

Jabatan Perhubungan Perusahaan Malaysia
Kementerian Sumber Manusia



Department of Industrial Relations Malaysia
Ministry of Human Resources

STATISTIK DAN PETUNJUK- PETUNJUK UTAMA

STATISTICS AND KEY INDICATORS

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STATISTIK DAN
PETUNJUK-
PETUNJUK
UTAMA

STATISTICS AND KEY INDICATORS

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PRAKATA

KETUA PENGARAH JABATAN PERHUBUNGAN PERUSAHAAN MALAYSIA

Assalamualaikum w.b.t

Salam Sejahtera

Saya bersyukur kehadiran Allah SWT kerana dengan izinNya jua, Buku Statistik dan Petunjuk-petunjuk Utama JPPM Tahun 2023 telah berjaya diterbitkan.

Buku ini merupakan dokumen berkaitan data dan maklumat penting berkaitan tren pencapaian JPPM sepanjang tahun 2023 serta empat tahun sebelumnya. Data dan maklumat ini adalah keperluan utama dalam menyusun strategi penyampaian perkhidmatan JPPM pada masa akan datang dengan penyusunan KPI yang bersesuaian, hasil analisa data dan maklumat pencapaiannya.

Seiring dengan kepentingannya, JPPM telah mengorak langkah dengan projek pembangunan peningkatan sistem pangkalan datanya iaitu Industrial Relation Information System (IRIS) yang diharapkan dapat memperkasakan lagi penjanaan data yang lebih sistematik dan efisien, seiring dengan fokus Kerajaan kepada akses data tanpa sempadan. Ianya dilihat mampu mendokong penyampaian perkhidmatan yang mampan kepada pelanggannya.

Saya berharap agar JPPM mampu kekal komited dengan sentiasa memfokuskan penyampaian perkhidmatan terbaik pada masa ini dan masa akan datang.



KHALID BIN JALI

Ketua Pengarah
Jabatan Perhubungan Perusahaan Malaysia



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NOTA KETERANGAN

Pertikaian Perusahaan

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.

Rayuan Pemulihan Kerja

Rayuan Pemulihan Kerja bermaksud seseorang yang telah dibuang kerja atau beranggapan telah dibuang kerja tanpa sebab atau alasan yang adil 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 pembuangan kerja.

Mogok

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.

Piket

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 di mana pekerja itu bekerja bagi tujuan mendedahkan kepada orang ramai tentang rungutan pekerja atau apa-apa bentuk bantahan.

NOTES

Trade Dispute

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.

Claims for Reinstatement

Claims 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.

Strike

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.

Picket

Picket means one or more persons acting on his or their behalf or on behalf of 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.

NOTA KETERANGAN

Tuntutan Pengiktirafan

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.

Perjanjian Kolektif

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

Akta Perhubungan Perusahaan 1967

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

NOTES

Claims for Recognition

Claims for Recognition means a claims submitted by a trade union to and employer and processed by the department of Industrial Relations Malaysia to determine whether the trade union is eligible or not and have the majority to represent workers in collective bargaining.

Collective Agreement

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.

Industrial Relations Act 1967

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



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RUJUKAN PANTAS STATISTIK JPPM 2023

DIRM QUICK REFERENCE 2023



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Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

RUJUKAN PANTAS STATISTIK JPPM 2023 DIRM QUICK REFERENCE 2023

PENYELESAIAN KES JPPM 2023 SETTLEMENT OF CASES DIRM 2023

AKTIVITI ACTIVITIES	Hak Berkesatuan (Seksyen 8) <i>Union Rights (Section 8)</i>	Tuntutan Pengiktirafan (Seksyen 9) <i>Claim for Recognition (Section 9)</i>	Isu Kapasiti (Seksyen 9(1A) <i>Capacity Issue (Section 9(1A)</i>	Perjanjian Kolektif (Seksyen 13) <i>Collective Agreement (Section 13)</i>	Pertikaian Perusahaan (Seksyen 18) <i>Trade Dispute (Section 18)</i>	Representasi Pemulihan Kerja (Seksyen 20) <i>Claim for Reinstatement (Section 20)</i>	Tindakan Perusahaan <i>Industrial Action</i>
KENDALI <i>DEALT</i>	23	116	489	96	227	5218	6
SELESAI <i>RESOLVED</i>	19	94	485	72	182	4299	6

Nota
Note

Kes dilaporkan pada tahun semasa
Reported cases on current year

Sumber
Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

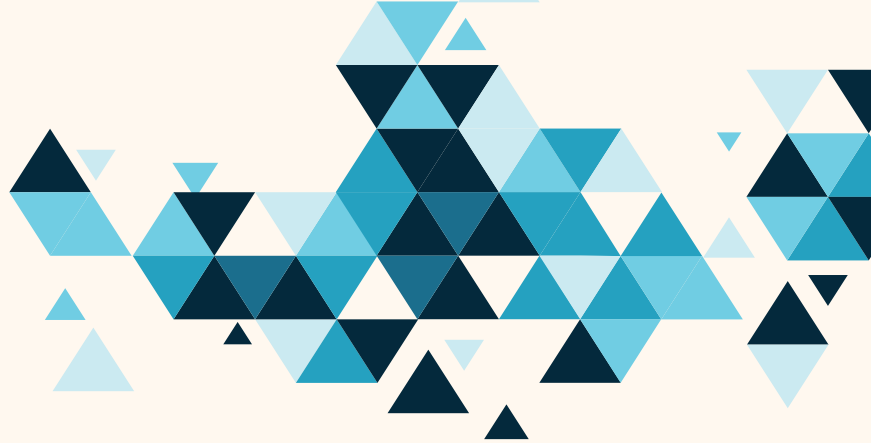
PENCAPAIAN JPPM 2023 DIRM ACHIEVEMENT 2023

Penyelesaian Kes Seksyen 20 Secara Rundingan Damai <i>Settlement of Cases Under Section 20 Through Conciliation</i>	Secara Rundingan Damai / <i>Through Conciliation</i>	2,806 Kes
	Nilai Bayaran Ex-Gratia / <i>Ex-Gratia Value</i>	RM 66,118,376.72
Pelaksanaan PLWS <i>Implementation of PLWS</i>	98,367 Majikan	
	6,039,587 Pekerja	
Analisa Perjanjian Kolektif <i>Collective Agreement (CA) Analysis</i>	Bilangan Perjanjian Kolektif Yang Telah Dianalisa / <i>Number of Collective Agreement Analysed : 274</i>	
Indeks Keharmonian Perusahaan <i>Industrial Harmony Index (IHI)</i>	78.9%	Tahap Baik



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PENGENDALIAN PERTIKAIAN PERUSAHAAN

TRADE DISPUTE DEALT



NOTA:

PENGENDALIAN PERTIKAIAN PERUSAHAAN MELIBATKAN
GABUNGAN PERTIKAIAN DI BAWAH SEKSYEN 8, 13 DAN 18

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STATISTICS AND KEY INDICATORS

Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

PENGENDALIAN PERTIKAIAN PERUSAHAAN 2019-2023

TRADE DISPUTE DEALT 2019-2023

PERKARA PARTICULARS		2019	2020	2021	2022	2023
Dilaporkan <i>Reported</i>	Bil. <i>No.</i>	304	374	263	269	281
Dikendalikan <i>Dealt</i>	Bil. <i>No.</i>	382	428	407	339	345
Diselesaikan <i>Resolved</i>	Bil. <i>No.</i>	328	284	337	275	273
	Peratus Selesai (%) <i>Percentage Resolved (%)</i>	86	66	83	81	79
Baki <i>Balance</i>	Bil. <i>No.</i>	54	144	70	64	72

Nota *Note*

Pengendalian kes pertikaian perusahaan melibatkan Seksyen 8, Seksyen 13 dan Seksyen 18, Akta 177
Trade dispute cases under Section 8, Section 13 and Section 18, Act 177

Sumber *Source*

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PENGENDALIAN PERTIKAIAN PERUSAHAAN 2019-2023

TRADE DISPUTE 2019-2023

CARA PENYELESAIAN METHOD OF SETTLEMENT		2019	2020	2021	2022	2023
Diselesaikan melalui Rundingan Damai <i>Resolved through Conciliation</i>	Bil. No.	227	225	225	212	216
Dirujuk ke Mahkamah Perusahaan <i>Referred to Industrial Court</i>	Bil. No.	95	50	82	57	53
Tidak Dirujuk ke Mahkamah Perusahaan <i>Not Referred to Industrial Court</i>	Bil. No.	6	9	30	6	4
Jumlah <i>Total</i>		328	284	337	275	273

Nota Note

Pengendalian kes pertikaian perusahaan melibatkan Seksyen 8, Seksyen 13 dan Seksyen 18, Akta 177
Trade dispute cases under Section 8, Section 13 and Section 18, Act 177

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PERTIKAIAN PERUSAHAAN MENGIKUT INDUSTRI (MSIC 2008), 2019-2023

TRADE DISPUTE BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Pertanian, Perhutanan dan Perikanan <i>Agriculture, Forestry and Fishing</i>	39	27	31	32	24	460	132	4,856	170,327	272
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	0	4	2	2	2	0	65	351	15	64
Pembuatan <i>Manufacturing</i>	170	241	127	160	146	16,802	32,218	15,704	20,321	36,425
Bekalan Elektrik, Gas, Wap dan Pendingin Udara <i>Electricity Supply, Gas, Steam and Air Conditioning</i>	1	1	1	4	9	1	0	1	895	977
Bekalan Air, Pembentukan, Pengurusan Sisa dan Aktiviti Pemulihan <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	2	3	4	1	8	1,001	202	491	1	3,178
Pembinaan <i>Construction</i>	0	1	5	0	1	0	0	220	0	117

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PERTIKAIAN PERUSAHAAN MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 TRADE DISPUTE BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal <i>Wholesale and Retail Trade; Repair Of Motor Vehicles and Motorcycles</i>	4	13	15	1	4	298	1,575	92	0	60
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	14	22	8	26	16	210	2,831	747	1,055	2,055
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman <i>Accommodation and Food Beverages Service Activities</i>	22	13	7	5	2	5,526	1,661	168	340	182
Maklumat dan Komunikasi <i>Information and Communication</i>	9	5	0	5	8	993	383	0	428	5,988
Aktiviti Kewangan dan Insurans/ Takaful <i>Financial and Insurance Activities / Takaful Activities</i>	4	2	5	9	5	104	1	1,236	1,599	695
Aktiviti Hartanah <i>Real Estate Activities</i>	0	0	0	0	0	0	0	0	0	0

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PERTIKAIAN PERUSAHAAN MENGIKUT INDUSTRI (MSIC 2008), 2019-2023

TRADE DISPUTE BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Aktiviti Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical Activities</i>	1	0	1	0	0	1	0	50	0	0
Aktiviti Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service Activities</i>	4	13	5	0	1	49	3,497	815	0	100
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib <i>Public Administration and Defence; Compulsory Social Security Activities</i>	0	0	1	0	0	0	0	24	0	0
Pendidikan <i>Education</i>	5	0	0	0	13	92	0	0	0	213
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work Activities</i>	7	3	5	12	9	787	639	2,007	451	138
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2	4	1	1	0	87	75	31	0	0

