



2020

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

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

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PRAKATA

Assalamualaikum w.b.t. dan Salam Sejahtera.

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

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

Pandemik Covid-19 yang sedang melanda negara sejak penghujung tahun 2019 sedikit sebanyak telah memberi kesan kepada pelaksanaan dan pencapaian aktiviti JPPM. Arahan Kerajaan melalui Majlis Keselamatan Negara (MKN) yang menetapkan *Standard Operating Procedure* (SOP) bertujuan untuk mengekang penyebaran wabak Covid-19, turut memberi kesan kepada pelaksanaan proses undi sulit bagi Tuntutan Pengiktirafan oleh kesatuan sekerja. Walaubagaimanapun, ia tidak menjejaskan pelaksanaan aktiviti-aktiviti JPPM yang lain.

Saya ingin merakamkan sekalung penghargaan kepada Bahagian Perancangan dan Penyelidikan Dasar, JPPM atas usaha mengumpul dan menyediakan Buku Statistik Dan Petunjuk-Petunjuk Utama ini. Terima kasih juga kepada semua Bahagian di bawah JPPM atas kerjasama memberikan maklumat statistik dalam usaha menerbitkan buku ini.



KHALID BIN JALI
KETUA PENGARAH PERHUBUNGAN PERUSAHAAN



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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.

REPRESENTASI PEMULIHAN KERJA

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

MOGOK

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

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.

CLAIM FOR REINSTATEMENT

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

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.

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

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.

APP 1967

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

PICKET

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

CLAIM FOR RECOGNITION

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

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.

IRA 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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PENGENDALIAN PERTIKAIAN PERUSAHAAN

TRADE DISPUTE DEALT

Nota:

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

PENGENDALIAN PERTIKAIAN PERUSAHAAN 2016 - 2020
TRADE DISPUTE DEALT 2016 - 2020

PERKARA PARTICULARS		2016	2017	2018	2019	2020
Dilaporkan/ <i>Reported</i>	Bil./No.	409	326	339	304	374
Dikendalikan/ <i>Dealt</i>	Bil./No.	483	389	416	382	428
Diselesaikan/ <i>Resolved</i>	Bil./No.	420	312	338	328	284
	Peratus Selesai/ <i>Percentage Resolved (%)</i>	87	80	81	86	66
Baki/ <i>Balance</i>	Bil./No.	63	77	78	54	144

CARA PENYELESAIAN METHOD OF SETTLEMENT		2016	2017	2018	2019	2020
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./No.	302	232	251	227	225
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>Referred To Industrial Court</i>	Bil./No.	97	72	86	95	50
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./No.	21	8	1	6	9
Jumlah/Total		420	312	338	328	284

Nota/*Note:*

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

Sumber/*Source:*

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

PERTIKAIAN PERUSAHAAN MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
TRADE DISPUTE BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Pertanian, Perhutanan Dan Perikanan/ <i>Agriculture, Forestry And Fishing</i>	52	52	45	39	27	7,489	6,428	9,860	460	132
Perlombongan Dan Pengkuarian/ <i>Mining And Quarrying</i>	26	3	3	0	4	1,204	7	523	0	65
Pembuatan/ <i>Manufacturing</i>	193	164	161	170	241	60,771	15,626	18,906	16,802	32,218
Bekalan Elektrik, Gas, Wap Dan Pendingin Udara/ <i>Electricity, Gas, Steam And Air Conditioning Supply</i>	7	0	5	1	1	3,627	0	3,992	1	0
Bekalan Air, Pembentungan, Pengurusan Sisa Dan Aktiviti Pemulihan/ <i>Water Supply, Sewerage, Waste Management And Remediation Activities</i>	0	3	6	2	3	0	0	1,927	1,001	202
Pembinaan/ <i>Construction</i>	0	5	1	0	1	0	23	1	0	0
Perdagangan Borong Dan Runcit, Pembaikan Kenderaan Bermotor Dan Motosikal/ <i>Wholesale And Retail Trade, Repair of Motor Vehicles And Motorcycles</i>	0	2	10	4	13	0	108	593	298	1,575
Pengangkutan Dan Penyimpanan/ <i>Transportation And Storage</i>	44	22	27	14	22	27,968	833	3,182	210	2,831

