pangkat, pengagihan tugas, pertukaran dan lain-lain hak istimewa pengurusan / <i>Promotion, allocation of duties, transfer and other management prerogatives</i>	19	11	4	14	8	157	73	4	1,525	116
Penurunan pangkat, penggantungan kerja, surat amaran dan lain-lain tindakan disiplin terhadap pekerja / <i>Demotion, suspension, warning letter and other disciplinary actions against workers</i>	15	13	15	17	10	30	12	246	386	258
Kegagalan mematuhi piawaian perburuhan yang diperuntukkan dalam undang-undang perburuhan berkaitan dengan kemudahan dan lain-lain faedah yang bukan kewangan / <i>Non-compliance of labour standards provided in legislation related to amenities and facilities and other non-monetary benefits</i>	5	20	21	56	33	9	1,009	3,029	4,401	3,599
Perlanggaran hak-hak pekerja/ ketidakadilan dalam amalan perburuhan / <i>Infringements of workers' rights/ unfair labour practices</i>	38	33	24	64	24	6,355	4,599	1,673	6,483	932
Lain-lain / <i>Others</i>	17	34	7	5	17	2,480	6,252	324	516	5,463
<b>Jumlah / Total</b>	<b>326</b>	<b>339</b>	<b>304</b>	<b>374</b>	<b>263</b>	<b>31,817</b>	<b>45,846</b>	<b>31,597</b>	<b>44,228</b>	<b>30,232</b>

**Nota / Note:**

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 8, Seksyen 13 dan Seksyen 18 APP 1967/ *Trade dispute cases under Section 8, Section 13 and Section 18 IRA 1967*
2. Kes dilaporkan pada tahun semasa / *Reported cases on current year*

**Sumber / Source:** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*





**PENGENDALIAN PERTIKAIAN  
PERUSAHAAN DI BAWAH SEKSYEN 8  
*TRADE DISPUTE DEALT  
UNDER SECTION 8***

**PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8, 2017 – 2021**  
**TRADE DISPUTE DEALT UNDER SECTION 8, 2017 - 2021**

PERKARA PARTICULARS		2017	2018	2019	2020	2021
Dilaporkan/ <i>Reported</i>	Bil./No.	23	14	18	35	14
Dikendalikan/ <i>Dealt</i>	Bil./No.	29	18	22	38	35
Diselesaikan/ <i>Resolved</i>	Bil./No.	25	14	19	17	31
	Peratus Selesai / <i>Percentage Resolved (%)</i>	86	78	86	45	89
<b>Baki/<i>Balance</i></b>	<b>Bil./No.</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>21</b>	<b>4</b>

CARA PENYELESAIAN METHOD OF SETTLEMENT		2017	2018	2019	2020	2021
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./No.	20	9	13	12	13
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>Referred To Industrial Court</i>	Bil./No.	5	5	5	3	9
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./No.	0	0	1	2	9
<b>Jumlah/<i>Total</i></b>		<b>25</b>	<b>14</b>	<b>19</b>	<b>17</b>	<b>31</b>

**Nota/Note:**

Pengendalian kes pertikaian perusahaan di bawah Seksyen 8, Seksyen 13 dan Seksyen 18 APP 1967/Trade dispute cases under Section 8, Section 13 and Section 18, IRA 1967

**Sumber/Source:**

Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT INDUSTRI (MSIC 2008), 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 8 BY INDUSTRY (MSIC 2008), 2018 - 2021**

INDUSTRI / INDUSTRY	BILANGAN KES / NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT / NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Pertanian, Perhutanan dan Perikanan/ <i>Agriculture, Forestry and Fishing</i>		0	0	0	0		0	0	0	0
Perlombongan dan pengkuarian/ <i>Mining and Quarrying</i>		0	0	3	0		0	0	38	0
Pembuatan / <i>Manufacturing</i>		4	11	22	7		253	137	837	216
Bekalan Elektrik, Gas, Wap dan Pendingin Udara/ <i>Electricity, Gas, Steam and Air Conditioning Supply</i>		4	0	0	0		3,692	0	0	0
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemuliharaan/ <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>		2	0	1	0		25	0	1	0
Pembinaan / <i>Construction</i>		0	0	0	0		0	0	0	0
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal/ <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>		0	0	0	0		0	0	0	0
Pengangkutan dan Penyimpanan/ <i>Transportation and Storage</i>		1	1	1	1		1	1	1	45
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman/ <i>Accommodation and Food Service Activities</i>		0	0	3	0		0	0	9	0
Maklumat dan Komunikasi / <i>Information and Communication</i>		0	0	0	0		0	0	0	0
Aktiviti Kewangan dan Insurans/ Takaful/ <i>Financial and Insurance Activities/Takaful</i>		0	0	1	0		0	0	0	0
Aktiviti Hartanah / <i>Real Estate Activities</i>		0	0	0	0		0	0	0	0

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT INDUSTRI (MSIC 2008), 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 8 BY INDUSTRY (MSIC 2008), 2018 - 2021**

INDUSTRI / INDUSTRY	BILANGAN KES / NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT / NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Aktiviti Profesional, Saintifik dan Teknikal / <i>Professional, Scientific and Technical Activities</i>		0	0	0	0		0	0	0	0
Aktiviti Pentadbiran dan Khidmat Sokongan / <i>Administrative and Support Service Activities</i>		0	3	2	4		0	0	2,424	57
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib / <i>Public Administration and Defence; Compulsory Social Security</i>		1	0	0	0		1	0	0	0
Pendidikan / <i>Education</i>		1	0	0	0		1	0	0	0
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial/ <i>Human Health and Social Work Activities</i>		0	0	0	0		0	0	0	0
Kesenian, Hiburan dan Rekreasi / <i>Arts, Entertainment and Recreation</i>		1	0	1	0		1	0	1	0
Aktiviti Perkhidmatan Lain / <i>Other Service Activities</i>		0	3	1	2		0	1,500	3	98
Aktiviti Isi Rumah Sebagai Majikan; Aktiviti Mengeluarkan Barangan dan Perkhidmatan Yang Tidak Dapat Dibezakan Oleh Isi Rumah Untuk Kegunaan Sendiri / <i>Activities of Households as Employers; Undifferentiated Goods-And Services-producing Activities of Households for own Use</i>		0	0	0	0		0	0	0	0
Aktiviti Badan dan Pertubuhan Luar Wilayah/ <i>Activities of Exterritorial Organisations and Bodies</i>		0	0	0	0		0	0	0	0
<b>Jumlah / Total</b>		<b>14</b>	<b>18</b>	<b>35</b>	<b>14</b>		<b>3,974</b>	<b>1,638</b>	<b>3,314</b>	<b>416</b>

**Nota / Note :**

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 8 APP 1967 / *Trade dispute cases under Section 8 IRA 1967*
2. Kes dilaporkan pada tahun semasa mengikut industri (MSIC 2008) / *Reported cases on current year by industry (MSIC 2008)*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT SEBAB, 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 8 BY CAUSES, 2018 - 2021**

SEBAB PERTIKAIAN REASON FOR DISPUTES	BILANGAN PERTIKAIAN NUMBER OF DISPUTES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Keengganan memulakan perundingan kolektif / <i>Refusal to commence collective bargaining</i>		0	0	0	0		0	0	0	0
Kebuntuan dalam perundingan kolektif / <i>Deadlock in collective bargaining</i>		0	0	0	0		0	0	0	0
Pertikaian ke atas terma dan syarat perkhidmatan di dalam Perjanjian Kolektif dan lain-lain kontrak perkhidmatan / <i>Dispute over Terms and conditions of contractual terms in Collective Agreement and other service contracts</i>		0	0	0	0		0	0	0	0
Pengeneapan kerja dan renti-kerja sentara / <i>Retrenchment and lay-off</i>		0	0	0	0		0	0	0	0
Kenaikan pangkat, pengagihan tugas, pertukaran dan lain-lain hak istimewa pengurusan / <i>Promotion, allocation of duties, transfer and other management prerogatives</i>		0	0	0	0		0	0	0	0
Penurunan pangkat, penggantungan kerja, surat amaran dan lain-lain tindakan disiplin terhadap pekerja / <i>Demotion, suspension, warning letter and other disciplinary actions against workers</i>		0	0	0	0		0	0	0	0
Kegagalan mematuhi piawaian perburuhan yang diperuntukkan dalam undang-undang perburuhan berkaitan dengan kemudahan dan lain-lain faedah yang bukan kewangan / <i>Non-compliance of labour standards provided in legislation related to amenities and facilities and other non-monetary benefits</i>		0	0	0	0		0	0	0	0
Perlanggaran hak-hak pekerja/ ketidakadilan dalam amalan perburuhan / <i>Infringements of workers' rights/ unfair labour practices</i>		14	18	35	14		3,974	1,638	3,314	416
Lain-lain / <i>Others</i>		0	0	0	0		0	0	0	0
<b>Jumlah / Total</b>		<b>14</b>	<b>18</b>	<b>35</b>	<b>14</b>		<b>3,974</b>	<b>1,638</b>	<b>3,314</b>	<b>416</b>

**Nota / Note:**

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 8, Seksyen 13 dan Seksyen 18 APP 1967/ *Trade dispute cases under Section 8, Section 13 and Section 18 IRA 1967*
2. Kes dilaporkan pada tahun semasa / *Reported cases on current year*

**Sumber / Source:** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*





**PENGENDALIAN TUNTUTAN  
PENGIKTIRAFAN DI BAWAH  
SEKSYEN 9  
*TRADE DISPUTE RECOGNITION  
CLAIMS UNDER SECTION 9***

**PENGENDALIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9, 2017 - 2021**  
**CLAIM FOR RECOGNITION UNDER SECTION 9, 2017 - 2021**