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PERTIKAIAN PERUSAHAAN MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 TRADE DISPUTE BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Aktiviti Perkhidmatan Lain <i>Other Service Activities</i>	20	22	45	11	33	5,186	949	3,439	183	2,263
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
Aktiviti Badan dan Pertubuhan Luar Wilayah <i>Activities of Extraterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0
Jumlah Total	304	374	263	269	281	31,597	44,228	30,232	195,615	52,727

Nota Note

- Pengendalian kes pertikaian perusahaan melibatkan Seksyen 8, Seksyen 13 dan Seksyen 18, Akta 177
Trade dispute cases under Section 8, Section 13 and Section 18, Act 177
- 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, 2019-2023

TRADE DISPUTE BY CAUSES, 2019-2023

SEBAB PERTIKAIAN REASON FOR DISPUTES	BILANGAN PERTIKAIAN NUMBER OF DISPUTES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Keengganan memulakan rundingan bersama <i>Refusal to commence collective bargaining</i>	37	18	18	32	29	3,521	819	2,240	5,045	3,400
Kebuntuan dalam rundingan bersama <i>Deadlock in collective bargaining</i>	78	80	51	64	48	13,827	22,171	8,339	178,540	6,855
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>	115	111	96	112	76	8,787	7,198	9,123	7,592	29,600
Pengenehan kerja dan renti-kerja sentara <i>Retrenchment and lay-off</i>	3	9	6	1	1	186	729	162	85	42
Kenaikan pangkat, pengagihan tugas, pertukaran dan lain-lain hak istimewa pengurusan <i>Promotion, allocation of duties, transfer and other management prerogatives</i>	4	14	8	9	7	4	1,525	116	254	205

PERTIKAIAN PERUSAHAAN MENGIKUT SEBAB, 2019-2023 *TRADE DISPUTE BY CAUSES, 2019-2023*

SEBAB PERTIKAIAN <i>REASON FOR DISPUTES</i>	BILANGAN PERTIKAIAN <i>NUMBER OF DISPUTES</i>					BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
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	17	10	9	2	246	386	258	467	3
Kegagalan mematuhi piawaian perburuhan yang diperuntukan 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 benefit</i>	21	56	33	2	7	3029	4401	3599	40	642

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PERTIKAIAN PERUSAHAAN MENGIKUT SEBAB, 2019-2023 TRADE DISPUTE BY CAUSES, 2019-2023

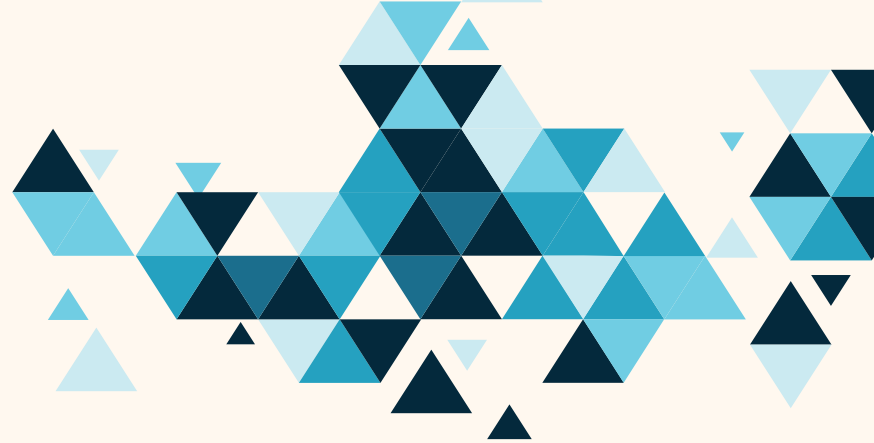
SEBAB PERTIKAIAN REASON FOR DISPUTES	BILANGAN PERTIKAIAN NUMBER OF DISPUTES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Perlanggaran hak-hak pekerja/ ketidakadilan dalam amalan perburuhan <i>Infringements of workers' rights/ unfair labour practices</i>	24	64	24	26	95	1,673	6,483	932	2,398	11,155
Lain-lain <i>Others</i>	7	5	17	14	16	324	516	5,463	1,194	1,025
Jumlah <i>Total</i>	304	374	263	269	281	31,597	44,228	30,232	195,615	52,927

Nota Note

1. Pengendalian kes pertikaian perusahaan melibatkan Seksyen 8, Seksyen 13 dan Seksyen 18, Akta 177
Trade dispute cases under Section 8, Section 13 and Section 18, Act 177
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



**STATISTIK DAN
PETUNJUK-
PETUNJUK
UTAMA** **20
23**

STATISTICS AND KEY INDICATORS

Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8, 2019-2023

TRADE DISPUTE DEALT UNDER SECTION 8, 2019-2023

PERKARA PARTICULARS		2019	2020	2021	2022	2023
Dilaporkan <i>Reported</i>	Bil. <i>No.</i>	18	35	14	18	16
Dikendalikan <i>Dealt</i>	Bil. <i>No.</i>	22	38	35	22	23
Diselesaikan <i>Resolved</i>	Bil. <i>No.</i>	19	17	31	15	19
	Peratus Selesai (%) <i>Percentage Resolved (%)</i>	86	45	89	68	83
Baki <i>Balance</i>	Bil. <i>No.</i>	3	21	4	7	4

Nota *Note*

1. Pengendalian kes pertikaian perusahaan melibatkan Seksyen 8 Akta 177
Trade dispute cases under Section 8 Act 177
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, 2019-2023

TRADE DISPUTE DEALT UNDER SECTION 8, 2019-2023

CARA PENYELESAIAN METHOD OF SETTLEMENT		2019	2020	2021	2022	2023
Diselesaikan Melalui Rundingan Damai <i>Resolved Through Conciliation</i>	Bil. No.	13	12	13	8	18
Dirujuk ke Mahkamah Perusahaan <i>Referred to Industrial Court</i>	Bil. No.	5	3	9	4	1
Tidak Dirujuk ke Mahkamah Perusahaan <i>Not Referred to Industrial Court</i>	Bil. No.	1	2	9	3	0
Jumlah <i>Total</i>		19	17	31	15	19

Nota Note

1. Pengendalian kes pertikaian perusahaan melibatkan Sekyzen 8 Akta 177
Trade dispute cases under Section 8 Act 177
2. Kes dilaporkan pada tahun semasa
Reported cases on current year

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023

TRADE DISPUTE UNDER SECTION 8 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Pertanian, Perhutanan dan Perikanan <i>Agriculture, Forestry and Fishing</i>	0	0	0	0	0	0	0	0	0	0
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	0	3	0	0	0	0	38	0	0	0
Pembuatan <i>Manufacturing</i>	11	22	7	10	5	137	837	216	2,232	3,583
Bekalan Elektrik, Gas, Wap dan Pendingin Udara <i>Electricity Supply, Gas, Steam and Air Conditioning</i>	0	0	0	0	0	0	0	0	0	0
Bekalan Air, Pembentukan, Pengurusan Sisa dan Aktiviti Pemuliharaan <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	0	1	0	0	0	0	1	0	0	0
Pembinaan <i>Construction</i>	0	0	0	0	0	0	0	0	0	0

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 TRADE DISPUTE UNDER SECTION 8 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
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>	1	1	1	3	1	1	1	45	100	34
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman <i>Accommodation, Food & Beverage Service Activities</i>	0	3	0	0	0	0	9	0	0	0
Maklumat dan Komunikasi <i>Information and Communication</i>	0	0	0	1	0	0	0	0	0	0
Aktiviti Kewangan dan Insurans/ Takaful <i>Financial and Insurance Activities / Takaful</i>	0	1	0	4	0	0	0	0	0	0
Aktiviti Hartanah <i>Real Estate Activities</i>	0	0	0	0	0	0	0	0	0	0

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023

TRADE DISPUTE UNDER SECTION 8 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Aktiviti Profesional, Sainifik dan Teknikal <i>Professional, Scientific and Technical Activities</i>	0	0	0	0	0	0	0	0	0	0
Aktiviti Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service Activities</i>	3	2	4	0	0	0	2,424	57	0	0
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib <i>Public Administration and Defence; Compulsory Social Security Activities</i>	0	0	0	0	0	0	0	0	0	0
Pendidikan <i>Education</i>	0	0	0	0	7	0	0	0	0	20
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work Activities</i>	0	0	0	0	1	0	0	0	0	137
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	0	1	0	0	0	0	1	0	0	0

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 TRADE DISPUTE UNDER SECTION 8 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Aktiviti Perkhidmatan Lain <i>Other Service Activities</i>	3	1	2	0	2	1,500	3	98	0	1,351
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
Aktiviti Badan dan Pertubuhan Luar Wilayah <i>Activities of Exterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0
Jumlah <i>Total</i>	18	35	14	18	16	1,638	3,314	416	2,332	5,125

Nota Note

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 8 Akta 177
Trade dispute cases under Section 8 Act 177
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, 2019-2023

TRADE DISPUTE UNDER SECTION 8 BY CAUSES, 2019-2023

SEBAB PERTIKAIAN CAUSES OF DISPUTES	BILANGAN PERTIKAIAN NUMBER OF DISPUTES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Keganganan memulakan rundingan bersama <i>Refusal to commence collective bargaining</i>	0	0	0	0	0	0	0	0	0	0
Kebuntuan dalam rundingan bersama <i>Deadlock in collective bargaining</i>	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
Pengeneapan kerja dan renti kerja-sentara <i>Retrenchment and lay-off</i>	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
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

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT SEBAB, 2019-2023 TRADE DISPUTE UNDER SECTION 8 BY CAUSES, 2019-2023

SEBAB PERTIKAIAN CAUSES OF DISPUTES	BILANGAN PERTIKAIAN NUMBER OF DISPUTES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Kegagalan mematuhi piawaian perburuhan yang diperuntukan 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>	18	35	14	18	16	3,974	1,638	3,314	416	5,125
Lain-lain <i>Others</i>	0	0	0	0	0	0	0	0	0	0
Jumlah <i>Total</i>	18	35	14	18	16	3,974	1,638	3,314	416	5,125

Nota Note

1. Pengendalian kes pertikaian perusahaan di bawah Seksyen 8 Akta 177
Trade dispute cases under Section 8 Act 177
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 MENGIKUT NEGERI, 2019-2023