PERTIKAIAN PERUSAHAAN MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
TRADE DISPUTE BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES <i>NUMBER OF CASES</i>					BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Penginapan Dan Aktiviti Perkhidmatan Makanan dan Minuman/ <i>Accommodation And Food Service Activities</i>	16	21	14	22	13	633	1,127	1,005	5,526	1,661
Maklumat Dan Komunikasi/ <i>Information And Communication</i>	10	9	6	9	5	294	111	1,590	993	383
Aktiviti Kewangan Dan Insurans/Takaful/ <i>Financial And Insurance Activities/Takaful</i>	27	5	10	4	2	13,252	1,793	1,223	104	1
Aktiviti Hartanah/ <i>Real Estate Activities</i>	2	0	0	0	0	1,096	2	0	0	0
Aktiviti Profesional, Sainifik Dan Teknikal/ <i>Professional, Scientific And Technical Activities</i>	0	13	6	1	0	0	1,109	704	1	0
Aktiviti Pentadbiran Dan Khidmat Sokongan/ <i>Administrative And Support Service Activities</i>	0	0	7	4	13	0	0	90	49	3,497
Pentadbiran Awam Dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration And Defence; Compulsory Social Security</i>	0	0	3	0	0	0	0	3	0	0
Pendidikan/ <i>Education</i>	2	0	7	5	0	167	10	139	92	0

PERTIKAIAN PERUSAHAAN MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
TRADE DISPUTE BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES <i>NUMBER OF CASES</i>					BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Aktiviti Kesihatan Kemanusiaan Dan Kerja Sosial/ <i>Human Health And Social Work Activities</i>	8	10	6	7	3	1,730	287	856	787	639
Kesenian, Hiburan Dan Rekreasi/ <i>Arts, Entertainment And Recreation</i>	0	9	7	2	4	0	379	111	87	75
Aktiviti Perkhidmatan Lain/ <i>Other Service Activities</i>	22	8	15	20	22	2,092	3,974	1,141	5,186	949
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 Extritorial Organisations And Bodies</i>	0	0	0	0	0	0	0	0	0	0
Jumlah/Total	409	326	339	304	374	120,323	31,817	45,846	31,597	44,228

Nota/Note:

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

Sumber/Source:

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

PERTIKAIAN PERUSAHAAN MENGIKUT SEBAB, 2016 - 2020
TRADE DISPUTE BY CAUSES, 2016 - 2020

SEBAB PERTIKAIAN <i>REASON FOR DISPUTES</i>	BILANGAN PERTIKAIAN <i>NUMBER OF DISPUTES</i>					BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Keengganan Memulakan Rundingan Bersama/ <i>Refusal To Commence Collective Bargaining</i>	56	59	33	37	18	14,202	5,085	4,541	3,521	819
Kebuntuan Dalam Rundingan Bersama/ <i>Deadlock In Collective Bargaining</i>	75	58	85	78	80	27,679	12,461	21,080	13,827	22,171
Pertikaian Ke Atas Terma Dan Syarat Perkhidmatan Didalam Perjanjian Kolektif Dan Lain-lain Kontrak Perkhidmatan/ <i>Dispute Over Terms And Conditions Of Contractual Terms In Collective Agreement And Other Service Contracts</i>	156	110	105	115	111	32,312	5,141	8,164	8,787	7,198
Pengenepian Kerja Dan Renti-kerja Sentara/ <i>Retrenchment And Lay-off</i>	7	5	5	3	9	11,861	99	116	186	729
Kenaikan Pangkat, Pengagihan Tugas, Pertukaran Dan Lain-lain Hak Istimewa Pengurusan/ <i>Promotion, Allocation Of Duties, Transfer And Other Management Prerogatives</i>	7	19	11	4	14	415	157	73	4	1,525

PERTIKAIAN PERUSAHAAN MENGIKUT SEBAB, 2016 - 2020
TRADE DISPUTE BY CAUSES, 2016 - 2020

SEBAB PERTIKAIAN <i>REASON FOR DISPUTES</i>	BILANGAN PERTIKAIAN <i>NUMBER OF DISPUTES</i>					BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
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>	7	15	13	15	17	1,517	30	12	246	386
Kegagalan Mematuhi Piawai 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>	9	5	20	21	56	519	9	1,009	3,029	4,401
Perlanggaran Hak-hak Pekerja/Ketidakadilan Dalam Amalan Perburuhan/ <i>Infringements Of Workers' Rights/Unfair Labour Practices</i>	10	38	33	24	64	368	6,355	4,599	1,673	6,483
Lain-lain/ <i>Others</i>	82	17	34	7	5	31,450	2,480	6,252	324	516
Jumlah/Total	409	326	339	304	374	120,323	31,817	45,846	31,597	44,228