PERKARA PARTICULARS		2017	2018	2019	2020	2021
Dilaporkan/ <i>Reported</i>	Bil./No.	84	125	139	117	96
Dikendalikan/ <i>Dealt</i>	Bil./No.	125	158	198	183	146
Diselesaikan/ <i>Resolved</i>	Bil./No.	92	99	132	133	129
	Peratus Selesai / <i>Percentage Resolved (%)</i>	74	63	67	73	88
<b>Baki/Balance</b>	<b>Bil./No.</b>	<b>33</b>	<b>59</b>	<b>66</b>	<b>50</b>	<b>17</b>

CARA PENYELESAIAN METHOD OF SETTLEMENT		2017	2018	2019	2020	2021
i. Pengiktirafan Secara Sukarela / <i>Recognition Accorded Voluntarily</i>	Bil./No.	10	10	10	9	2
ii. Pengiktirafan Atas Keputusan Menteri / <i>Recognition Accorded By Decision Of The Minister</i>	Bil./No.	18	16	32	12	23
iii. Keputusan Menteri Tidak Iktiraf/ <i>Decision Of The Minister Not To Accord Recognition</i>	Bil./No.	29	16	25	28	21
iv. Tuntutan Ditolak/Ditarik Balik/Kesatuan Tidak Layak/Dibatalkan / <i>Claim Rejected / Withdrawn / Union Not Eligible / Cancelled</i>	Bil./No.	28	54	56	61	37
iv. Lain-Lain / <i>Others</i>	Bil./No.	7	3	9	23	46
<b>Jumlah / Total</b>	<b>Bil./No.</b>	<b>92</b>	<b>99</b>	<b>132</b>	<b>133</b>	<b>129</b>

**Nota/Note:**

Pengendalian kes pertikaian perusahaan di bawah Seksyen 8, Seksyen 13 dan Seksyen 18 APP 1967/Trade dispute cases under Section 8, Section 13 and Section 18, IRA 1967

**Sumber/Source:**

Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**CLAIM FOR RECOGNITION UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI / INDUSTRY	BILANGAN KES / NUMBER OF CASES				
	2017	2018	2019	2020	2021
Pertanian, Perhutanan dan Perikanan/ <i>Agriculture, Forestry and Fishing</i>	2	2	2	2	0
Perlombongan dan pengkuarian/ <i>Mining and Quarrying</i>	0	0	19	2	0
Pembuatan / <i>Manufacturing</i>	41	59	74	93	71
Bekalan Elektrik, Gas, Wap dan Pendingin Udara/ <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	2	0	1	0	1
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemuliharaan/ <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	3	3	1	3	3
Pembinaan / <i>Construction</i>	0	0	1	0	0
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal/ <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	5	39	18	7	4
Pengangkutan dan Penyimpanan/ <i>Transportation and Storage</i>	8	3	9	2	13
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman/ <i>Accommodation and Food Service Activities</i>	3	1	3	3	1
Maklumat dan Komunikasi / <i>Information and Communication</i>	1	0	0	0	0
Aktiviti Kewangan dan Insurans/ Takaful/ <i>Financial and Insurance Activities/Takaful</i>	5	11	1	3	1
Aktiviti Hartanah / <i>Real Estate Activities</i>	0	0	5	0	0

**TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**CLAIM FOR RECOGNITION UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI / INDUSTRY	BILANGAN KES / NUMBER OF CASES				
	2017	2018	2019	2020	2021
Aktiviti Profesional, Saintifik dan Teknikal / <i>Professional, Scientific and Technical Activities</i>	0	2	5	0	0
Aktiviti Pentadbiran dan Khidmat Sokongan / <i>Administrative and Support Service Activities</i>	0	0	0	0	0
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib / <i>Public Administration and Defence; Compulsory Social Security</i>	0	0	0	0	0
Pendidikan / <i>Education</i>	6	0	0	1	0
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial/ <i>Human Health and Social Work Activities</i>	5	0	0	0	0
Kesenian, Hiburan dan Rekreasi / <i>Arts, Entertainment and Recreation</i>	0	0	0	0	2
Aktiviti Perkhidmatan Lain / <i>Other Service Activities</i>	3	5	0	1	0
Aktiviti Isi rumah sebagai Majikan; Aktiviti mengeluarkan Barangan dan Perkhidmatan Yang Tidak Dapat Dibezakan Oleh Isi rumah untuk kegunaan sendiri/ <i>Activities of Households as Employers; Undifferentiated Goods-And Services-producing Activities of Households for own Use</i>	0	0	0	0	0
Aktiviti Badan dan Pertubuhan Luar Wilayah/ <i>Activities of Exterritorial Organisations and Bodies</i>	0	0	0	0	0
<b>Jumlah / Total</b>	84	125	139	117	96

**Nota / Note :**

Kes dilaporkan pada tahun semasa mengikut industri (MSIC 2008) / Reported cases on current year by industry (MSIC 2008)

**Sumber / Source:** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**KAEDAH PENYELESAIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MISC 2008), 2017 - 2021**  
**MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MISC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN / MODE OF SETTLEMENT																			
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI / DECISION OF MINISTER										DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN / NOT ELIGIBLE / CANCELLED				
						PENGIKTIRAFAN / ACCORDED RECOGNITION					TIDAK IKTIRAF / NOT ACCORDED RECOGNITION									
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Pertanian, Perhutanan dan Perikanan / <i>Agriculture, Forestry and Fishing</i>	0	0	0	0	0	0	0	0	1	1	1	0	1	0	0	0	0	2	0	0
Perlombongan dan pengkuarian / <i>Mining and Quarrying</i>	0	0	0	1	0	0	0	0	2	12	0	0	0	1	0	0	0	0	0	0
Pembuatan / <i>Manufacturing</i>	5	3	6	6	0	5	6	12	9	0	1	6	18	23	17	14	16	38	51	28
Bekalan Elektrik, Gas, Wap dan Pendingin Udara / <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemulihan / <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	0	1	2	1	0	0	0	1	0	1	0	0	1	1	0	1	0	1	1	2
Pembinaan / <i>Construction</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KAEDAH PENYELESAIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MISC 2008), 2017 - 2021**  
**MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MISC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN / MODE OF SETTLEMENT																			
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI / DECISION OF MINISTER										DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN / NOT ELIGIBLE / CANCELLED				
						PENGIKTIRAFAN / ACCORDED RECOGNITION					TIDAK IKTIRAF / NOT ACCORDED RECOGNITION									
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal / <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	2	1	0	0	0	0	0	15	0	5	0	1	4	1	0	1	16	7	4	0
Pengangkutan dan Penyimpanan / <i>Transportation and Storage</i>	1	0	1	1	2	0	0	0	0	0	0	1	1	0	3	4	0	6	1	6
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman / <i>Accommodation and Food Service Activities</i>	1	0	0	0	0	1	0	0	0	0	0	1	0	0	1	1	0	0	2	0
Maklumat dan Komunikasi / <i>Information and Communication</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Aktiviti Kewangan dan Insurans/ Takaful / <i>Financial and Insurance Activities/Takaful</i>	0	1	1	0	0	0	0	3	0	1	0	0	0	1	0	0	7	0	1	0

**KAEDAH PENYELESAIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MISC 2008), 2017 - 2021**  
**MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MISC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN / MODE OF SETTLEMENT																			
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI / DECISION OF MINISTER										DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN / NOT ELIGIBLE / CANCELLED				
						PENGIKTIRAFAN / ACCORDED RECOGNITION					TIDAK IKTIRAF / NOT ACCORDED RECOGNITION									
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Aktiviti Hartanah / <i>Real Estate Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Profesional, Saintifik dan Teknikal / <i>Professional, Scientific and Technical Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0
Aktiviti Pentadbiran dan Khidmat Sokongan / <i>Administrative and Support Service Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib / <i>Public Administration and Defence; Compulsory Social Security</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pendidikan/ <i>Education</i>	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	4	0	0	0	0
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial / <i>Human Health and Social Work Activities</i>	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0

**KAEDAH PENYELESAIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MISC 2008), 2017 - 2021**  
**MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MISC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN / MODE OF SETTLEMENT																			
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI / DECISION OF MINISTER										DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN / NOT ELIGIBLE / CANCELLED				
						PENGIKTIRAFAN / ACCORDED RECOGNITION					TIDAK IKTIRAF / NOT ACCORDED RECOGNITION									
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Kesenian, Hiburan dan Rekreasi / <i>Arts, Entertainment and Recreation</i>	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0
Aktiviti Perkhidmatan Lain / <i>Other Service Activities</i>	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	2	3	0	1	1
Aktiviti Isi rumah sebagai Majikan; Aktiviti mengeluarkan Barangan dan Perkhidmatan Yang Tidak Dapat Dibezaikan Oleh Isi rumah untuk kegunaan sendiri / <i>Activities of Households as Employers; Undifferentiated Goods-And Services-producing Activities of Households for own Use</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**KAEDAH PENYELESAIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MISC 2008), 2017 - 2021**  
**MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MISC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN / MODE OF SETTLEMENT																			
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI / DECISION OF MINISTER										DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN / NOT ELIGIBLE / CANCELLED				
						PENGIKTIRAFAN / ACCORDED RECOGNITION					TIDAK IKTIKRAF / NOT ACCORDED RECOGNITION									
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Aktiviti Badan dan Pertubuhan Luar Wilayah / <i>Activities of Exterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>32</b>	<b>12</b>	<b>23</b>	<b>5</b>	<b>9</b>	<b>25</b>	<b>28</b>	<b>21</b>	<b>30</b>	<b>44</b>	<b>56</b>	<b>61</b>	<b>37</b>