TRADE DISPUTE DEALT UNDER SECTION 8 BY STATE, 2019 - 2023

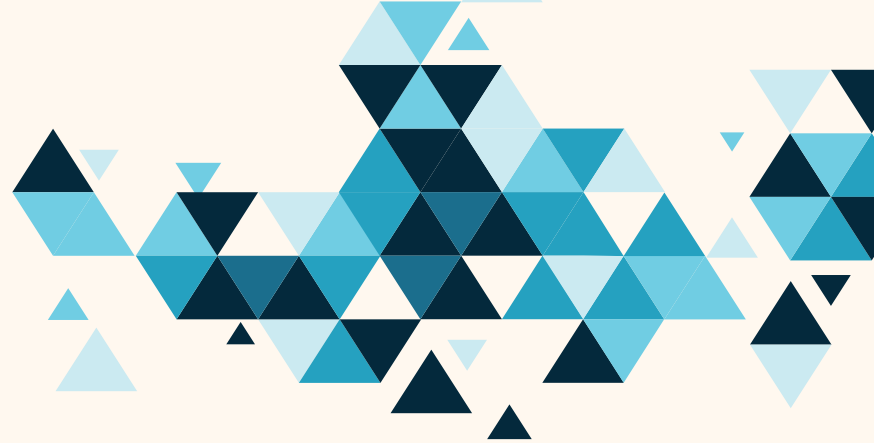
NEGERI STATE	BILANGAN PERTIKAIAN NUMBER OF DISPUTES				
	2019	2020	2021	2022	2023
Johor	2	4	3	5	2
Kedah / Perlis	1	3	0	0	0
Kelantan	0	0	0	0	0
Melaka	0	3	0	0	2
Negeri Sembilan	0	0	0	0	0
Pahang	0	1	0	1	0
Pulau Pinang	4	2	1	2	1
Perak	2	6	5	0	1
Selangor	4	7	3	0	10
Terengganu	0	0	0	5	0
Sabah	3	7	2	0	0
Sarawak	0	0	0	0	0
Wilayah Persekutuan Kuala Lumpur	0	2	0	5	0
Ibu Pejabat/Wilayah Persekutuan Putrajaya	2	0	0	0	0
Jumlah / Total	18	35	14	18	16

Nota
Note

Pengendalian kes pertikaian perusahaan di bawah seksyen 8 Akta 177
Trade dispute cases under section 8 Act 177

Sumber
Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia



PENGENDALIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 *CLAIM FOR RECOGNITION UNDER SECTION 9*



STATISTIK DAN
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PETUNJUK
UTAMA **20
23**

STATISTICS AND KEY INDICATORS

Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

PENGENDALIAN TUNTUTAN PENGIKTIRAN DI BAWAH SEKSYEN 9, 2019-2023

CLAIM FOR RECOGNITION UNDER SECTION 9, 2019-2023

PERKARA <i>PARTICULARS</i>		2019	2020	2021	2022	2023
Dilaporkan <i>Reported</i>	Bil. <i>No.</i>	139	117	96	126	77
Dikendalikan <i>Dealt</i>	Bil. <i>No.</i>	198	183	146	143	116
Diselesaikan <i>Resolved</i>	Bil. <i>No.</i>	132	133	129	104	94
	Peratus Selesai (%) <i>Percentage Resolved (%)</i>	67	73	88	73	81
Baki <i>Balance</i>	Bil. <i>No.</i>	66	50	17	39	22

Nota *Note*

Pengendalian tuntutan pengiktirafan di bawah Seksyen 9 Akta 177
Claim for recognition under Section 9 Act 177

Sumber *Source*

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PENGENDALIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9, 2019-2023 CLAIM FOR RECOGNITION UNDER SECTION 9, 2019-2023

CARA PENYELESAIAN METHOD OF SETTLEMENT		2019	2020	2021	2022	2023
Pengiktirafan Secara Sukarela <i>Recognition Accorded Voluntarily</i>	Bil. No.	10	9	2	8	9
Pengiktirafan atas Keputusan Menteri <i>Recognition Accorded by Decision of The Minister</i>	Bil. No.	32	12	23	5	0
Keputusan Menteri Tidak Iktiraf <i>Decision of The Minister Not to Accord Recognition</i>	Bil. No.	25	28	21	5	3
Keputusan Atas Keputusan KP/ <i>Recognition Accorded by Decision of DG</i>	Bil. No.				13	15
Keputusan KP Tidak Iktiraf <i>Decision of DG Not To Accord Recognition</i>	Bil. No.				28	25
Tuntutan Ditolak / Ditarik Balik / Tidak Layak / Dibatalkan <i>Claim Rejected / Withdrawn / Union Not Eligible / Cancelled</i>	Bil. No.	56	61	37	26	33
Lain-lain <i>Others</i>	Bil. No.	9	23	46	19	9
Jumlah <i>Total</i>	Bil. No.	132	133	129	104	94

Nota Note

Pengendalian tuntutan pengiktirafan di bawah Seksyen 9 Akta 177
Claim for recognition under Section 9 Act 177

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 CLAIM FOR RECOGNITION UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
Pertanian, Perhutanan dan Perikanan <i>Agriculture, Forestry and Fishing</i>	2	2	0	5	4
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	19	2	0	0	1
Pembuatan <i>Manufacturing</i>	74	93	71	88	33
Bekalan Elektrik, Gas, Wap dan Pendingin Udara <i>Electricity supply, Gas, Steam and Air Conditioning</i>	1	0	1	4	1
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemulihan <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	1	3	3	0	0
Pembinaan <i>Construction</i>	1	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>	18	7	4	9	5
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	9	2	13	14	7
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman <i>Accommodation and Food & Beverage Service Activities</i>	3	3	1	1	1

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TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023

CLAIM FOR RECOGNITION UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
Maklumat dan Komunikasi <i>Information and Communication</i>	0	0	0	2	0
Aktiviti Kewangan dan Insurans/ Takaful <i>Financial and Insurance Activities/ Takaful</i>	1	3	1	2	0
Aktiviti Hartanah <i>Real Estate Activities</i>	5	0	0	0	0
Aktiviti Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical Activities</i>	5	0	0	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 Activities</i>	0	0	0	0	0
Pendidikan <i>Education</i>	0	1	0	0	1
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work Activities</i>	0	0	0	0	0
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	0	0	2	0	0
Aktiviti Perkhidmatan Lain <i>Other Service Activities</i>	0	1	0	1	0

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TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023

CLAIM FOR RECOGNITION UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
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
Jumlah <i>Total</i>	139	117	96	126	53

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 (MSIC 2008), 2019-2023 MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN MODE OF SETTLEMENT																														
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI DECISION OF MINISTER										KEPUTUSAN KP DECISION OF DG										DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN / NOT ELIGIBLE / CANCELLED					
						PENGIKTIRAFAN ACCORDED RECOGNITION					TIDAK IKTIKRAF NOT ACCORDED RECOGNITION					PENGIKTIRAFAN ACCORDED RECOGNITION					TIDAK IKTIKRAF NOT ACCORDED RECOGNITION										
	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	
Pertanian, Perhutanan dan Perikanan <i>Agriculture, Forestry and Fishing</i>	0	0	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0	1	1	0	0	1	0	0	0	0	2	0	0	0	3
Per lombongan dan Pengkuarian <i>Mining and Quarrying</i>	0	1	0	0	0	0	0	2	12	0	0	0	1	0	1	0	0	2	12	0	0	0	1	0	0	0	0	0	0	1	
Pembuatan <i>Manufacturing</i>	6	6	0	4	3	12	9	0	5	0	18	23	17	4	1	12	9	0	11	0	18	23	17	24	0	38	51	28	12	28	
Bekalan Elektrik, Gas, Wap dan Pendingin Udara <i>Electricity supply, Gas, Steam and Air Conditioning</i>	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	
Bekalan Air, Pembentukan, Pengurusan Sisa dan Aktiviti Pemulihan <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	2	1	0	0	0	1	0	1	0	0	1	1	0	0	0	0	1	0	1	0	0	1	1	0	0	0	1	1	2	0	
Pembinaan <i>Construction</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	2	15	0	5	0	0	4	1	0	0	0	1	15	0	5	0	0	4	1	0	3	0	7	4	0	2	
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	1	1	2	1	2	0	0	0	0	0	1	0	3	0	0	0	0	0	0	1	0	1	0	3	0	0	6	1	6	7	
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman <i>Accommodation and Food & Beverage Service Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	2	0	1	
Maklumat dan Komunikasi <i>Information and Communication</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	

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KAEDAH PENYELESAIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN MODE OF SETTLEMENT																														
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI DECISION OF MINISTER										KEPUTUSAN KP DECISION OF DG										DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN / NOT ELIGIBLE / CANCELLED					
						PENGIKTIRAFAN ACCORDED RECOGNITION					TIDAK IKTIKRAF NOT ACCORDED RECOGNITION					PENGIKTIRAFAN ACCORDED RECOGNITION					TIDAK IKTIKRAF NOT ACCORDED RECOGNITION										
	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23						
Aktiviti Kewangan dan Insurans / Takaful <i>Financial and Insurance Activities / Takaful</i>	1	0	0	1	0	3	0	1	0	0	0	0	1	0	0	0	3	0	1	0	0	0	0	1	0	0	0	0	1	0	0
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	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	0	0	0	0	0	0	0	0	0	0	2	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	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	0	0	0	0	0	0	0	0	0	0	0
Pendidikan <i>Education</i>	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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	0	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	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0

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KAEDAH PENYELESAIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN MODE OF SETTLEMENT																														
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI DECISION OF MINISTER										KEPUTUSAN KP DECISION OF DG										DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN / NOT ELIGIBLE / CANCELLED					
						PENGIKTIRAFAN ACCORDED RECOGNITION					TIDAK IKTIRAF NOT ACCORDED RECOGNITION					PENGIKTIRAFAN ACCORDED RECOGNITION					TIDAK IKTIRAF NOT ACCORDED RECOGNITION										
	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	19	20	21	22	23	
Aktiviti Perkhidmatan Lain <i>Other Service Activities</i>	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	15	0	1	0	1	25	0	1	1	0	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	0	0	0	0	0	0	0	0	0	0	
Aktiviti Badan dan Pertubuhan Luar Wilayah <i>Activities of Extraterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Jumlah <i>Total</i>	10	9	2	8	9	32	12	23	5	0	25	28	21	5	3	32	12	23	13	15	25	28	21	28	25	56	61	37	26	42	

Nota Note

Kes dilaporkan pada tahun semasa
Reported cases on current year

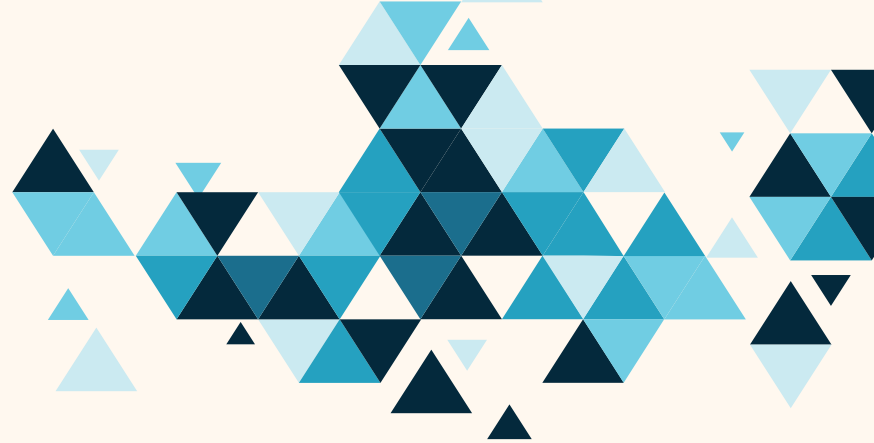
Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia



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PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13

TRADE DISPUTE DEALT UNDER SECTION 13



STATISTIK DAN
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STATISTICS AND KEY INDICATORS

Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13, 2019-2023

TRADE DISPUTE DEALT UNDER SECTION 13, 2019-2023

PERKARA PARTICULARS		2019	2020	2021	2022	2023
Dilaporkan <i>Reported</i>	Bil. <i>No.</i>	115	98	69	96	78
Dikendalikan <i>Dealt</i>	Bil. <i>No.</i>	141	126	114	126	96
Diselesaikan <i>Resolved</i>	Bil. <i>No.</i>	113	81	84	108	72
	Peratus Selesai (%) <i>Percentage Resolved (%)</i>	80	64	74	86	75
Baki <i>Balance</i>	Bil. <i>No.</i>	28	45	30	18	24

Nota Note

Pengendalian kes pertikaian perusahaan di bawah seksyen 13 Akta 177
Trade dispute cases under section 13 Act 177

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13, 2019-2023

TRADE DISPUTE DEALT UNDER SECTION 13, 2019-2023

CARA PENYELESAIAN METHOD OF SETTLEMENT		2019	2020	2021	2022	2023
Diselesaikan Melalui Rundingan Damai <i>Resolved Through Conciliation</i>	Bil. No.	76	51	48	77	55
Dirujuk ke Mahkamah Perusahaan <i>Referred to Industrial Court</i>	Bil. No.	37	30	35	31	17
Tidak Dirujuk ke Mahkamah Perusahaan <i>Not Referred to Industrial Court</i>	Bil. No.	0	0	1	0	0
Jumlah <i>Total</i>		113	81	84	108	72

Nota Note

Pengendalian kes pertikaian perusahaan di bawah seksyen 13 Akta 177
Trade dispute cases under section 13 Act 177

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023

TRADE DISPUTE UNDER SECTION 13 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Pertanian, Perhutanan dan Perikanan <i>Agriculture, Forestry and Fishing</i>	3	2	6	4	1	53	22	4,535	170,142	200
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	0	1	1	2	2	0	27	1	15	64
Pembuatan <i>Manufacturing</i>	67	71	34	70	41	10,070	19,992	2,413	10,533	5,984
Bekalan Elektrik, Gas, Wap dan Pendingin Udara <i>Electricity supply, Gas, Steam and Air Conditioning</i>	1	0	0	2	2	1	0	0	844	123
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemulihan <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	1	2	4	0	4	1,000	201	491	0	2,026
Pembinaan <i>Construction</i>	0	0	1	0	1	0	0	121	0	117
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	1	4	9	1	1	33	872	0	0	5
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	9	6	2	5	5	190	769	49	333	539

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 TRADE DISPUTE UNDER SECTION 13 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman <i>Accommodation and Food & Beverage Service Activities</i>	5	1	2	1	0	1,428	101	37	82	0
Maklumat dan Komunikasi <i>Information and Communication</i>	3	3	0	2	1	936	313	0	304	50
Aktiviti Kewangan dan Insurans/ Takaful <i>Financial and Insurance Activities/ Takaful</i>	3	0	0	2	3	52	0	0	1,265	689
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	1	0	0	0	0	50	0	0
Aktiviti Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service Activities</i>	1	2	1	0	1	49	2	758	0	100
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>	2	0	0	0	1	31	0	0	0	53

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023

TRADE DISPUTE UNDER SECTION 13 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work Activities</i>	7	2	5	3	1	787	639	2,007	51	1
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	2	1	0	0	0	87	22	0	0	0
Aktiviti Perkhidmatan Lain <i>Other Service Activities</i>	10	3	3	4	14	2,631	30	117	16	309
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 Extraterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0
Jumlah <i>Total</i>	115	98	69	96	78	17,348	22,990	10,579	183,585	10,260

Nota Note

1. Pengendalian kes pertikaian perusahaan di bawah seksyen 13 Akta 177
Trade dispute cases under section 13 Act 177
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, 2019-2023 TRADE DISPUTE UNDER SECTION 13 BY CAUSES, 2019-2023

SEBAB PERTIKAIAN CAUSE OF DISPUTES	BILANGAN PERTIKAIAN NUMBER OF DISPUTES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Keengganan memulakan perundingan kolektif/ <i>Refusal to commence collective bargaining</i>	37	18	18	32	29	3,521	819	2,240	5,045	3,400
Kebuntuan dalam perundingan kolektif/ <i>Deadlock in collective bargaining</i>	78	80	51	64	48	13,827	22,171	8,339	178,540	6,855
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	0	0
Pengeneapan kerja dan renti-kerja sentara / <i>Retrenchment and lay-off</i>	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
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

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT SEBAB, 2019-2023

TRADE DISPUTE UNDER SECTION 13 BY CAUSES, 2019-2023

SEBAB PERTIKAIAN CAUSE OF DISPUTES	BILANGAN PERTIKAIAN NUMBER OF DISPUTES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Kegagalan mematuhi piawai perburuhan dan yang diperuntukan dalam undang-undang perburuhan berkaitan dengan kemudahan dan lain-lain faedah yang bukan kewangan <i>Non-compliance of labour standards provided in legislation provided to amenities and facilities and other non-monetary benefits</i>	0	0	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	0	0
Lain-lain/ <i>Others</i>	0	0	0	0	1	0	0	0	0	5
Jumlah <i>Total</i>	115	98	69	96	78	17,348	22,990	10,579	183,585	10,260

Nota Note

- Pengendalian kes pertikaian perusahaan di bawah seksyen 13 Akta 177
Trade dispute cases under section 13 Act 177
- 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 13 MENGIKUT NEGERI, 2019-2023

TRADE DISPUTE DEALT UNDER SECTION 13 BY STATE, 2019-2023

NEGERI STATE	BILANGAN LAWATAN NUMBER OF VISITS				
	2019	2020	2021	2022	2023
Johor	11	12	8	12	5
Kedah/Perlis	2	6	6	4	5
Kelantan	0	1	0	0	0
Melaka	5	5	1	6	6
Negeri Sembilan	4	3	9	5	3
Pahang	4	3	3	6	0
Pulau Pinang	16	20	9	7	10
Perak	15	10	6	8	7
Selangor	38	33	16	40	31
Terengganu	0	0	0	1	0
Sabah	0	1	0	1	3
Sarawak	6	0	0	2	1
Wilayah Persekutuan Kuala Lumpur	6	4	11	4	6
Ibu Pejabat/Wilayah Persekutuan Putrajaya	8	0	0	0	1
Jumlah Total	115	98	69	96	78

Nota
Note

Pengendalian kes pertikaian perusahaan di bawah seksyen 13 Akta 177
Trade dispute cases under section 13 Act 177

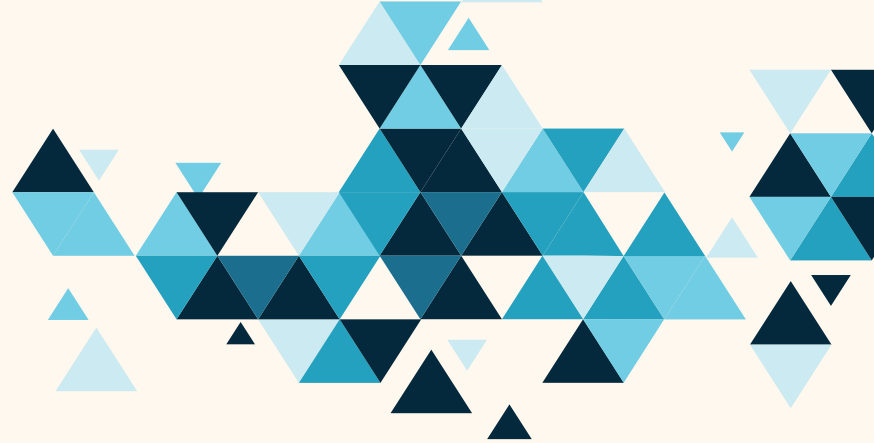
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Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia



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



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STATISTICS AND KEY INDICATORS

Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18, 2019-2023

TRADE DISPUTE DEALT UNDER SECTION 18, 2019-2023

PERKARA PARTICULARS		2019	2020	2021	2022	2023
Dilaporkan <i>Reported</i>	Bil. No.	171	241	180	155	187
Dikendalikan <i>Dealt</i>	Bil. No.	219	264	259	192	227
Diselesaikan <i>Resolved</i>	Bil. No.	196	185	222	152	182
	Peratus Selesai (%) <i>Percentage Resolved (%)</i>	89	70	86	79	80
Baki <i>Balance</i>	Bil. No.	23	79	37	40	45

Nota Note

Pengendalian kes pertikaian perusahaan di bawah seksyen 18 Akta 177
Trade dispute cases under section 18 Act 177

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18, 2019-2023

TRADE DISPUTE DEALT UNDER SECTION 18, 2019-2023

CARA PENYELESAIAN METHOD OF SETTLEMENT		2019	2020	2021	2022	2023
Diselesaikan Melalui Rundingan Damai <i>Resolved Through Conciliation</i>	Bil. No.	138	161	164	127	143
Dirujuk ke Mahkamah Perusahaan <i>Referred to Industrial Court</i>	Bil. No.	53	17	38	22	35
Tidak Dirujuk ke Mahkamah Perusahaan <i>Not Referred to Industrial Court</i>	Bil. No.	5	7	20	3	4
Jumlah <i>Total</i>	Bil. No.	196	185	222	152	182

Nota Note

Pengendalian kes pertikaian perusahaan di bawah seksyen 18 Akta 177
Trade dispute cases under section 18 Act 177

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023

TRADE DISPUTE UNDER SECTION 18 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Pertanian, Perhutanan dan Perikanan <i>Agriculture, Forestry and Fishing</i>	36	25	25	28	23	407	110	321	185	72
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	0	0	1	0	0	0	0	350	0	0
Pembuatan <i>Manufacturing</i>	92	148	86	80	100	6,595	11,389	13,075	7,556	26,858
Bekalan Elektrik, Gas, Wap dan Pendingin Udara <i>Electricity supply, Gas, Steam and Air Conditioning</i>	0	1	1	2	7	0	0	1	51	854
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemulihan <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	1	0	0	1	4	1	0	0	1	1,352
Pembinaan <i>Construction</i>	0	1	4	0	0	0	0	99	0	0
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	3	9	6	0	3	265	703	92	0	55
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	4	15	5	18	10	19	2,061	653	622	1,482

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 **TRADE DISPUTE UNDER SECTION 18 BY INDUSTRY (MSIC 2008), 2019-2023**

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman <i>Accommodation and Food & Beverage Service Activities</i>	17	9	5	4	2	4,098	1,551	131	258	182
Maklumat dan Komunikasi <i>Information and Communication</i>	6	2	0	2	7	57	70	0	124	5,938
Aktiviti Kewangan dan Insurans / Takaful <i>Financial and Insurance Activities / Takaful</i>	1	1	5	3	2	52	1	1,236	334	6
Aktiviti Hartanah <i>Real Estate Activities</i>	0	0	0	0	0	0	0	0	0	0
Aktiviti Profesional, Sainifik dan Teknikal <i>Professional, Scientific and Technical Activities</i>	1	0	0	0	0	1	0	0	0	0
Aktiviti Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service Activities</i>	0	9	0	0	0	0	1,071	0	0	0
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib <i>Public Administration and Defence; Compulsory Social Security</i>	0	0	1	0	0	0	0	24	0	0
Pendidikan <i>Education</i>	3	0	0	0	5	61	0	0	0	140