Nota/Note:

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

Sumber/Source:

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

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**PENGENDALIAN PERTIKAIAN PERUSAHAAN
DI BAWAH SEKSYEN 8**

TRADE DISPUTE DEALT UNDER SECTION 8

PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8, 2016 - 2020
TRADE DISPUTE DEALT UNDER SECTION 8, 2016 - 2020

PERKARA PARTICULARS		2016	2017	2018	2019	2020
Dilaporkan/ <i>Reported</i>	Bil./No.	33	23	14	18	35
Dikendalikan/ <i>Dealt</i>	Bil./No.	34	29	18	22	38
Diselesaikan/ <i>Resolved</i>	Bil./No.	28	25	14	19	18
	Peratus Selesai/ <i>Percentage Resolved (%)</i>	82	86	78	86	47
Baki/ <i>Balance</i>	Bil./No.	6	4	4	3	20

CARA PENYELESAIAN METHOD OF SETTLEMENT		2016	2017	2018	2019	2020
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./No.	17	20	9	13	12
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>Referred To Industrial Court</i>	Bil./No.	10	5	5	5	3
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./No.	1	0	0	1	2
Jumlah/Total		28	25	14	19	17

Nota/Note:

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

Sumber/Source:

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

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT INDUSTRI (MSIC 2008), 2018 - 2020
TRADE DISPUTE UNDER SECTION 8 BY INDUSTRY (MSIC 2008), 2018 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES			BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED		
	2018	2019	2020	2018	2019	2020
Pertanian, Perhutanan Dan Perikanan/ <i>Agriculture, Forestry And Fishing</i>	0	0	0	0	0	0
Perlombongan Dan pengkuarian/ <i>Mining And Quarrying</i>	0	0	3	0	0	38
Pembuatan/ <i>Manufacturing</i>	4	11	22	253	137	837
Bekalan Elektrik, Gas, Wap Dan Pendingin Udara/ <i>Electricity, Gas, Steam And Air Conditioning Supply</i>	4	0	0	3,692	0	0
Bekalan Air, Pembentungan, Pengurusan Sisa Dan Aktiviti Pemulihan/ <i>Water Supply, Sewerage, Waste Management And Remediation Activities</i>	2	0	1	25	0	1
Pembinaan/ <i>Construction</i>	0	0	0	0	0	0
Perdagangan Borong Dan Runcit, Pembaikan Kenderaan Bermotor Dan Motosikal/ <i>Wholesale And Retail Trade, Repair of Motor Vehicles And Motorcycles</i>	0	0	0	0	0	0
Pengangkutan Dan Penyimpanan/ <i>Transportation And Storage</i>	1	1	1	1	1	1

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT INDUSTRI (MSIC 2008), 2018 - 2020
TRADE DISPUTE UNDER SECTION 8 BY INDUSTRY (MSIC 2008), 2018 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES <i>NUMBER OF CASES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
Penginapan Dan Aktiviti Perkhidmatan Makanan Dan Minuman/ <i>Accommodation And Food Service Activitie</i>	0	0	3	0	0	9
Maklumat Dan Komunikasi/ <i>Information And Communication</i>	0	0	0	0	0	0
Aktiviti Kewangan Dan Insurans/Takaful/ <i>Financial And Insurance Activities/Takajul</i>	0	0	1	0	0	0
Aktiviti Hartanah/ <i>Real Estate Activities</i>	0	0	0	0	0	0
Aktiviti Profesional, Sainifik Dan Teknikal/ <i>Professional, Scientific And Technical Activities</i>	0	0	0	0	0	0
Aktiviti Pentadbiran Dan Khidmat Sokongan/ <i>Administrative And Support Service Activities</i>	0	3	2	0	0	2,424
Pentadbiran Awam Dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration And Defence; Compulsory Social Security</i>	1	0	0	1	0	0
Pendidikan/ <i>Education</i>	1	0	0	1	0	0