**Nota / Note:**

Kes dilaporkan pada tahun semasa / Reported cases on current year

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia





**PENGENDALIAN PERTIKAIAN  
PERUSAHAAN DI BAWAH  
SEKSYEN 13  
*TRADE DISPUTE DEALTH UNDER  
SECTION 13***

**PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13, 2017 – 2021**  
**TRADE DISPUTE DEALT UNDER SECTION 13, 2017 - 2021**

PERKARA PARTICULARS		2016	2017	2018	2019	2020
Dilaporkan/ <i>Reported</i>	Bil./No.	117	118	115	98	69
Dikendalikan/ <i>Dealt</i>	Bil./No.	142	137	141	126	114
Diselesaikan/ <i>Resolved</i>	Bil./No.	123	111	113	81	84
	Peratus Selesai / <i>Percentage Resolved (%)</i>	87	81	80	64	74
<b>Baki/Balance</b>	<b>Bil./No.</b>	<b>19</b>	<b>26</b>	<b>28</b>	<b>45</b>	<b>30</b>

CARA PENYELESAIAN METHOD OF SETTLEMENT		2016	2017	2018	2019	2020
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./No.	84	76	76	51	48
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>To Industrial Court</i>	<i>Referred</i> Bil./No.	39	35	37	30	35
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./No.	0	0	0	0	1
<b>Jumlah/Total</b>		<b>123</b>	<b>111</b>	<b>113</b>	<b>81</b>	<b>84</b>

**Nota/Note:**

Pengendalian kes pertikaian perusahaan di bawah 13 APP 1967  
*Trade dispute cases under Section 13 IRA 1967*

**Sumber/Source:**

Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT INDUSTRI (MSIC 2008), 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 13 BY INDUSTRY (MSIC 2008), 2018 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED			
	2018	2019	2020	2021	2018	2019	2020	2021
Pertanian, Perhutanan dan Perikanan/ <i>Agriculture, Forestry and Fishing</i>	10	3	2	6	9,515	53	22	4,535
Perlombongan dan pengkuarian/ <i>Mining and Quarrying</i>	1	0	1	1	1	0	27	1
Pembuatan / <i>Manufacturing</i>	68	67	71	34	11,974	10,070	19,992	2,413
Bekalan Elektrik, Gas, Wap dan Pendingin Udara / <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	1	1	0	0	300	1	0	0
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemulihan / <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	1	1	2	4	1,500	1,000	201	491
Pembinaan / <i>Construction</i>	1	0	0	1	1	0	0	121
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal / <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	2	1	4	9	140	33	872	0
Pengangkutan dan Penyimpanan/ <i>Transportation and Storage</i>	11	9	6	2	387	190	769	49
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman / <i>Accommodation and Food Service Activities</i>	6	5	1	2	346	1,428	101	37
Maklumat dan Komunikasi / <i>Information and Communication</i>	2	3	3	0	238	936	313	0
Aktiviti Kewangan dan Insurans/ Takaful / <i>Financial and Insurance Activities/Takaful</i>	4	3	0	0	288	52	0	0
Aktiviti Hartanah / <i>Real Estate Activities</i>	0	0	0	0	0	0	0	0
Aktiviti Profesional, Sainifik dan Teknikal / <i>Professional, Scientific and Technical Activities</i>	0	0	0	1	0	0	0	50

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT INDUSTRI (MSIC 2008), 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 13 BY INDUSTRY (MSIC 2008), 2018 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED			
	2018	2019	2020	2021	2018	2019	2020	2021
Aktiviti Pentadbiran dan Khidmat Sokongan / <i>Administrative and Support Service Activities</i>	0	1	2	1	0	49	2	758
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration and Defence; Compulsory Social Security</i>	0	0	0	0	0	0	0	0
Pendidikan / <i>Education</i>	1	2	0	0	1	31	0	0
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial / <i>Human Health and Social Work Activities</i>	6	7	2	5	856	787	639	2,007
Kesenian, Hiburan dan Rekreasi / <i>Arts, Entertainment and Recreation</i>	1	2	1	0	56	87	22	0
Aktiviti Perkhidmatan Lain / <i>Other Service Activities</i>	3	10	3	3	18	2,631	30	117
Aktiviti Isi rumah sebagai Majikan; Aktiviti mengeluarkan Barangan dan Perkhidmatan Yang Tidak Dapat Dibezaikan Oleh Isi rumah untuk kegunaan sendiri / <i>Activities of Households as Employers; Undifferentiated Goods-And Services-producing Activities of Households for own Use</i>	0	0	0	0	0	0	0	0
Aktiviti Badan dan Pertubuhan Luar Wilayah / <i>Activities of Exterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>118</b>	<b>115</b>	<b>98</b>	<b>69</b>	<b>25,621</b>	<b>17,348</b>	<b>22,990</b>	<b>10,579</b>

**Nota / Note :**

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 13 APP 1967 / Trade dispute cases under Section 13 IRA 1967
2. Kes dilaporkan pada tahun semasa mengikut industri (MSIC 2008) / Reported cases on current year by industry (MSIC 2008)

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT SEBAB, 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 13 BY CAUSES, 2018 - 2021**

SEBAB PERTIKAIAN REASON FOR DISPUTES	BILANGAN KES NUMBER OF CASES				BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED			
	2018	2019	2020	2021	2018	2019	2020	2021
Keengganan memulakan perundingan kolektif / <i>Refusal to commence collective bargaining</i>	33	37	18	18	4,541	3,521	819	2,240
Kebuntuan dalam perundingan kolektif / <i>Deadlock in collective bargaining</i>	85	78	80	51	21,080	13,827	22,171	8,339
Pertikaian ke atas Terma dan syarat perkhidmatan didalam Perjanjian Kolektif dan lain-lain kontrak perkhidmatan / <i>Disputes over Terms and Conditions of Contractual terms in Collective Agreement and other service contracts</i>	0	0	0	0	0	0	0	0
Pengenehan kerja dan renti-kerja sentara / <i>Retrenchment and lay-off</i>	0	0	0	0	0	0	0	0
Kenaikan pangkat, pengagihan tugas, pertukaran dan lain-lain hak istimewa pengurusan / <i>Promotion, allocation of duties, transfer and other management prerogatives</i>	0	0	0	0	0	0	0	0
Penurunan pangkat, penggantungan kerja, surat amaran dan lain-lain tindakan disiplin terhadap pekerja / <i>Demotion, suspension, warning letter and other disciplinary actions against workers</i>	0	0	0	0	0	0	0	0

**Nota / Note :**

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 13 APP 1967 / *Trade dispute cases under Section 13 IRA 1967*
2. Kes dilaporkan pada tahun semasa mengikut industri (MSIC 2008) / *Reported cases on current year by industry (MSIC 2008)*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT SEBAB, 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 13 BY CAUSES, 2018 - 2021**

SEBAB PERTIKAIAN REASON FOR DISPUTES	BILANGAN KES NUMBER OF CASES				BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED			
	2018	2019	2020	2021	2018	2019	2020	2021
Kegagalan mematuhi piawaian perburuhan yang diperuntukkan dalam undang-undang perburuhan berkaitan dengan kemudahan dan lain-lain faedah yang bukan kewangan / <i>Non-compliance of labour standards provided in legislation related to amenities and facilities and other non-monetary benefits</i>	0	0	0	0	0	0	0	0
Perlanggaran hak-hak pekerja/ ketidakadilan dalam amalan perburuhan / <i>Infringements of workers' rights/ unfair labour practices</i>	0	0	0	0	0	0	0	0
Lain-lain / <i>Others</i>	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>118</b>	<b>115</b>	<b>98</b>	<b>69</b>	<b>25,621</b>	<b>17,348</b>	<b>22,990</b>	<b>10,579</b>

**Nota / Note :**

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 13 APP 1967 / *Trade dispute cases under Section 13 IRA 1967*
2. Kes dilaporkan pada tahun semasa mengikut industri (MSIC 2008) / *Reported cases on current year by industry (MSIC 2008)*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*



**PENGENDALIAN PERTIKAIAN  
PERUSAHAAN DI BAWAH  
SEKSYEN 18  
*TRADE DISPUTE DEALT  
UNDER SECTION 18***

**PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18, 2017 – 2021**  
**TRADE DISPUTE DEALT UNDER SECTION 18, 2017 - 2021**

PERKARA PARTICULARS		2017	2018	2019	2020	2021
Dilaporkan/ <i>Reported</i>	Bil./No.	186	207	171	241	180
Dikendalikan/ <i>Dealt</i>	Bil./No.	218	261	219	264	259
Diselesaikan/ <i>Resolved</i>	Bil./No.	164	213	196	185	222
	Peratus Selesai / <i>Percentage Resolved (%)</i>	75	82	89	70	86
<b>Baki/Balance</b>	<b>Bil./No.</b>	<b>54</b>	<b>48</b>	<b>23</b>	<b>79</b>	<b>37</b>

CARA PENYELESAIAN METHOD OF SETTLEMENT		2017	2018	2019	2020	2021
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./No.	128	166	138	161	164
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>Referred To Industrial Court</i>	Bil./No.	28	46	53	17	38
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./No.	8	1	5	7	20
<b>Jumlah/Total</b>		<b>234</b>	<b>213</b>	<b>196</b>	<b>185</b>	<b>222</b>

**Nota/Note:**

Pengendalian kes pertikaian perusahaan di bawah Seksyen 18 APP 1967/  
*Trade dispute cases under Section 18 IRA 1967*