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 TRADE DISPUTE UNDER SECTION 18 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work Activities</i>	0	1	0	9	7	0	0	0	400	0
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	0	2	1	1	0	0	52	31	0	0
Aktiviti Perkhidmatan Lain <i>Other Service Activities</i>	7	18	40	7	17	1,055	916	3,224	167	603
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 Extraterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0
Jumlah Total	171	241	180	155	187	12,611	17,924	19,237	9,698	37,542

Nota Note

1. Pengendalian kes pertikaian perusahaan di bawah seksyen 18 Akta 177
Trade dispute cases under section 18 Act 177
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, 2019-2023

TRADE DISPUTE UNDER SECTION 18 BY CAUSES, 2019-2023

SEBAB PERTIKAIAN CAUSE OF DISPUTE	BILANGAN PERTIKAIAN NUMBER OF DISPUTE					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Kegangan memulakan rundingan kolektif <i>Refusal to commence collective bargaining</i>	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
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>	115	111	96	112	76	8,787	7,198	9,123	7,592	29,600
Pengenepian kerja dan renti kerja-sentara <i>Retrenchment and lay-off</i>	3	9	6	1	1	186	729	162	85	42
Kenaikan pangkat, pengagihan tugas, pertukaran dan lain-lain hak istimewa pengurusan <i>Promotion, allocation of duties, transfer and other management prerogatives</i>	4	14	8	9	7	4	1,525	116	254	205
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	17	10	9	2	246	386	258	467	3

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PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT SEBAB, 2019-2023 **TRADE DISPUTE UNDER SECTION 18 BY CAUSES, 2019-2023**

SEBAB PERTIKAIAN CAUSE OF DISPUTE	BILANGAN PERTIKAIAN NUMBER OF DISPUTE					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Kegagalan mematuhi piawaian perburuhan yang diperuntukan 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>	21	56	33	2	7	3,029	4,401	3,599	40	642
Perlanggaran hak pekerja / ketidakadilan dalam amalan perburuhan <i>Infringements of workers' rights / unfair labour practices</i>	6	29	10	8	79	35	3,169	516	66	6,030
Lain-lain <i>Others</i>	7	5	17	14	15	324	516	5,463	1,194	1,020
Jumlah Total	171	241	180	155	187	12,611	17,924	19,237	9,698	37,542

Nota Note

1. Pengendalian kes pertikaian perusahaan di bawah seksyen 18 Akta 177
Trade dispute cases under section 18 Act 177
2. Kes dilaporkan pada tahun semasa mengikut sebab
Reported cases on current year by cause

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT NEGERI, 2019-2023

TRADE DISPUTE DEALT UNDER SECTION 18 BY STATE, 2019-2023

NEGERI STATE	BILANGAN PERTIKAIAN NUMBER OF DISPUTES				
	2019	2020	2021	2022	2023
Johor	23	27	48	22	28
Kedah/Perlis	7	10	5	4	5
Kelantan	7	2	1	4	13
Melaka	2	10	8	12	5
Negeri Sembilan	11	4	6	11	10
Pahang	7	5	10	12	11
Pulau Pinang	12	17	20	12	15
Perak	29	27	24	14	21
Selangor	86	55	103	77	54
Terengganu	4	2	1	1	2
Sabah	0	1	0	3	1
Sarawak	4	2	1	0	2
Wilayah Persekutuan Kuala Lumpur	15	6	14	8	18
Ibu Pejabat/Wilayah Persekutuan Putrajaya	0	3	0	0	2
Jumlah / Total	207	171	241	180	187

Nota
Note

Pengendalian kes pertikaian perusahaan di bawah Seksyen 18 Akta 177
Trade dispute cases under Section 18 Act 177

Sumber
Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia



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PENGENDALIAN KES REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20

CLAIM FOR REINSTATEMENT UNDER SECTION 20



STATISTIK DAN
PETUNJUK-
PETUNJUK
UTAMA

STATISTICS AND KEY INDICATORS

20
23

Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

PENGENDALIAN KES REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20, 2019-2023

CLAIM FOR REINSTATEMENT UNDER SECTION 20 DEALT, 2019-2023

PERKARA <i>PARTICULARS</i>		2019	2020	2021	2022	2023
Dilaporkan <i>Reported</i>	Bil. <i>No.</i>	6,060	7,718	3,684	3,568	3,914
Dikendalikan <i>Dealt</i>	Bil. <i>No.</i>	7,179	9,142	6,551	4,822	5,218
Diselesaikan <i>Resolved</i>	Bil. <i>No.</i>	5,755	6,275	5,297	3,518	4,299
	Peratus Selesai (%) <i>Percentage Resolved (%)</i>	80.16	68.64	80.86	72.96	82.39
Baki <i>Balance</i>	Bil. <i>No.</i>	1,424	2,867	1,254	1,304	919

Sumber
Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PENGENDALIAN KES REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20, 2019-2023

CLAIM FOR REINSTATEMENT UNDER SECTION 20 DEALT, 2019-2023

CARA PENYELESAIAN METHOD OF SETTLEMENT		2019	2020	2021	2022	2023
Diselesaikan Melalui Rundingan Damai <i>Resolved Through Conciliation</i>	Bil. No.	3,227	3,694	2,443	2,256	2,806
Dirujuk ke Mahkamah Perusahaan <i>Referred to Industrial Court</i>	Bil. No.	2,234	2,511	2,736	1,262	1,493
Tidak Dirujuk ke Mahkamah Perusahaan <i>Not Referred to Industrial Court</i>	Bil. No.	294	70	118	0	0
Jumlah <i>Total</i>	Bil. No.	5,755	6,275	5,297	3,518	4,299

Sumber
Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 *CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY INDUSTRY (MSIC 2008), 2019-2023*

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES <i>NUMBER OF CASES</i>				
	2019	2020	2021	2022	2023
Pertanian, Perhutanan dan Perikanan <i>Agriculture, Forestry and Fishing</i>	244	86	63	52	60
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	65	75	62	20	43
Pembuatan <i>Manufacturing</i>	950	1,691	756	887	1023
Bekalan Elektrik, Gas, Wap dan Pendingin Udara <i>Electricity Supply, Gas, Steam and Air Conditioning</i>	50	142	52	38	87
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemulihan <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>	27	28	22	10	15
Pembinaan <i>Construction</i>	380	512	280	220	148
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	343	458	259	161	234
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	381	673	278	461	293
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman <i>Accommodation and Food & Beverages Service Activities</i>	288	818	201	81	81
Maklumat dan Komunikasi <i>Information and Communication</i>	363	370	183	135	149
Aktiviti Kewangan dan Insurans / Takaful <i>Financial and Insurance Activities / Takaful</i>	70	153	137	94	95
Aktiviti Hartanah <i>Real Estate Activities</i>	170	95	43	52	44
Aktiviti Profesional, Saintifik dan Teknikal <i>Professional, Scientific and Technical Activities</i>	209	219	66	104	93

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REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
Aktiviti Pentadbiran Dan Khidmat Sokongan <i>Administrative And Support Service Activities</i>	254	187	153	108	151
Pentadbiran Awam Dan Pertahanan; Aktiviti Keselamatan Sosial Wajib <i>Public Administration And Defence; Compulsory Social Security</i>	31	21	9	7	13
Pendidikan <i>Education</i>	221	292	137	125	101
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work Activities</i>	76	124	99	62	101
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>	58	62	23	24	11
Aktiviti Perkhidmatan Lain <i>Other Service Activities</i>	1,872	1,709	855	922	1166
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	0	0	1	0
Aktiviti Badan dan Pertubuhan Luar Wilayah <i>Activities of Extraterritorial Organisations and Bodies</i>	7	3	6	4	6
Jumlah <i>Total</i>	6,060	7,718	3,684	3,568	3,914

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 MENGIKUT SEBAB PENAMATAN, 2019-2023

CLAIMS FOR REINSTATEMENT BY CAUSE OF DISMISSAL, 2019-2023

SEBAB PENAMATAN CAUSE OF DISMISSAL	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
Salahlaku <i>Misconduct</i>	1,141	1,096	747	700	822
Pembuangan terancang <i>Constructive dismissal</i>	351	514	329	378	364
Pengeneopian <i>Retrenchment</i>	1,797	3,056	1,057	978	821
Tidak disahkan jawatan <i>Non-confirmation</i>	202	239	105	119	173
Kontrak bertempoh tetap <i>Fixed term contract</i>	230	281	143	91	101
Pemecatan Mudah <i>Termination Simpliciter</i>	1,087	1,252	624	527	712
Dipaksa letak jawatan <i>Forced resignation</i>	329	293	157	199	207
Letak jawatan secara sukarela <i>Voluntary resignation</i>	92	77	53	45	28
Kekecewaan kontrak <i>Frustration of contract</i>	43	25	34	23	26
Persaraan <i>Retirement</i>	14	16	8	9	12
Gaji minimum <i>Minimum wages</i>	0	0	0	0	0

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REPRESENTASI PEMULIHAN KERJA MENGIKUT SEBAB PENAMATAN, 2019-2023 CLAIMS FOR REINSTATEMENT BY CAUSE OF DISMISSAL, 2019-2023

SEBAB PENAMATAN CAUSE OF DISMISSAL	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
Pelaksanaan umur persaraan <i>Implementation of retirement age</i>	13	6	1	6	3
Prestasi kerja tidak memuaskan <i>Unsatisfactory performance</i>	479	542	320	360	411
Lain-lain <i>Others</i>	282	321	106	133	234
Jumlah <i>Total</i>	6,060	7,718	3,684	3,568	3,914

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 NEGERI, 2019-2023

CLAIM FOR REINSTATEMENT UNDER SECTION 20 DEALT BY STATE, 2019-2023

NEGERI STATE	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
Johor	491	762	371	294	342
Kedah/Perlis	217	188	149	88	76
Kelantan	73	59	43	19	29
Melaka	117	174	76	50	64
Negeri Sembilan	212	287	108	141	116
Pahang	126	246	82	68	68
Pulau Pinang	466	531	226	292	503
Perak	291	244	134	141	228
Selangor	1,911	2,866	1,226	1,361	1,259
Terengganu	58	63	31	93	78
Sabah	126	199	158	90	131
Sarawak	312	196	116	71	78
Wilayah Persekutuan Kuala Lumpur	1,660	1,903	964	860	942
Jumlah / Total	6,060	7,718	3,684	3,568	3,914

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 KATEGORI PEKERJAAN, 2019-2023 CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY JOB CATEGORY, 2019-2023