**Sumber/Source:**

Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT INDUSTRI (MSIC 2008), 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 18 BY INDUSTRY (MSIC 2008), 2018 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED			
	2018	2019	2020	2021	2018	2019	2020	2021
Pertanian, Perhutanan dan Perikanan/ <i>Agriculture, Forestry and Fishing</i>	35	36	25	25	345	407	110	321
Perlombongan dan pengkuarian/ <i>Mining and Quarrying</i>	2	0	0	1	522	0	0	350
Pembuatan / <i>Manufacturing</i>	89	92	148	86	6,679	6,595	11,389	13,075
Bekalan Elektrik, Gas, Wap dan Pendingin Udara / <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	0	0	1	1	0	0	0	1
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemulihan / <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	3	1	0	0	402	1	0	0
Pembinaan / <i>Construction</i>	0	0	1	4	0	0	0	99
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal / <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	8	3	9	6	453	265	703	92
Pengangkutan dan Penyimpanan/ <i>Transportation and Storage</i>	15	4	15	5	2,794	19	2,061	653
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman / <i>Accommodation and Food Service Activities</i>	8	17	9	5	659	4,098	1,551	131
Maklumat dan Komunikasi / <i>Information and Communication</i>	4	6	2	0	1,352	57	70	0
Aktiviti Kewangan dan Insurans/ Takaful / <i>Financial and Insurance Activities/Takaful</i>	6	1	1	5	935	52	1	1,236
Aktiviti Hartanah / <i>Real Estate Activities</i>	0	0	0	0	0	0	0	0
Aktiviti Profesional, Saintifik dan Teknikal / <i>Professional, Scientific and Technical Activities</i>	6	1	0	0	704	1	0	0

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT INDUSTRI (MSIC 2008), 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 18 BY INDUSTRY (MSIC 2008), 2018 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED			
	2018	2019	2020	2021	2018	2019	2020	2021
Aktiviti Pentadbiran dan Khidmat Sokongan / <i>Administrative and Support Service Activities</i>	7	0	9	0	90	0	1,071	0
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration and Defence; Compulsory Social Security</i>	2	0	0	1	2	0	0	24
Pendidikan / <i>Education</i>	5	3	0	0	137	61	0	0
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial / <i>Human Health and Social Work Activities</i>	0	0	1	0	0	0	0	0
Kesenian, Hiburan dan Rekreasi / <i>Arts, Entertainment and Recreation</i>	5	0	2	1	54	0	52	31
Aktiviti Perkhidmatan Lain / <i>Other Service Activities</i>	12	7	18	40	1,123	1,055	916	3,224
Aktiviti Isi rumah sebagai Majikan; Aktiviti mengeluarkan Barangan dan Perkhidmatan Yang Tidak Dapat Dibezaikan Oleh Isi rumah untuk kegunaan sendiri / <i>Activities of Households as Employers; Undifferentiated Goods-And Services-producing Activities of Households for own Use</i>	0	0	0	0	0	0	0	0
Aktiviti Badan dan Pertubuhan Luar Wilayah / <i>Activities of Exterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>207</b>	<b>171</b>	<b>241</b>	<b>180</b>	<b>16,251</b>	<b>12,611</b>	<b>17,924</b>	<b>19,237</b>

**Nota / Note :**

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 18 APP 1967 / Trade dispute cases under Section 18 IRA 1967
2. Kes dilaporkan pada tahun semasa mengikut industri (MSIC 2008) / Reported cases on current year by industry (MSIC 2008)

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT SEBAB, 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 18 BY CAUSES, 2018 - 2021**

SEBAB PERTIKAIAN REASON FOR DISPUTES	BILANGAN KES NUMBER OF CASES				BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED			
	2018	2019	2020	2021	2018	2019	2020	2021
Keengganan memulakan perundingan kolektif / <i>Refusal to commence collective bargaining</i>	0	0	0	0	0	0	0	0
Kebuntuan dalam perundingan kolektif / <i>Deadlock in collective bargaining</i>	0	0	0	0	0	0	0	0
Pertikaian ke atas terma dan syarat perkhidmatan di dalam Perjanjian Kolektif dan lain-lain kontrak perkhidmatan / <i>Disputes over Terms and Conditions of Contractual terms in Collective Agreement and other service contracts</i>	105	115	111	96	8,164	8,787	7,198	9,123
Pengenehan kerja dan renti-kerja sentara / <i>Retrenchment and lay-off</i>	5	3	9	6	116	186	729	162
Kenaikan pangkat, pengagihan tugas, pertukaran dan lain-lain hak istimewa pengurusan / <i>Promotion, allocation of duties, transfer and other management prerogatives</i>	11	4	14	8	73	4	1,525	116
Penurunan pangkat, penggantungan kerja, surat amaran dan lain-lain tindakan disiplin terhadap pekerja / <i>Demotion, suspension, warning letter and other disciplinary actions against workers</i>	13	15	17	10	12	246	386	258


**PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT SEBAB, 2018 – 2021**  
**TRADE DISPUTE UNDER SECTION 18 BY CAUSES, 2018 - 2021**

SEBAB PERTIKAIAN REASON FOR DISPUTES	BILANGAN KES NUMBER OF CASES				BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED			
	2018	2019	2020	2021	2018	2019	2020	2021
Kegagalan mematuhi piawaian perburuhan yang diperuntukkan dalam undang-undang perburuhan berkaitan dengan kemudahan dan lain-lain faedah yang bukan kewangan / <i>Non-compliance of labour standards provided in legislation related to amenities and facilities and other non-monetary benefits</i>	20	21	56	33	1,009	3,029	4,401	3,599
Perlanggaran hak-hak pekerja/ ketidakadilan dalam amalan perburuhan / <i>Infringements of workers' rights/ unfair labour practices</i>	19	6	29	10	625	35	3,169	516
Lain-lain / <i>Others</i>	34	7	5	17	6,252	324	516	5,463
<b>Jumlah / Total</b>	<b>207</b>	<b>171</b>	<b>241</b>	<b>180</b>	<b>16,251</b>	<b>12,611</b>	<b>17,924</b>	<b>19,237</b>

**Nota / Note :**

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 18 APP 1967/ *Trade dispute cases under Section 18 IRA 1967*
2. Kes dilaporkan pada tahun semasa / *Reported cases on current year*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*



**PENGENDALIAN KES  
REPRESENTASI PEMULIHAN KERJA  
DI BAWAH SEKSYEN 20  
*CLAIM FOR REINSTATEMENT  
UNDER SECTION 20 DEALT***

**PENGENDALIAN KES REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20, 2017 – 2021**  
**CLAIM FOR REINSTATEMENT UNDER SECTION 20 DEALT , 2017 - 2021**

PERKARA PARTICULARS		2017	2018	2019	2020	2021
Dilaporkan/ <i>Reported</i>	Bil./No.	3,986	4,840	6,060	7,718	3,684
Dikendalikan/ <i>Dealt</i>	Bil./No.	8,731	6,315	7,179	9,142	6,551
Diselesaikan/ <i>Resolved</i>	Bil./No.	7,256	5,196	5,755	6,275	5,297
	Peratus Selesai / <i>Percentage Resolved (%)</i>	83.11	82.28	80.16	68.64	80.86
<b>Baki/Balance</b>	<b>Bil./No.</b>	<b>1,475</b>	<b>1,119</b>	<b>1,424</b>	<b>2,867</b>	<b>1,254</b>

CARA PENYELESAIAN METHOD OF SETTLEMENT		2017	2018	2019	2020	2021
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./No.	1,977	2,545	3,227	3,694	2,443
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>Referred To Industrial Court</i>	Bil./No.	1,654	2,395	2,234	2,511	2,736
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./No.	3,625	256	294	70	118
<b>Jumlah/Total</b>		<b>7,256</b>	<b>5,196</b>	<b>5,755</b>	<b>6,275</b>	<b>5,297</b>

**Sumber/Source:**

Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				
	2017	2018	2019	2020	2021
Pertanian, Perhutanan dan Perikanan/ <i>Agriculture, Forestry and Fishing</i>	98	77	244	86	63
Perlombongan dan pengkuarian/ <i>Mining and Quarrying</i>	84	62	65	75	62
Pembuatan / <i>Manufacturing</i>	838	1,058	950	1,691	756
Bekalan Elektrik, Gas, Wap dan Pendingin Udara / <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	61	242	50	142	52
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemulihan / <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	48	177	27	28	22
Pembinaan / <i>Construction</i>	273	308	380	512	280
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal / <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	258	290	343	458	259
Pengangkutan dan Penyimpanan/ <i>Transportation and Storage</i>	307	358	381	673	278
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman / <i>Accommodation and Food Service Activities</i>	237	181	288	818	201
Maklumat dan Komunikasi / <i>Information and Communication</i>	166	141	363	370	183
Aktiviti Kewangan dan Insurans/ Takaful / <i>Financial and Insurance Activities/Takaful</i>	175	193	70	153	137
Aktiviti Hartanah / <i>Real Estate Activities</i>	49	34	170	95	43
Aktiviti Profesional, Sainifik dan Teknikal / <i>Professional, Scientific and Technical Activities</i>	135	155	209	219	66

**REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				
	2017	2018	2019	2020	2021
Aktiviti Pentadbiran dan Khidmat Sokongan / <i>Administrative and Support Service Activities</i>	132	172	254	187	153
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration and Defence; Compulsory Social Security</i>	35	69	31	21	9
Pendidikan / <i>Education</i>	156	159	221	292	137
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial / <i>Human Health and Social Work Activities</i>	72	72	76	124	99
Kesenian, Hiburan dan Rekreasi / <i>Arts, Entertainment and Recreation</i>	34	65	58	62	23
Aktiviti Perkhidmatan Lain / <i>Other Service Activities</i>	821	1,012	1,872	1,709	855
Aktiviti Isi Rumah Sebagai Majikan; Aktiviti Mengeluarkan Barangan dan Perkhidmatan Yang Tidak Dapat Dibezakan Oleh Isi Rumah Untuk Kegunaan Sendiri / <i>Activities of Households as Employers; Undifferentiated Goods-and Services-producing Activities of Households for Own Use</i>	1	3	1	0	0
Aktiviti Badan dan Pertubuhan Luar Wilayah / <i>Activities of Exterritorial Organisations and Bodies</i>	6	12	7	3	6
<b>Jumlah / Total</b>	<b>3,986</b>	<b>4,840</b>	<b>6,060</b>	<b>7,718</b>	<b>3,684</b>

**Nota / Note :**

Kes dilaporkan pada tahun semasa mengikut industri (MSIC 2008) / Reported cases on current year by industry (MSIC 2008)

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT SEBAB PENAMATAN, 2017 – 2021**  
**CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY CAUSE OF DISMISSAL 2017 - 2021**

SEBAB PENAMATAN CAUSE OF DISMISSAL	BILANGAN KES NUMBER OF CASES				
	2017	2018	2019	2020	2021
Salahlaku / <i>Misconduct</i>	1,170	1,116	1,141	1,096	747
Pembuangan terancang / <i>Constructive dismissal</i>	258	238	351	514	329
Pengenepian / <i>Retrenchment</i>	721	1,151	1,797	3,056	1,057
Tidak disahkan jawatan / <i>Non-confirmation</i>	151	229	202	239	105
Kontrak bertempoh tetap / <i>Fixed term contract</i>	99	314	230	281	143
Pemecatan mudah / <i>Termination simpliciter</i>	669	827	1,087	1,252	624
Dipaksa letak jawatan / <i>Forced resignation</i>	235	248	329	293	157
Letak jawatan secara sukarela / <i>Voluntary resignation</i>	49	102	92	77	53
Kekecewaan kontrak / <i>Frustration of contract</i>	59	37	43	25	34
Persaraan / <i>Retirement</i>	14	13	14	16	8
Gaji minimum / <i>Minimum wages</i>	0	0	0	0	0
Pelaksanaan umur persaraan / <i>Implementation of retirement age</i>	1	1	13	6	1
Prestasi kerja tidak memuaskan / <i>Unsatisfactory performance</i>	388	389	479	542	320
Lain-lain / <i>Others</i>	172	175	282	321	106
<b>Jumlah / Total</b>	<b>3,986</b>	<b>4,840</b>	<b>6,060</b>	<b>7,718</b>	<b>3,684</b>

Sumber / Source : Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT KATEGORI PEKERJAAN, 2017 – 2021**  
**CLAIM FOR REINSTATEMENT UNDER SECTION 20 BY JOB CATEGORY, 2017 - 2021**

KATEGORI PEKERJAAN JOB CATEGORY	BILANGAN KES NUMBER OF CASES				
	2017	2018	2019	2020	2021
Profesional/Pengurusan dan Eksekutif/ <i>Professional/Managerial and Executive</i>	2,244	2,637	3,587	4,288	2,140
Bukan Eksekutif dan Lebih Rendah/ <i>Non Executive and Below</i>	1,722	2,179	2,440	3,387	1,534
Ekspatriat / <i>Expatriate</i>	13	18	25	27	7
Bukan Ekspatriat / <i>Non-Expatriate</i>	7	6	8	16	3
<b>Jumlah / Total</b>	<b>3,986</b>	<b>4,840</b>	<b>6,060</b>	<b>7,718</b>	<b>3,684</b>

**Nota / Note :**

Kes dilaporkan pada tahun semasa / *Reported cases on current year*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**PENGENDALIAN KES REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT GAJI, 2017 – 2021**  
**CLAIM FOR REINSTATEMENT UNDER SECTION 20 BY SALARY, 2017 - 2021**

GAJI /SALARY	BILANGAN KES NUMBER OF CASES				
	2017	2018	2019	2020	2021
RM0 - RM1,999	1,022	1,291	1,452	1,598	736
RM2,000 - RM4,999	1,571	1,869	2,308	3,352	1,456
RM5,000- RM9,999	860	986	1,412	1,761	901
RM10,000 - RM14,999	258	350	385	458	258
RM15,000 - RM19,999	121	144	225	252	150
RM20,000 - RM24,999	55	61	106	119	60
RM25,000 - RM29,999	33	41	56	43	41
RM30,000 - RM34,999	17	28	30	33	39
RM35,000 - RM39,999	16	18	29	31	13
RM40,000 - RM44,999	9	18	13	17	8
RM45,000 - RM49,999	1	10	8	8	8
MELEBIHI RM50,000	23	24	36	46	14
<b>Jumlah / Total</b>	<b>3,986</b>	<b>4,840</b>	<b>6,060</b>	<b>7,718</b>	<b>3,684</b>

**Nota / Note :**

Kes dilaporkan pada tahun semasa / Reported cases on current year

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT JANTINA, 2017 – 2021**  
**CLAIM FOR REINSTATEMENT UNDER SECTION 20 BY GENDER, 2017 - 2021**

JANTINA GENDER	BILANGAN KES NUMBER OF CASES				
	2017	2018	2019	2020	2021
Lelaki / <i>Male</i>	2,720	3,368	3,935	4,989	2,292
Perempuan / <i>Female</i>	1,266	1,472	2,125	2,729	1,392
Jumlah / <i>Total</i>	3,986	4,840	6,060	7,718	3,684

**Nota / Note :**

Kes dilaporkan pada tahun semasa / *Reported cases on current year*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*



**PENGENDALIAN TINDAKAN  
PERUSAHAAN**  
*INDUSTRIAL ACTION DEALT*

**MOGOK MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**STRIKES BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Pertanian, Perhutanan dan Perikanan / <i>Agriculture, Forestry and Fishing</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perlombongan dan pengkuarian / <i>Mining and Quarrying</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pembuatan / <i>Manufacturing</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bekalan Elektrik, Gas, Wap dan Pendingin Udara / <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemulihan / <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pembinaan / <i>Construction</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal/ <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pengangkutan dan Penyimpanan/ <i>Transportation and Storage</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**MOGOK MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**STRIKES BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman / <i>Accommodation and Food Service Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Maklumat dan Komunikasi / <i>Information and Communication</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Kewangan dan Insurans/ Takaful / <i>Financial and Insurance Activities/Takaful</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Hartanah / <i>Real Estate Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Profesional, Sainifik dan Teknikal / <i>Professional, Scientific and Technical Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Pentadbiran dan Khidmat Sokongan / <i>Administrative and Support Service Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib / <i>Public Administration and Defence; Compulsory Social Security</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pendidikan / <i>Education</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**MOGOK MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**STRIKES BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial / <i>Human Health and Social Work Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kesenian, Hiburan dan Rekreasi/ <i>Arts, Entertainment and Recreation</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Perkhidmatan Lain / <i>Other Service Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Isi Rumah Sebagai Majikan; Aktiviti Mengeluarkan Barangan dan Perkhidmatan Yang Tidak Dapat Dibezaikan Oleh Isi Rumah Untuk Kegunaan Sendiri / <i>Activities of Households as Employers; Undifferentiated Goods and Services- producing Activities of Households for Own Use</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Badan dan Pertubuhan Luar Wilayah / <i>Activities of Exterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Nota / Note :**

1. Kes dilaporkan pada tahun semasa / *Reported cases on current year*
2. Tiada mogok sepertimana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2016-2020 / *No strike action in accordance to IRA 1967 was reported to DIRM in 2016-2020*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**MOGOK MENGIKUT SEBAB, 2017 – 2021**  
**STRIKE BY CAUSES, 2017 - 2021**

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Keggangan Memulakan Rundingan Kolektif / <i>Refusal To Commence Collective Bargaining</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kebuntuan Dalam Rundingan Kolektif / <i>Deadlock In Collective Bargaining</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pertikaian di Atas Terma dan Syarat Perkhidmatan Mengikut Perjanjian Kolektif dan Lain-Lain Kontrak Perkhidmatan / <i>Disputes Over Terms and Conditions of Contractual Terms in Collective Agreements and Other Service Contracts</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pengeneapan Kerja dan Renti Kerja-Sentara / <i>Retrenchment and Lay-Off</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kenaikan Pangkat, Pengagihan Tugas, Pertukaran dan Lain-Lain Hak Istimewa Pengurusan / <i>Promotion, Allocation of Duties, Transfer and Other Management Prerogatives</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**MOGOK MENGIKUT SEBAB, 2017 – 2021**  
**STRIKE BY CAUSES, 2017 - 2021**

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Penurunan Pangkat, Penggantungan Kerja, Surat Amaran dan Lain-Lain Tindakan Disiplin Terhadap Pekerja/ <i>Demotion, Suspension, Warning Letter and Other Disciplinary Actions Against Workers</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kegagalan mematuhi piawaian perburuhan yang diperuntukkan dalam undang-undang perburuhan berkaitan dengan kemudahan dan lain-lain faedah yang bukan keuangan / <i>Non-compliance of labour standards provided in legislation related to amenities and facilities and other non-monetary benefits</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**MOGOK MENGIKUT SEBAB, 2017 – 2021**  
**STRIKE BY CAUSES, 2017 - 2021**

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Perlanggaran Hak Pekerja/Ketidakadilan Dalam Amalan Perburuhan / <i>Infringements of Workers' Rights / Unfair Labour Practices</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lain-Lain / <i>Others</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Nota / Note :**

1. Kes dilaporkan pada tahun semasa / *Reported cases on current year*
2. Tiada mogok sepertimana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2017-2021 / *No strike action in accordance to IRA 1967 was reported to DIRM in 2017-2021*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**MOGOK MENGIKUT JENIS, 2017 – 2021**  
**NATURE OF STRIKES, 2017 - 2021**

JENIS MOGOK NATURE OF STRIKES	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Penghentian Kerja Sepenuhnya/ <i>Total Cessation of Work</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Penghentian Kerja Sebahagian/ <i>Partial Cessation of Work</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lain-lain Bentuk Tindakan Bersama Yang Menjejaskan Operasi Pengeluaran Biasa / <i>Other Forms of Concerted Actions Which Adversely Affect Normal Production Operations</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Nota / Note :**