KATEGORI PEKERJAAN JOB CATEGORY	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
Profesional / Pengurusan dan Eksekutif <i>Professional / Managerial and Executive</i>	3,587	4,288	2,140	1,959	2,251
Bukan Eksekutif dan Lebih Rendah <i>Non Executive and Below</i>	2,440	3,387	1,534	1,606	1,651
Ekspatriat <i>Expatriate</i>	25	27	7	1	9
Bukan Ekspatriat <i>Non Expatriate</i>	8	16	3	2	3
Jumlah <i>Total</i>	6,060	7,718	3,684	3,568	3,914

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, 2019-2023

CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY SALARY, 2019-2023

GAJI SALARY	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
RM 0 - RM 1,999	1,452	1,598	736	603	747
RM 2,000 - RM 4,999	2,308	3,352	1,456	1,545	1,559
RM 5,000- RM 9,999	1,412	1,761	901	843	888
RM 10,000 - RM 14,999	385	458	258	255	309
RM 15,000 - RM 19,999	225	252	150	143	164
RM 20,000 - RM 24,999	106	119	60	54	89
RM 25,000 - RM 29,999	56	43	41	51	53
RM 30,000 - RM34,999	30	33	39	22	33
RM 35,000 - RM 39,999	29	31	13	11	20
RM 40,000 - RM 44,999	13	17	8	11	13
RM 45,000 - RM 49,000	8	8	8	5	6
Melebihi / Above RM 50,000	36	46	14	25	33
Jumlah Total	6,060	7,718	3,684	3,568	3,914

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, 2019-2023

CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY GENDER, 2019-2023

JANTINA GENDER	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
Lelaki Male	3,935	4,989	2,292	2,307	2,469
Perempuan Female	2,125	2,729	1,392	1,261	1,445
Jumlah Total	6,060	7,718	3,684	3,568	3,914

Nota
Note

Kes dilaporkan pada tahun semasa
Reported cases on current year

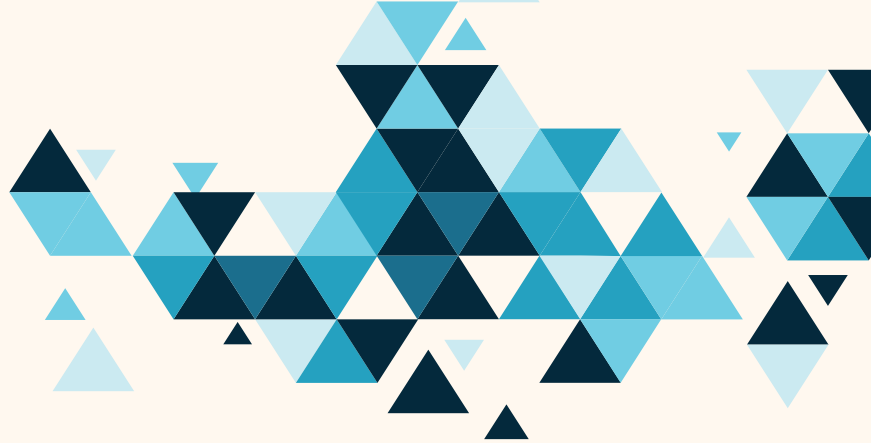
Sumber
Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia



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PENGENDALIAN TINDAKAN PERUSAHAAN

INDUSTRIAL ACTION DEALT



STATISTIK DAN
PETUNJUK-
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UTAMA

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23

STATISTICS AND KEY INDICATORS

Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

MOGOK MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 *STRIKES BY INDUSTRY (MSIC 2008), 2019-2023*

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Pertanian, Perhutanan dan Perikanan <i>Agriculture, Forestry and Fishing</i>															
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>															
Pembuatan <i>Manufacturing</i>															
Bekalan Elektrik, Gas, Wap dan Pendingin Udara <i>Electricity Supply, Gas, Steam and Air Conditioning</i>															
Bekalan Air, Pembentungan, Pengurusan Sisa dan Aktiviti Pemuliharaan <i>Water Supply, Sewerage, Waste Management and Remediation Activities</i>															
Pembinaan <i>Construction</i>															
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal <i>Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles</i>															
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>															
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman <i>Accommodation and Food & Beverage Service Activities</i>															

TIADA KES DILAPORKAN
NO CASES REPORTED

MOGOK MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 STRIKES BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Maklumat dan Komunikasi <i>Information and Communication</i>															
Aktiviti Kewangan dan Insurans / Takaful <i>Financial and Insurance Activities / Takaful</i>															
Aktiviti Hartanah <i>Real Estate Activities</i>															
Aktiviti Profesional, Sainifik dan Teknikal <i>Professional, Scientific and Technical Activities</i>															
Aktiviti Pentadbiran dan Khidmat Sokongan <i>Administrative and Support Service Activities</i>															
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib <i>Public Administration and Defence; Compulsory Social Security</i>															
Pendidikan <i>Education</i>															
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work Activities</i>															
Kesenian, Hiburan dan Rekreasi <i>Arts, Entertainment and Recreation</i>															

TIADA KES DILAPORKAN
NO CASES REPORTED

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MOGOK MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 STRIKES BY INDUSTRY (MSIC 2008), 2019-2023

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Aktiviti Perkhidmatan Lain <i>Other Service Activities</i>															
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>															
Aktiviti Badan dan Pertubuhan Luar Wilayah <i>Activities of Extraterritorial Organisations and Bodies</i>															
Jumlah <i>Total</i>															

TIADA KES DILAPORKAN
NO CASES REPORTED

Nota Note

1. Kes dilaporkan pada tahun semasa
Reported cases on current year
2. Tiada mogok sepertimana yang ditakrifkan di bawah
Akta 177 yang dilaporkan ke JPPM pada tahun 2019-
2023
*No strike action in accordance to Act 177 was reported
to DIRM in 2019-2023*

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

MOGOK MENGIKUT SEBAB, 2019-2023 STRIKES BY CAUSES, 2011-2016

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Keggangan memulakan rundingan kolektif <i>Refusal to commence collective bargaining</i>															
Kebuntuan dalam rundingan kolektif <i>Deadlock in collective bargaining</i>															
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>															
Pengeneapan kerja dan renti kerja-sentara <i>Retrenchment and lay-off</i>															
Kenaikan pangkat, pengagihan tugas, pertukaran dan lain-lain hak istimewa pengurusan <i>Promotion, allocation of duties, transfer and other management prerogatives</i>															
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>															

TIADA KES DILAPORKAN
NO CASES REPORTED

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MOGOK MENGIKUT SEBAB, 2019-2023 STRIKES BY CAUSES, 2019-2023

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST					
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	
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>																
Perlanggaran hak pekerja / Ketidakadilan dalam amalan perburuhan <i>Infringements of workers' rights / Unfair labour practices</i>																
Lain-Lain <i>Others</i>																
Jumlah <i>Total</i>																

TIADA KES DILAPORKAN
NO CASES REPORTED

Nota Note

1. Kes dilaporkan pada tahun semasa
Reported cases on current year

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

2. Tiada mogok sepertimana yang ditakrifkan di bawah Akta 177 yang dilaporkan ke JPPM pada tahun 2019-2023
No strike action in accordance to Act 177 was reported to DIRM in 2019-2023

MOGOK MENGIKUT JENIS, 2019-2023 NATURE OF STRIKES, 2019-2023

JENIS MOGOK NATURE OF STRIKES	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Penghentian kerja sepenuhnya <i>Total cessation of work</i>															
Penghentian kerja sebahagian <i>Partial cessation of work</i>															
Lain-lain bentuk tindakan bersama yang menjejaskan operasi pengeluaran biasa <i>Other forms of concerted actions which adversely affect normal production operations</i>															
Jumlah <i>Total</i>															

TIADA KES DILAPORKAN
NO CASES REPORTED

Nota Note

1. Kes dilaporkan pada tahun semasa
Reported cases on current year
2. Tiada mogok sepertimana yang ditakrifkan di bawah
Akta 177 yang dilaporkan ke JPPM pada tahun 2019-
2023
*No strike action in accordance to Act 177 was reported
to DIRM in 2019-2023*

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

MOGOK MENGIKUT CARA PENYELESAIAN, 2019-2023 METHOD OF SETTLEMENT OF STRIKES, 2019-2023

JENIS MOGOK NATURE OF STRIKES	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Melalui rundingan secara langsung <i>Through direct negotiation</i>															
Melalui campurtangan / rundingan damai jabatan / <i>Through intervention / Conciliation by the department</i>															
Melalui rujukan pertikaian ke Mahkamah Perusahaan <i>Through trade disputes referred to Industrial Court</i>															
Menghentikan / tidak meneruskan tindakan secara sukarela <i>Voluntary withdrawal</i>															
Lain-lain <i>Others</i>															
Jumlah <i>Total</i>															

TIADA KES DILAPORKAN
NO CASES REPORTED

Nota Note

1. Kes dilaporkan pada tahun semasa
Reported cases on current year
2. Tiada mogok sepertimana yang ditakrifkan di bawah Akta 177 yang dilaporkan ke JPPM pada tahun 2019-2023
No strike action in accordance to Act 177 was reported to DIRM in 2019-2023

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

MOGOK MENGIKUT KEPUTUSAN PENYELESAIAN, 2019-2023 STRIKES BY OUTCOME OF SETTLEMENT, 2019-2023

KEPUTUSAN PENYELESAIAN OUTCOME OF SETTLEMENT	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Tuntutan dituruti sepenuhnya <i>Claims entirely met</i>															
Tuntutan ditolak <i>Claims rejected</i>															
Sebahagian dari tuntutan dituruti dan sebahagian lagi ditolak <i>Claims partially met and partially rejected</i>															
Tuntutan ditarik balik / digugurkan <i>Claims withdrawn / dropped</i>															
Hasil penyelesaian melalui perundingan secara langsung, runding damai atau arbitrase sedang di tunggu <i>Result of settlement through negotiation, conciliation or arbitration awaited</i>															
Jumlah <i>Total</i>															

TIADA KES DILAPORKAN
NO CASES REPORTED

Nota Note

1. Kes dilaporkan pada tahun semasa
Reported cases on current year
2. Tiada mogok sepertimana yang ditakrifkan di bawah Akta 177 yang dilaporkan ke JPPM pada tahun 2019-2023
No strike action in accordance to Act 177 was reported to DIRM in 2019-2023

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

MOGOK MENGIKUT PEJABAT, 2019-2023

STRIKES REPORTED BY OFFICE, 2019-2023

PEJABAT OFFICE	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST					
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	
Ibu Pejabat / Headquarters																
Johor																
Muar																
Kluang																
Kedah / Perlis																
Melaka																
Kelantan																
Negeri Sembilan																
Pahang																
Perak																
Pulau Pinang																

TIADA KES DILAPORKAN
NO CASES REPORTED

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MOGOK MENGIKUT PEJABAT, 2019-2023 STRIKES REPORTED BY OFFICE, 2019-2023

PEJABAT OFFICE	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Sabah															
Sarawak															
Selangor															
Terengganu															
Wilayah Persekutuan Kuala Lumpur															
Jumlah / Total															

TIADA KES DILAPORKAN
NO CASES REPORTED

Nota
Note

Tiada mogok sepertimana yang ditakrifkan di bawah Akta 177 yang dilaporkan ke JPPM pada tahun 2019-2023
No strike action in accordance to Act 177 was reported to DIRM in 2019-2023

Sumber
Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PIKET MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 *PICKET BY INDUSTRY (MSIC 2008), 2019-2023*

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Pertanian, Perhutanan dan Perikanan <i>Agriculture, Forestry and Fishing</i>	0	0	1	0	0	0	0	174	0	0
Perlombongan dan Pengkuarian <i>Mining and Quarrying</i>	0	0	0	0	0	0	0	0	0	0
Pembuatan <i>Manufacturing</i>	5	8	4	8	2	3,447	1,064	140	1,817	252
Bekalan Elektrik, Gas, Wap dan Pendingin Udara <i>Electricity Supply, Gas, Steam and Air Conditioning</i>	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	1	0	0	0	0	22	0	0
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	1	0	0	0	0	30
Pengangkutan dan Penyimpanan <i>Transportation and Storage</i>	0	0	0	0	0	0	0	0	0	0

bersambung di muka sebelah

PIKET MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 *PICKET BY INDUSTRY (MSIC 2008), 2019-2023*

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman <i>Accommodation and Food & Beverage Service Activities</i>	1	0	0	0	0	289	0	0	0	0
Maklumat dan Komunikasi <i>Information and Communication</i>	1	0	0	0	0	80	0	0	0	0
Aktiviti Kewangan dan Insurans/ Takaful <i>Financial and Insurance Activities / Takaful</i>	12	0	0	12	1	464	0	0	1,416	47
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>	3	0	0	0	0	1,272	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
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib <i>Public Administration and Defence; Compulsory Social Security Activities</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

bersambung di muka sebelah

PIKET MENGIKUT INDUSTRI (MSIC 2008), 2019-2023 *PICKET BY INDUSTRY (MSIC 2008), 2019-2023*

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial <i>Human Health and Social Work Activities</i>	0	0	1	0	0	0	0	31	0	0
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 Services Activities</i>	3	0	0	2	2	1,676	0	0	305	48
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 Extraterritorial Organisations and Bodies</i>	0	0	0	0	0	0	0	0	0	0
Jumlah <i>Total</i>	25	8	7	22	6	7,228	1,064	367	3,538	377

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

PIKET MENGIKUT SEBAB, 2019-2023 *PICKET BY CAUSES, 2019-2023*

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Kegagalan memulakan rundingan kolektif <i>Refusal to Commence Collective Bargaining</i>	0	1	0	1	0	0	200	0	490	0
Kebuntuan dalam rundingan kolektif <i>Deadlock in Collective Bargaining</i>	2	4	1	4	0	394	710	110	1,130	0
Pertikaian di atas terma dan syarat perkhidmatan mengikut perjanjian kolektif dan lain-lain lontrak perkhidmatan <i>Disputes over terms and conditions of contractual terms in collective agreements and other service contracts</i>	3	1	3	3	0	2,172	154	174	217	0
Pengeneapan kerja dan renti kerja-sentara <i>Retrenchment and lay-off</i>	1	0	0	0	2	0	0	0	0	89
Kenaikan pangkat, pengagihan tugas, pertukaran dan lain-lain hak istimewa pengurusan <i>Promotion, allocation of duties, transfer and other management prerogatives</i>	1	0	0	0	0	1,576	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>	1	0	0	0	0	100	0	0	0	0
Kegagalan mematuhi piawaian perburuhan dan yang diperuntukan dalam undang-undang perburuhan berkaitan dengan kemudahan dan lain-lain faedah yang bukan kewangan <i>Non-compliance of labour standards provided in legislation provided to amenities and facilities and other non-monetary benefits</i>	0	0	0	0	0	0	0	0	0	0

bersambung di muka sebelah

PIKET MENGIKUT SEBAB, 2019-2023

PICKET BY CAUSES, 2019-2023

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Perlanggaran hak pekerja / ketidakadilan dalam amalan perburuhan <i>Infringements of workers' rights / unfair labour practices</i>	11	2	0	5	2	2,844	0	0	180	233
Lain-lain <i>Others</i>	4	0	3	9	2	142	0	83	1,521	55
Jumlah <i>Total</i>	23	8	7	22	6	7,228	1,064	367	3,538	377

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, 2019-2023

PICKET REPORTED BY OFFICE, 2019-2023

PEJABAT OFFICE	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Johor	0	0	0	3	0	0	0	0	247	0
Muar	0	0	0	0	0	0	0	0	0	0
Kluang	1	0	0	0	0	0	0	0	0	0
Kelantan	1	0	0	1	0	62	0	0	350	0
Melaka	2	0	0	1	0	0	0	0	35	0
Kedah / Perlis	0	2	1	1	0	0	600	110	80	0
Negeri Sembilan	0	0	1	0	0	0	0	22	0	0
Pahang	0	0	1	0	0	0	0	30	0	0
Perak	4	1	1	2	1	2,551	60	31	306	8
Pulau Pinang	5	1	0	3	1	354	130	0	710	59
Sabah	0	0	1	0	0	0	0	174	0	0

bersambung di muka sebelah

PIKET DILAPORKAN MENGIKUT PEJABAT, 2019-2023

PICKET REPORTED BY OFFICE, 2019-2023

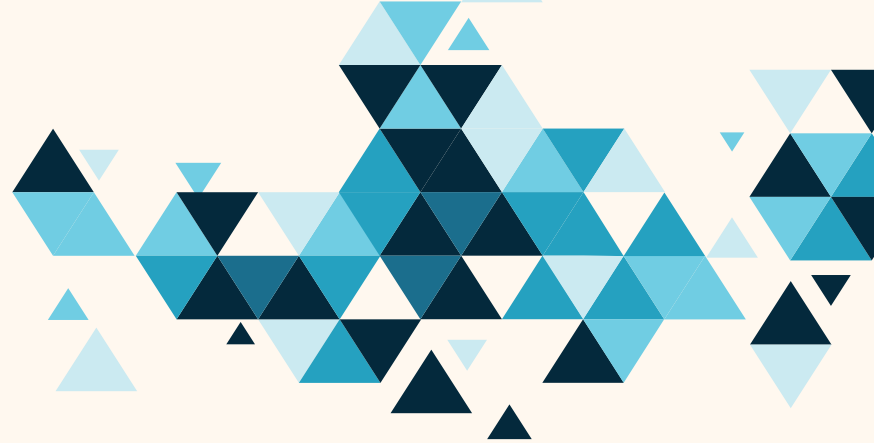
PEJABAT OFFICE	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER WORKERS INVOLVED				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Sarawak	1	0	0	0	0	0	0	0	0	0
Selangor	7	2	2	5	1	3,919	274	0	1,140	193
Terengganu	1	0	0	2	1	12	0	0	70	30
Wilayah Persekutuan Kuala Lumpur	3	2	0	4	2	330	0	0	600	87
Jumlah / Total	25	8	7	22	6	7,228	1,064	367	3,538	377

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*



STATISTIK DAN
PETUNJUK-
PETUNJUK
UTAMA **20
23**

STATISTICS AND KEY INDICATORS

Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

SENARAI LAIN-LAIN AKTIVITI *LIST OF MISCELLANEOUS ACTIVITIES*

- | |
|---|
| 1. SISTEM UPAH YANG DIKAITKAN DENGAN PRODUKTIVITI / <i>PRODUCTIVITY-LINKED WAGE SYSTEM</i> |
| 2. LAWATAN INDUSTRI / <i>INDUSTRIAL VISITS</i> |
| 3. DIALOG SOSIAL / <i>SOCIAL DIALOGUE</i> |
| 4. LAIN-LAIN ADUAN / <i>MISCELLANEOUS COMPLAINTS</i> |
| 5. KHIDMAT NASIHAT / <i>ADVISORY SERVICES</i> |

MAJIKAN YANG TELAH MELAKSANAKAN PLWS DAN PEKERJA YANG MENIKMATI FAEDAH PLWS MENGIKUT SEKTOR, 2019-2023

EMPLOYERS IMPLEMENTING PLWS AND EMPLOYEES BENEFITING FROM PLWS BY SECTOR, 2019-2023

SEKTOR SECTOR	2019		2020		2021		2022		2023	
	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>	11,592	1,463,807	12,004	1,530,015	12,579	1,641,458	13,214	1,787,603	14,108	1,960,445
Perkhidmatan <i>Services</i>	63,869	2,317,700	65,377	2,432,657	66,993	2,686,249	68,911	2,864,388	70,922	3,082,632
Pembinaan <i>Construction</i>	5,764	184,733	5,920	196,271	6,106	211,001	6,233	222,502	6,421	236,970
Pertanian <i>Agriculture</i>	4,572	457,465	4,635	464,263	4,771	488,774	4,930	523,552	5,072	555,480
Lain-Lain <i>Other</i>	1,773	182,778	1,823	193,915	1,823	193,915	1,844	204,060	1,844	204,060
Jumlah <i>Total</i>	87,570	4,606,483	89,759	4,817,121	92,272	5,221,397	95,132	5,602,105	98,367	6,039,587

Nota Note

Bilangan majikan dan pekerja yang melaksanakan PLWS dilaporkan pada tahun semasa
Reported numbers of employers and employees implementing 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 PELAKSANAAN PLWS MENGIKUT NEGERI, 2019-2023

EMPLOYERS IMPLEMENTING PLWS AND EMPLOYEES BENEFITING FROM PLWS BY STATE, 2019-2023

NEGERI STATE	2019		2020		2021		2022		2023	
	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	13,552	635,973	13,858	652,732	14,452	715,393	14,905	769,274	15,471	831,222
Kedah/Perlis	5,295	229,000	5,357	237,453	5,502	253,329	5,703	279,609	5,901	304,223
Kelantan	2,498	59,432	2,530	60,579	2,589	65,688	2,686	102,453	2,845	112,410
Melaka	4,556	221,379	4,606	224,365	4,701	235,442	4,851	252,218	5,046	276,315
Negeri Sembilan	4,135	172,332	4,175	174,650	4,285	183,415	4,461	192,386	4,659	208,566
Pahang	3,379	127,223	3,460	138,796	3,535	142,578	3,660	156,739	3,847	173,516
Perak	8,832	468,822	9,186	495,206	9,618	533,324	10,017	557,261	10,398	600,466
Pulau Pinang	7,628	544,345	7,908	569,589	8,162	620,793	8,503	671,105	8,882	716,276
Sabah	7,023	291,074	7,054	293,022	7,200	315,674	7,385	346,146	7,568	360,828
Sarawak	6,492	241,652	6,692	258,592	6,831	274,554	7,071	292,841	7,370	334,190
Selangor	8,712	687,640	9,225	740,800	9,439	790,120	9,640	828,845	9,873	935,802
Terengganu	3,294	90,061	3,314	93,186	3,407	99,588	3,540	116,038	3,655	124,378
Wilayah Persekutuan Kuala Lumpur	12,107	824,489	12,327	865,090	12,484	978,438	12,643	1,024,129	12,785	1,048,334
Wilayah Persekutuan Putrajaya	67	13,061	67	13,061	67	13,061	67	13,061	67	13,061
Jumlah / Total	87,570	4,606,483	89,759	4,817,121	92,272	5,221,397	95,132	5,602,105	98,367	6,039,587