1. Kes dilaporkan pada tahun semasa / *Reported cases on current year*
2. Tiada mogok sepertimana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2017-2021 / *No strike action in accordance to IRA 1967 was reported to DIRM in 2017-2021*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**MOGOK MENGIKUT CARA PENYELESAIAN, 2017 – 2021**  
**METHOD OF SETTLEMENT OF STRIKES, 2017 - 2021**

KAEDAH PENYELESAIAN METHOD OF SETTLEMENT	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Melalui Rundingan Secara Langsung / <i>Through Direct Negotiation</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Melalui Campurtangan / Rundingan Damai Jabatan/ <i>Through Intervention / Conciliation By The Department</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Melalui Rujukan Pertikaian ke Mahkamah Perusahaan / <i>Through Trade Disputes Referred to Industrial Court</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Menghentikan / Tidak Meneruskan Tindakan Secara Sukarela / <i>Voluntary Withdrawal</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lain-Lain / <i>Others</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Nota / Note :**

1. Kes dilaporkan pada tahun semasa / *Reported cases on current year*
2. Tiada mogok sepertimana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2017-2021 / *No strike action in accordance to IRA 1967 was reported to DIRM in 2017-2021*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**MOGOK MENGIKUT KEPUTUSAN PENYELESAIAN, 2017 – 2021**  
**STRIKES BY OUTCOME OF SETTLEMENT, 2017 - 2021**

KEPUTUSAN PENYELESAIAN OUTCOME OF SETTLEMENT	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Tuntutan Dituruti Sepenuhnya/ <i>Claim Entirely Met</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tuntutan Ditolak / <i>Claim Rejected</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sebahagian Dari Tuntutan Dituruti dan Sebahagian Lagi Ditolak / <i>Claim Partially Met and Partially Rejected</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tuntutan Ditarik Balik / Digugurkan / <i>Claim Withdrawn / Dropped</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hasil Penyelesaian Melalui Perundingan Secara Langsung, Runding Damai atau Arbitrasi Sedang di Tunggu / <i>Result of Settlement Through Negotiation, Conciliation or Arbitration Awaited</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Nota / Note :**

1. Kes dilaporkan pada tahun semasa / *Reported cases on current year*
2. Tiada mogok sepertimana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2017-2021 / *No strike action in accordance to IRA 1967 was reported to DIRM in 2017-2021*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**MOGOK MENGIKUT PEJABAT, 2017 – 2021**  
**STRIKES REPORTED BY OFFICE, 2017 - 2021**

PEJABAT OFFICE	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Ibu Pejabat / <i>Headquarters</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Johor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kedah / Perlis	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kelantan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kluang	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Melaka	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Muar	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Negeri Sembilan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pahang	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perak	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pulau Pinang	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sabah	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sarawak	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Selangor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Terengganu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wilayah Persekutuan Kuala Lumpur	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Nota / Note :**

1. Kes dilaporkan pada tahun semasa / Reported cases on current year
2. Tiada mogok sepertimana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2017-2021 / No strike action in accordance to IRA 1967 was reported to DIRM in 2017-2021

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**PIKET MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**PICKET BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Pertanian, Perhutanan dan Perikanan / <i>Agriculture, Forestry and Fishing</i>	0	0	0	0	1	0	0	0	0	174
Pertombongan dan Pengkuarian / <i>Mining and Quarrying</i>	0	0	0	0	0	0	0	0	0	0
Pembuatan / <i>Manufacturing</i>	8	9	5	8	4	885	1,456	3,447	1,064	140
Bekalan Elektrik, Gas, Wap dan Pendingin Udara / <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	0	0	0	0	0	0	0	0	0	0
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemuliharaan / <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	0	1	0	0	1	0	847	0	0	22
Pembinaan / <i>Construction</i>	0	0	0	0	0	0	0	0	0	0
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal/ <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	0	0	0	0	0	0	0	0	0	0
Pengangkutan dan Penyimpanan/ <i>Transportation and Storage</i>	0	0	0	0	0	0	0	0	0	0
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman / <i>Accommodation and Food Service Activities</i>	0	5	1	0	0	0	1,112	289	0	0
Maklumat dan Komunikasi / <i>Information and Communication</i>	0	0	1	0	0	0	0	80	0	0

**PIKET MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**PICKET BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Aktiviti Kewangan dan Insurans/ Takaful <i>/ Financial and Insurance Activities/Takaful</i>	0	2	12	0	0	0	128	464	0	0
Aktiviti Hartanah / <i>Real Estate Activities</i>	0	0	0	0	0	0	0	0	0	0
Aktiviti Profesional, Saintifik dan Teknikal <i>/ Professional, Scientific and Technical Activities</i>	0	0	3	0	0	0	0	1,272	0	0
Aktiviti Pentadbiran dan Khidmat Sokongan / <i>Administrative and Support Service Activities</i>	0	0	0	0	0	0	0	0	0	0
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib / <i>Public Administration and Defence; Compulsory Social Security</i>	0	0	0	0	0	0	0	0	0	0
Pendidikan / <i>Education</i>	0	0	0	0	0	0	0	0	0	0
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial / <i>Human Health and Social Work Activities</i>	0	0	0	0	1	0	0	0	0	31
Kesenian, Hiburan dan Rekreasi/ <i>Arts, Entertainment and Recreation</i>	0	0	0	0	0	0	0	0	0	0
Aktiviti Perkhidmatan Lain / <i>Other Service Activities</i>	0	1	3	0	0	0	34	1,676	0	0

**PIKET MENGIKUT INDUSTRI (MSIC 2008), 2017 – 2021**  
**PICKET BY INDUSTRY (MSIC 2008), 2017 - 2021**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Aktiviti Isi Rumah Sebagai Majikan; Aktiviti Mengeluarkan Barangan dan Perkhidmatan Yang Tidak Dapat Dibezakan Oleh Isi Rumah Untuk Kegunaan Sendiri / <i>Activities of Households as Employers; Undifferentiated Goods and Services- producing Activities of Households For Own Use</i>	0	0	0	0	0	0	0	0	0	0
Aktiviti Badan dan Pertubuhan Luar Wilayah / <i>Activities of Exterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0
<b>Jumlah / Total</b>	<b>8</b>	<b>18</b>	<b>25</b>	<b>8</b>	<b>7</b>	<b>885</b>	<b>3,577</b>	<b>7,228</b>	<b>1,064</b>	<b>367</b>

**Nota / Note :**

Kes dilaporkan pada tahun semasa / Reported cases on current year

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**PIKET MENGIKUT SEBAB, 2017 – 2021**  
**PICKET BY CAUSES, 2017 - 2021**

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Keggangan Memulakan Rundingan Kolektif / <i>Refusal To Commence Collective Bargaining</i>	0	1	0	1	0	0	136	0	200	0
Kebuntuan Dalam Rundingan Kolektif / <i>Deadlock in Collective Bargaining</i>	6	7	2	4	1	770	1,964	394	710	110
Pertikaian di Atas Terma dan Syarat Perkhidmatan Mengikut Perjanjian Kolektif dan Lain-Lain Kontrak Perkhidmatan / <i>Disputes Over Terms and Conditions of Contractual Terms in Collective Agreements and Other Service Contracts</i>	0	1	3	1	3	0	60	2,172	154	174
Pengeneapan Kerja dan Renti Kerja-Sentara / <i>Retrenchment and Lay-Off</i>	2	3	1	0	0	115	316	0	0	0
Kenaikan Pangkat, Pengagihan Tugas, Pertukaran dan Lain-Lain Hak Istimewa Pengurusan / <i>Promotion, Allocation of Duties, Transfer and Other Management Prerogatives</i>	0	0	1	0	0	0	0	1,576	0	0
Penurunan Pangkat, Peggantungan Kerja, Surat Amaran dan Lain-Lain Tindakan Disiplin Terhadap Pekerja/ <i>Demotion, Suspension, Warning Letter and Other Disciplinary Actions Against Workers</i>	0	2	1	0	0	0	186	100	0	0

**PIKET MENGIKUT SEBAB, 2017 – 2021**  
**PICKET BY CAUSES, 2017 - 2021**

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Kegagalan Mematuhi Piawaian Perburuhan Yang Diperuntukkan Dalam Undang-undang Perburuhan Berkaitan Dengan Kemudahan dan Lain-lain Faedah Yang Bukan Kewangan / <i>Non-compliance of Labour Standards Provided in Legislation Related to Amenities and Facilities and Other Non-monetary Benefits</i>	0	0	0	0	0	0	0	0	0	0
Perlanggaran Hak Pekerja/Ketidakadilan Dalam Amalan Perburuhan / <i>Infringements of Workers' Rights / Unfair Labour Practices</i>	0	2	11	2	0	0	68	2,844	0	0
Lain-Lain / <i>Others</i>	0	2	4	0	3	0	847	142	0	83
<b>Jumlah / Total</b>	<b>8</b>	<b>18</b>	<b>23</b>	<b>8</b>	<b>7</b>	<b>885</b>	<b>3,577</b>	<b>7,228</b>	<b>1,064</b>	<b>367</b>

**Nota / Note :**

Kes dilaporkan pada tahun semasa / *Reported cases on current year*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**PIKET DILAPORKAN MENGIKUT PEJABAT, 2017 - 2021**  
**PICKET REPORTED BY OFFICE, 2017 - 2021**

PEJABAT OFFICE	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Johor	0	0	0	0	0	0	0	0	0	0
Kedah / Perlis	0	2	0	2	1	0	564	0	600	110
Kelantan	0	1	1	0	0	0	847	62	0	0
Kluang	0	0	1	0	0	0	0	0	0	0
Melaka	0	3	2	0	0	0	840	0	0	0
Muar	0	0	0	0	0	0	0	0	0	0
Negeri Sembilan	1	0	0	0	1	40	0	0	0	22
Pahang	0	0	0	0	1	0	0	0	0	30
Perak	1	2	4	1	1	75	202	2,551	60	31
Pulau Pinang	5	2	5	1	0	70	506	354	130	0
Sabah	0	0	0	0	1	0	0	0	0	174
Sarawak	0	0	1	0	0	0	0	0	0	0
Selangor	1	5	7	2	2	700	286	3,919	274	0
Terengganu	0	0	1	0	0	0	0	12	0	0
Wilayah Persekutuan Kuala Lumpur	0	3	3	2	0	0	332	330	0	0
<b>Jumlah / Total</b>	<b>8</b>	<b>18</b>	<b>25</b>	<b>8</b>	<b>7</b>	<b>885</b>	<b>3,577</b>	<b>7,228</b>	<b>1,064</b>	<b>367</b>

**Nota / Note :**

Kes dilaporkan pada tahun semasa / Reported cases on current year

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia





**LAIN-LAIN AKTIVITI**  
*MISCELLANEOUS ACTIVITIES*

**PENGENDALIAN LAIN-LAIN ADUAN, 2017 – 2021**  
**MISCELLANEOUS COMPLAINTS DEALT, 2017 - 2021**

PERKARA PARTICULARS		2017	2018	2019	2020	2021
Dilaporkan/ <i>Reported</i>	Bil./No.	115	74	81	92	58
Dikendalikan/ <i>Dealt</i>	Bil./No.	115	74	81	92	58
Diselesaikan/ <i>Resolved</i>	Bil./No.	115	74	81	92	58
	Peratus Selesai / <i>Percentage Resolved (%)</i>	100.00	100.00	100.00	100.00	100.00
<b>Baki/Balance</b>	<b>Bil./No.</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Sumber/Source:**

Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**LAIN-LAIN ADUAN MENGIKUT PERKARA, 2017-2021**  
**MISCELLANEOUS COMPLAINTS BY SUBJECT, 2017-2021**

PERKARA SUBJECT	2017	2018	2019	2020	2021
Penamatan Kerja/ <i>Termination of Employment</i>	51	30	32	39	27
Amalan Perburuhan Yang Tidak Adil / <i>Unfair Labour Practices</i>	11	10	4	6	4
Terma dan Syarat Perkhidmatan / <i>Terms and Conditions of Service</i>	25	10	11	8	9
Lain-Lain ( Contoh: penganiayaan, gangguan seksual dan sebagainya) / <i>Others (e.g: victimisation, sexual harassment and etc)</i>	28	24	34	39	18
<b>Jumlah/Total</b>	<b>115</b>	<b>74</b>	<b>81</b>	<b>92</b>	<b>58</b>

**Nota / Note :**

Kes dilaporkan pada tahun semasa / *Reported cases on current year*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**KHIDMAT NASIHAT MENGIKUT SEBAB, 2017 – 2021**  
**ADVISORY SERVICES BY CAUSES, 2017 - 2021**

SEBAB CAUSES	2017		2018		2019		2020		2021	
	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)
Tuntutan Pengiktirafan / <i>Claim for Recognition</i>	211	16,258	223	60,345	143	116,940	76	3,490	71	1,790
Keengganan Memulakan Rundingan kolektif / <i>Refusal to Commence Collective Bargaining</i>	117	10,672	122	18,784	124	41,472	47	1,295	11	295
Kebuntuan Dalam Rundingan Kolektif / <i>Deadlock in Collective Bargaining</i>	219	13,538	136	29,535	155	124,485	54	1,740	73	1,315
Pertikaian di Atas Terma dan Syarat Perkhidmatan Mengikut Perjanjian Kolektif dan Lain-Lain Kontrak Perkhidmatan / <i>Disputes Over Terms and Conditions of Contractual Terms in Collective Agreements and Other Service Contracts</i>	545	22,227	257	56,653	219	61,060	159	3,700	441	10,420
Pembuangan Kerja / <i>Dismissals</i>	9,130	257,325	9,788	162,129	7,614	426,505	11,976	262,969	18,644	301,406
Pengeneapan Kerja dan Renti Kerja Sentara / <i>Retrenchment and Lay Off</i>	1,941	45,766	1,837	53,310	2,185	75,944	4,216	102,611	8,844	143,722
Kenaikan Pangkat, Pengagihan Tugas, Pertukaran dan Lain-Lain Hak Istimewa Pengurusan / <i>Promotion, Allocation of Duties, Transfer and Other Management Prerogatives</i>	777	22,071	1,019	22,940	1,289	18,400	468	6,148	2,167	36,555

**KHIDMAT NASIHAT MENGIKUT SEBAB, 2017 – 2021**  
**ADVISORY SERVICES BY CAUSES, 2017 - 2021**

SEBAB CAUSES	2017		2018		2019		2020		2021	
	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)
Penurunan Pangkat, Penggantungan Kerja, Surat Amaran dan Lain-Lain Tindakan Disiplin Terhadap Pekerja-Pekerja / <i>Demotion, Suspension, Warning Letter and Other Disciplinary Actions Against Workers</i>	751	28,041	1,342	39,944	3,516	38,785	1,124	14,195	2,018	35,790
Kegagalan Mematuhi Piawai Perburuhan Yang Diperuntukkan Dalam Undang-undang Perburuhan Berkaitan Dengan Kemudahan dan Lain-lain Faedah Yang Bukan Kewangan / <i>Non-implementation of Labour Standards Provided in Legislation Relating to Amenities and Facilities and Other Non-monetary Benefits</i>	328	15,855	101	2,741	1,025	14,800	670	3,552	934	19,050
Pelanggaran Hak Pekerja/Ketidakadilan Dalam Amalan Perburuhan / <i>Infringement of Worker's Rights/Unfair Labour Practices</i>	435	17,405	1,475	26,650	777	12,697	349	7,239	1,152	18,900
Lain-lain / <i>Others</i>	1,450	74,498	2,047	41,213	2,766	51,850	3,840	68,224	12,014	165,543
<b>Jumlah / Total</b>	<b>15,904</b>	<b>523,656</b>	<b>18,347</b>	<b>514,244</b>	<b>19,813</b>	<b>982,938</b>	<b>22,979</b>	<b>475,163</b>	<b>46,369</b>	<b>734,786</b>

**Nota / Note :**

Kes dilaporkan pada tahun semasa / Reported cases on current year

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**KHIDMAT NASIHAT MENGIKUT NEGERI, 2017 – 2021**  
**ADVISORY SERVICES BY STATE, 2017 - 2021**

NEGERI STATE	2017		2018		2019		2020		2021	
	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)
Johor	1,014	28,656	1,224	30,970	1,165	41,558	1,915	69,402	2,516	49,078
Kedah/Perlis	1,246	35,058	516	13,705	130	2,700	998	30,315	908	27,485
Kelantan	184	3,650	32	1,070	225	9,750	496	5,860	1,552	31,200
Melaka	549	17,674	63	590	60	480	1,403	4,022	888	6,860
Negeri Sembilan	485	24,815	745	8,070	671	9,519	652	19,640	1,166	30,580
Pahang	704	31,803	516	13,705	413	11,103	1,544	28,720	661	6,450
Perak	1,512	164,571	1,586	227,500	1,431	691,213	955	25,128	1,354	39,240
Pulau Pinang	1,476	29,520	1,152	23,040	2,205	44,100	2,002	40,040	1,295	16,495
Sabah	690	35,904	27	970	42	540	1,812	18,120	637	13,570
Sarawak	426	8,464	844	21,310	963	12,265	662	11,760	1,222	17,553
Selangor	2,070	40,843	3,564	51,913	4,012	58,972	2,179	91,463	11,987	153,290
Terengganu	587	2,757	863	18,674	285	16,783	425	17,878	716	20,980
Wilayah Persekutuan Kuala Lumpur	4,961	99,941	7,215	102,727	8,211	83,955	7,936	112,815	21,467	322,005
<b>Jumlah / Total</b>	<b>15,904</b>	<b>523,656</b>	<b>18,347</b>	<b>514,244</b>	<b>19,813</b>	<b>982,938</b>	<b>22,979</b>	<b>475,163</b>	<b>46,369</b>	<b>734,786</b>

**Nota / Note :**

Kes dilaporkan pada tahun semasa / Reported cases on current year

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**LAWATAN INDUSTRI YANG DIJALANKAN MENGIKUT NEGERI, 2017 – 2021**  
**INDUSTRIAL VISITS CONDUCTED BY STATE, 2017 - 2021**

NEGERI STATE	2017	2018	2019	2020	2021
Johor	480	427	453	420	483
Kedah/Perlis	126	157	189	151	181
Kelantan	153	130	115	35	125
Melaka	156	171	122	86	183
Negeri Sembilan	180	184	190	91	181
Pahang	111	152	140	79	148
Perak	382	361	301	266	375
Pulau Pinang	317	424	361	90	345
Sabah	116	140	198	152	185
Sarawak	273	260	243	205	250
Selangor	87	106	104	102	210
Terengganu	126	139	60	67	140
Wilayah Persekutuan Kuala Lumpur	75	83	66	68	123
<b>Jumlah / Total</b>	<b>2,582</b>	<b>2,734</b>	<b>2,542</b>	<b>1,812</b>	<b>2,929</b>

**Nota / Note :**

Bilangan lawatan dilaporkan pada tahun semasa / Reported visits on current year

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**CERAMAH DAN DIALOG SOSIAL YANG DIJALANKAN MENGIKUT NEGERI, 2017 – 2021**  
**TALKS AND SOCIAL DIALOGUES CONDUCTED BY STATE, 2017 - 2021**