Nota Note

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

Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

LAWATAN INDUSTRI YANG DIJALANKAN MENGIKUT NEGERI, 2019-2023

INDUSTRIAL VISITS CONDUCTED BY STATE, 2019-2023

NEGERI STATE	BILANGAN LAWATAN NUMBER OF VISITS				
	2019	2020	2021	2022	2023
Johor	453	420	483	483	486
Kedah/Perlis	189	151	181	180	180
Kelantan	115	35	125	134	121
Melaka	122	86	183	180	182
Negeri Sembilan	190	91	181	180	181
Pahang	140	79	148	181	164
Perak	301	266	375	373	367
Pulau Pinang	361	90	345	367	367
Sabah	198	152	185	167	180
Sarawak	243	205	250	258	249
Selangor	104	102	210	204	175
Terengganu	60	67	140	121	128
Wilayah Persekutuan Kuala Lumpur	66	68	123	120	66
Jumlah / Total	2,542	1,812	2,929	2,948	2,846

Nota
Note

Kes dilaporkan pada tahun semasa
Reported cases on current year

Sumber
Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

DIALOG SOSIAL YANG DIJALANKAN MENGIKUT NEGERI, 2019-2023

SOCIAL DIALOGUES CONDUCTED BY STATE, 2019-2023

NEGERI STATE	BILANGAN DIALOG SOSIAL NUMBER OF SOCIAL DIALOGUES				
	2019	2020	2021	2022	2023
Johor	88	95	102	114	103
Kedah/Perlis	39	30	45	36	40
Kelantan	42	27	26	38	24
Melaka	27	36	38	47	36
Negeri Sembilan	38	35	37	36	36
Pahang	27	20	24	30	31
Perak	58	50	78	86	71
Pulau Pinang	92	63	82	79	73
Sabah	39	34	48	36	36
Sarawak	51	58	58	63	48
Selangor	170	130	203	223	184
Terengganu	20	26	31	49	24
Wilayah Persekutuan Kuala Lumpur	131	88	121	131	128
Jumlah / Total	822	692	893	968	834

Nota
Note

Bilangan dialog sosial dilaporkan pada tahun semasa
Number dialogues social on current year

Sumber
Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

PENGENDALIAN LAIN-LAIN ADUAN, 2019-2023 MISCELLANEOUS COMPLAINTS DEALT, 2019-2023

PERKARA PARTICULARS	2019	2020	2021	2022	2023
Bilangan Dilaporkan <i>No. Reported</i>	81	92	58	43	55
Bilangan Dikendalikan <i>No. Dealt</i>	81	92	58	43	55
Bilangan Diselesaikan <i>No. Resolved</i>	81	92	58	43	55
Peratus Selesai (%) <i>Percentage Resolved (%)</i>	100	100	100	100	100

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 ADUAN MENGIKUT PERKARA, 2019-2023

MISCELLANEOUS COMPLAINTS BY SUBJECT, 2019-2023

PERKARA SUBJECT	BILANGAN KES NUMBER OF CASES				
	2019	2020	2021	2022	2023
Penamatan kerja <i>Termination of employment</i>	32	39	27	19	7
Amalan perburuhan yang tidak adil <i>Unfair labour practices</i>	4	6	4	0	26
Terma dan syarat perkhidmatan <i>Terms and conditions of service</i>	11	8	9	0	2
Lain-lain (Contoh: penganiayaan, gangguan seksual dan sebagainya) <i>Others (E.g: victimisation, sexual harassment and etc)</i>	34	39	18	24	20
Jumlah Total	81	92	58	43	55

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, 2019-2023 ADVISORY SERVICES BY CAUSES, 2019-2023

SEBAB CAUSES	2019		2020		2021		2022		2023	
	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>Claims for recognition</i>	143	116,940	76	3,490	71	1,790	37	1,190	47	1,900
Keengganan memulakan rundingan kolektif <i>Refusal to commence collective bargaining</i>	124	41,472	47	1,295	11	295	16	635	40	1,172
Kebuntutan dalam rundingan kolektif <i>Deadlock in collective bargaining</i>	155	124,485	54	1,740	73	1,315	49	2,515	29	883
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>	219	61,060	159	3,700	441	10,420	474	9,275	289	5,738
Pembuangan kerja <i>Dismissals</i>	7,614	426,505	11,976	262,969	18,644	301,406	23,682	240,636	33,731	380,672
Pengenehan kerja dan renti kerja sentara <i>Retrenchment and lay off</i>	2,185	75,944	4,216	102,611	8,844	143,722	6,242	97,098	2,939	49,749
Kenaikan pangkat, pengagihan tugas, pertukaran dan lain-lain hak istimewa pengurusan <i>Promotion, allocation of duties, transfer and other management prerogatives</i>	1,289	18,400	468	6,148	2,167	36,555	756	13,505	2,317	26,625
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>	3,516	38,785	1,124	14,195	2,018	35,790	844	20,110	2,165	37,552

bersambung di muka sebelah

KHIDMAT NASIHAT MENGIKUT SEBAB, 2019-2023

ADVISORY SERVICES BY CAUSES, 2019-2023

SEBAB CAUSES	2019		2020		2021		2022		2023	
	BILANGAN PIHAK OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK OF PARTIES	MASA (minit) TIME (minutes)
Kegagalan mematuhi piawaian perburuhan yang diperuntukan 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>	1,025	14,800	670	3,552	934	19,050	262	7,225	1,470	17,892
Perlanggaran hak pekerja / ketidakadilan dalam amalan perburuhan <i>Infringements of workers' rights / unfair labour practices</i>	777	12,697	349	7,239	1,152	18,900	4,113	65,180	2,514	13,048
Lain-lain <i>Others</i>	2,766	51,850	3,840	68,224	12,014	165,543	6,199	102,507	5,471	66,081
Jumlah <i>Total</i>	19,813	982,938	22,979	475,163	46,369	734,786	42,674	559,876	51,012	601,312

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, 2019-2023 ADVISORY SERVICE BY STATE, 2019-2023

NEGERI STATE	2019		2020		2021		2022		2023	
	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	1,165	41,558	1,915	69,402	2,516	49,078	2,077	37,870	2,226	44,720
Kedah / Perlis	130	2,700	998	30,315	908	27,485	1,151	34,895	1,175	35,515
Kelantan	225	9,750	496	5,860	1,552	31,200	581	21,270	564	16,312
Melaka	60	480	1,403	4,022	888	6,860	745	6,880	1,542	15,725
Negeri Sembilan	671	9,519	652	19,640	1,166	30,580	1,534	31,080	1,957	39,100
Pahang	413	11,103	1,544	28,720	661	6,450	524	25,651	1,023	44,538
Perak	1,431	691,213	955	25,128	1,354	39,240	1,341	39,861	1,001	12,500
Pulau Pinang	2,205	44,100	2,002	40,040	1,295	16,495	918	10,380	1,386	39,925
Sabah	42	540	1,812	18,120	637	13,570	576	12,995	11,721	58,605
Sarawak	963	12,265	662	11,760	1,222	17,553	1,044	21,904	924	19,832
Selangor	4,012	58,972	2,179	91,463	11,987	153,290	11,517	50,640	1,190	26,488
Terengganu	285	16,783	425	17,878	716	20,980	756	21,090	1,337	25,540
Wilayah Persekutuan Kuala Lumpur	8,211	83,955	7,936	112,815	21,467	322,005	19,910	245,360	24,966	222,512
Jumlah / Total	19,813	982,938	22,979	475,163	46,369	734,786	42,674	559,876	51,012	601,312

Nota Note

Kes dilaporkan pada tahun semasa
Reported cases on current year

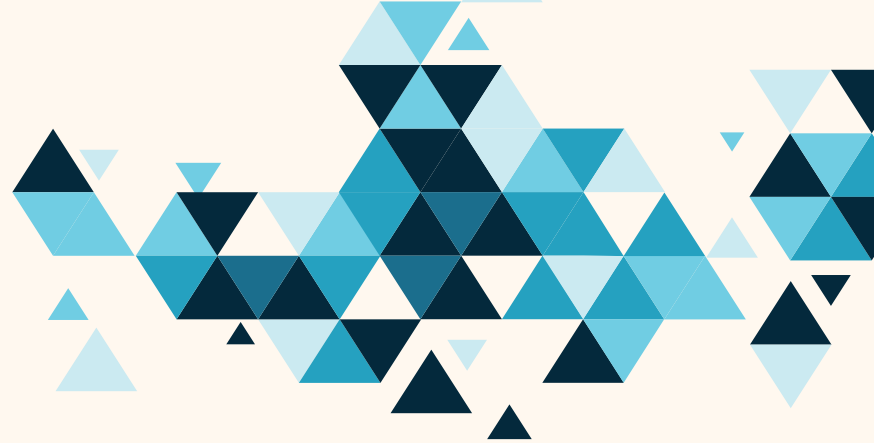
Sumber Source

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia



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INDEKS KEHARMONIAN PERUSAHAAN NASIONAL

NATIONAL INDUSTRIAL HARMONY INDEX



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STATISTICS AND KEY INDICATORS

Jabatan Perhubungan Perusahaan Malaysia, Kementerian Sumber Manusia
Department of Industrial Relations Malaysia, Ministry of Human Resources

INDEKS KEHARMONIAN PERUSAHAAN NASIONAL *NATIONAL INDUSTRIAL HARMONY INDEX*

PERKARA SUBJECT	IHI NASIONAL BAGI TAHUN 2016-2020 <i>IHI NATIONAL, 2018 - 2022</i>				
	2018	2019	2020	2021	2022
Indeks / <i>Index</i>	75.8	77.3	78.0		78.89
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 *LEVEL OF INDICATOR FOR INDUSTRIAL HARMONY NATIONAL INDEX*

SKOR INDEKS <i>INDEX SCORE (%)</i>	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*

Laporan IHI Nasional mula dikeluarkan pada tahun 2017. Mulai tahun 2020, kajian IHI dilaksanakan dua tahun sekali
IHI National Report was first released in 2017. Starting from year 2020, IHI survey will be implemented every two years

Sumber *Source*

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

KREW PENERBITAN

PENAUNG
KHALID BIN JALI

PENASIHAT
AMINUDDIN AB RAHAMAN

KETUA EDITOR
NORMAWATI BINTI AHMAD

EDITOR
FARAZETA BINTI MOHD LANI

KOORDINATOR
DR. SITI HAWA BINTI MOHD KASMURI

AHLI
WAN FAUZIAH BINTI SAIM

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BINTI KHAIRANI




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JABATAN PERHUBUNGAN PERUSAHAAN MALAYSIA
Kementerian Sumber Manusia

Aras 9, Setia Perkasa 4
Kompleks Setia Perkasa,
Pusat Pentadbiran Kerajaan Persekutuan
62530 Wilayah Persekutuan Putrajaya

 03-8886 5434

 03-8889 2355

 jpp@mohr.gov.my