NEGERI STATE	BILANGAN CERAMAH NUMBER OF TALKS					BILANGAN DIALOG (DIALOG SOSIAL) NUMBER OF DIALOGUES (SOCIAL DIALOGUES)				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Johor						83	105	88	95	102
Kedah/Perlis						0	5	39	30	45
Kelantan						18	25	42	27	26
Melaka						0	28	27	36	38
Negeri Sembilan						4	38	38	35	37
Pahang						0	36	27	20	24
Perak						73	59	58	50	78
Pulau Pinang						0	96	92	63	82
Sabah						1	25	39	34	48
Sarawak						33	33	51	58	58
Selangor						28	89	170	130	203
Terengganu						36	25	20	26	31
Wilayah Persekutuan Kuala Lumpur						121	103	131	88	121
<b>Jumlah / Total</b>						<b>397</b>	<b>667</b>	<b>822</b>	<b>692</b>	<b>893</b>

**Nota / Note :**

1. Bilangan ceramah dan dialog dilaporkan pada tahun semasa / *Number of talks and dialogues on current year*
2. Mulai tahun 2017, ceramah dan dialog dijadikan satu aktiviti yang sama dan dinamakan sebagai Dialog Sosial. Maka, bilangan bagi aktiviti ini adalah bersekali / *Starting from 2017, talks and dialogues are incorporated as one activity and converted to Social Dialogue. Thus, number of these activities is interrelated.*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*

**MAJIKAN YANG TELAH MELAKSANAKAN PLWS DAN PEKERJA YANG MENIKMATI FAEDAH PLWS MENGIKUT SEKTOR, 2017 – 2021**  
**EMPLOYERS IMPLEMENTING PLWS AND EMPLOYEES BENEFITING FROM PLWS BY SECTOR, 2017 - 2021**

SEKTOR SECTOR	2017		2018		2019		2020		2021	
	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS
Pembuatan / <i>Manufacturing</i>	10,958	1,332,691	11,219	1,392,155	11,592	1,463,807	12,004	1,530,015	12,579	1,641,458
Perkhidmatan / <i>Services</i>	60,582	1,857,167	62,177	2,038,715	63,869	2,317,700	65,377	2,432,657	66,993	2,686,249
Pembinaan / <i>Construction</i>	5,486	156,813	5,612	167,170	5,764	184,733	5,920	196,271	6,106	211,001
Pertanian / <i>Agriculture</i>	4,283	413,372	4,412	429,133	4,572	457,465	4,635	464,263	4,771	488,774
Lain-Lain / <i>Other</i>	1,117	76,426	1,502	146,274	1,773	182,778	1,823	193,915	1,823	193,915
<b>Jumlah / Total</b>	<b>82,426</b>	<b>3,836,469</b>	<b>84,922</b>	<b>4,173,447</b>	<b>87,570</b>	<b>4,606,483</b>	<b>89,759</b>	<b>4,817,121</b>	<b>92,272</b>	<b>5,221,397</b>

**Nota / Note :**

Bilangan majikan yang melaksanakan PLWS dan bilangan pekerja yang menikmati PLWS pada tahun semasa  
 Numbers of employers implementing PLWS and employees benefiting from PLWS on current year

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / Department of Industrial Relations Malaysia

**MAJIKAN YANG TELAH MELAKSANAKAN PLWS DAN PEKERJA YANG MENIKMATI FAEDAH PLWS MENGIKUT NEGERI, 2017 – 2021**  
**EMPLOYERS IMPLEMENTING PLWS AND EMPLOYEES BENEFITING FROM PLWS BY STATE, 2017 - 2021**

NEGERI STATE	2017		2018		2019		2020		2021	
	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS
Johor	12,666	567,057	13,112	609,692	13,552	635,973	13,858	652,732	14,452	715,393
Kedah/Perlis	5,079	198,238	5,177	208,271	5,295	229,000	5,357	237,453	5,502	253,329
Kelantan	2,309	53,391	2,439	57,413	2,498	59,432	2,530	60,579	2,589	65,688
Melaka	4,288	153,745	4,446	168,752	4,556	221,379	4,606	224,365	4,701	235,442
Negeri Sembilan	3,967	156,130	4,055	164,448	4,135	172,332	4,175	174,650	4,285	183,415
Pahang	3,117	115,596	3,311	124,579	3,379	127,223	3,460	138,796	3,535	142,578
Perak	8,191	415,288	8,442	438,853	8,832	468,822	9,186	495,206	9,618	533,324
Pulau Pinang	7,024	442,986	7,278	480,907	7,628	544,345	7,908	569,589	8,162	620,793
Sabah	6,723	268,153	6,833	279,163	7,023	291,074	7,054	293,022	7,200	315,674
Sarawak	5,925	195,491	6,156	211,535	6,492	241,652	6,692	258,592	6,831	274,554
Selangor	8,498	625,625	8,611	652,276	8,712	687,640	9,225	740,800	9,439	790,120
Terengganu	3,130	79,211	3,268	86,657	3,294	90,061	3,314	93,186	3,407	99,588
Wilayah Persekutuan Kuala Lumpur	11,442	552,497	11,727	677,840	12,107	824,489	12,327	865,090	12,484	978,438
Wilayah Persekutuan Putrajaya	67	13,061	67	13,061	67	13,061	67	13,061	67	13,061
<b>Jumlah/Total</b>	<b>82,426</b>	<b>3,836,469</b>	<b>84,922</b>	<b>4,173,447</b>	<b>87,570</b>	<b>4,606,483</b>	<b>89,759</b>	<b>4,817,121</b>	<b>92,272</b>	<b>5,221,397</b>

**Nota / Note :**

Bilangan majikan yang melaksanakan PLWS dan bilangan pekerja yang menikmati PLWS pada tahun semasa  
*Numbers of employers implementing PLWS and employees benefiting from PLWS on current year*

**Sumber / Source :** Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*



**INDEKS KEHARMONIAN  
PERUSAHAAN NASIONAL**  
*NATIONAL INDUSTRIAL  
HARMONY INDEX*

## INDEKS KEHARMONIAN PERUSAHAAN NASIONAL NATIONAL INDUSTRIAL HARMONY INDEX

PERKARA PARTICULARS	IHI NASIONAL BAGI TAHUN 2017 - 2021 IHI NATIONAL , 2017 - 2021				
	2017	2018	2019	2020	2021
Indeks / <i>Index</i>	75.9	75.8	77.3	78.0	
Tahap Keharmonian Perusahaan / <i>Industrial Harmony Level</i>	Baik / <i>Good</i>	Baik / <i>Good</i>	Baik / <i>Good</i>	Baik / <i>Good</i>	

## PETUNJUK TAHAP KEHARMONIAN PERUSAHAAN INDUSTRIAL HARMONY INDEX INDICATOR

SKOR INDEKS INDEX SCORE (%)	0-49.90	50.00-69.9	70.00-89.90	90.00-100.00
Tahap Keharmonian Perusahaan / <i>Industrial Harmony Level</i>	Lemah / <i>Weak</i>	Memuaskan / <i>Satisfactory</i>	Baik / <i>Good</i>	Cemerlang / <i>Excellent</i>

**Nota / Note :**

1. Laporan IHI Nasional mula dikeluarkan pada tahun 2017 / *IHI National Report was first released in 2017*
2. Kajian IHI Nasional dijalankan setiap dua tahun bermula tahun 2022. Justeru, tiada indeks bagi tahun 2021 / *Starting from year 2021, IHI National survey will be executed every two years. Therefore, no index indicated for year 2021.*

**Sumber / Source:**

Jabatan Perhubungan Perusahaan Malaysia / *Department of Industrial Relations Malaysia*



**RATIFIKASI KONVENSYEN ILO:  
RATIFIKASI MALAYSIA**  
*RATIFICATIONS OF ILO  
CONVENTIONS: RATIFICATIONS  
FOR MALAYSIA*

**RATIFIKASI KONVENSYEN ILO : RATIFIKASI MALAYSIA**  
**RATIFICATIONS OF ILO CONVENTIONS: RATIFICATIONS FOR MALAYSIA**

KONVENSYEN ILO ILO CONVENTIONS	TARIKH MULA PERSETUJUAN DATE OF COMMENCEMENT
C029 - Forced Labour Convention, 1930 (No. 29)	11 November 1957
C098 - Right to Organise and Collective Bargaining Convention, 1949 (No. 98)	5 Jun 1961
C100 - Equal Remuneration Convention, 1951 (No. 100)	9 September 1997
C138 - Minimum Age Convention, 1973 (No. 138)	9 September 1997
C182 - Worst Forms of Child Labour Convention, 1999 (No. 182)	10 November 2000
C081 - Labour Inspection Convention, 1947 (No. 81)	6 Julai 1963
C144 - Tripartite Consultation (International Labour Standards) Convention, 1976 (No. 144)	14 Jun 2002
C088 - Employment Service Convention, 1948 (No. 88)	7 Jun 1974
C095 - Protection of Wages Convention, 1949 (No. 95)	17 November 1961
C119 - Guarding of Machinery Convention, 1963 (No. 119)	6 Jun 1974
C123 - Minimum Age (Underground Work) Convention, 1965 (No. 123)	6 Jun 1974
C131 - Minimum Wage Fixing Convention, 1970 (No. 131)	7 Jun 2016
MLC, 2006 - Maritime Labour Convention, 2006 (MLC, 2006)	20 Ogos 2013
Amendments of 2014 to the MLC, 2006	18 Januari 2017
Amendments of 2016 to the MLC, 2006	8 Januari 2019
Amendments of 2018 to the MLC, 2006	26 Disember 2020
C187 - Promotional Framework for Occupational Safety and Health Convention, 2006 (No. 187)	7 Jun 2012

**Sumber / Source :** Pertubuhan Buruh Antarabangsa / *International Labour Organisation*





**JABATAN PERHUBUNGAN PERUSAHAAN MALAYSIA  
(KEMENTERIAN SUMBER MANUSIA)**

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