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT INDUSTRI (MSIC 2008), 2018 - 2020
TRADE DISPUTE UNDER SECTION 8 BY INDUSTRY (MSIC 2008), 2018 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES			BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED		
	2018	2019	2020	2018	2019	2020
Aktiviti Kesihatan Kemanusiaan Dan Kerja Sosial/ <i>Human Health And Social Work Activities</i>	0	0	0	0	0	0
Kesenian, Hiburan Dan Rekreasi/ <i>Arts, Entertainment And Recreation</i>	1	0	1	1	0	1
Aktiviti Perkhidmatan Lain/ <i>Other Service Activities</i>	0	3	1	0	1,500	3
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
Aktiviti Badan Dan Pertubuhan Luar Wilayah/ <i>Activities Of Extraterritorial Organisations And Bodies</i>	0	0	0	0	0	0
Jumlah/Total	14	18	35	3,974	1,638	3,314

Nota/Note:

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

Sumber/Source:

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

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT SEBAB, 2018 - 2020
TRADE DISPUTE UNDER SECTION 8 BY CAUSES, 2018 - 2020

SEBAB PERTIKAIAN <i>REASON FOR DISPUTES</i>	BILANGAN PERTIKAIAN <i>NUMBER OF DISPUTES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
Keengganan Memulakan Perundingan Kolektif/ <i>Refusal To Commence Collective Bargaining</i>	0	0	0	0	0	0
Kebuntuan Dalam Perundingan Kolektif/ <i>Deadlock In Collective Bargaining</i>	0	0	0	0	0	0
Pertikaian Ke Atas Terma Dan Syarat Perkhidmatan Di Dalam Perjanjian Kolektif Dan Lain-lain Kontrak Perkhidmatan/ <i>Disputes Over Terms And Conditions Of Contractual Terms In Collective Agreement And Other Service Contracts</i>	0	0	0	0	0	0
Pengeneapan Kerja Dan Renti-kerja Sentara/ <i>Retrenchment And Lay-off</i>	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

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 8 MENGIKUT SEBAB, 2018 - 2020
TRADE DISPUTE UNDER SECTION 8 BY CAUSES, 2018 - 2020

SEBAB PERTIKAIAN <i>REASON FOR DISPUTES</i>	BILANGAN PERTIKAIAN <i>NUMBER OF DISPUTES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
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
Kegagalan Mematuhi Piawaian Perburuhan Yang Diperuntukkan Dalam Undang-undang Perburuhan Berkaitan Dengan Kemudahan Dan Lain-lain Faedah Yang Bukan Kewangan/ <i>Non-compliance Of Labour Standards Provided In Legislation Related To Amenities And Facilities And Other Non-monetary Benefits</i>	0	0	0	0	0	0
Perlanggaran Hak-hak Pekerja/ Ketidakadilan Dalam Amalan Perburuhan/ <i>Infringements Of Workers' Rights/Unfair Labour Practices</i>	14	18	35	3,974	1,638	3,314
Lain-lain/ <i>Others</i>	0	0	0	0	0	0
Jumlah/Total	14	18	35	3,974	1,638	3,314

Nota/*Note:*

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

Sumber/*Source:*

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

2020

**STATISTIK &
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Statistics & Key Indicators

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

**PENGENDALIAN TUNTUTAN PENGIKTIRAFAN
DI BAWAH SEKSYEN 9**

CLAIM FOR RECOGNITION UNDER SECTION 9

PENGENDALIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9, 2016 - 2020
CLAIM FOR RECOGNITION UNDER SECTION 9, 2016 - 2020

PERKARA <i>PARTICULARS</i>		2016	2017	2018	2019	2020
Dilaporkan/ <i>Reported</i>	Bil./ <i>No.</i>	94	84	125	139	117
Dikendalikan/ <i>Dealt</i>	Bil./ <i>No.</i>	128	125	158	198	183
Diselesaikan/ <i>Resolved</i>	Bil./ <i>No.</i>	81	92	99	132	133
	Peratus Selesai/ <i>Percentage Resolved (%)</i>	63	74	63	67	73
Baki/ <i>Balance</i>	Bil./ <i>No.</i>	47	33	59	66	50

PENGENDALIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9, 2016 - 2020
CLAIM FOR RECOGNITION UNDER SECTION 9, 2016 - 2020

CARA PENYELESAIAN METHOD OF SETTLEMENT		2016	2017	2018	2019	2020
i. Pengiktirafan Secara Sukarela/ <i>Recognition Accorded Voluntarily</i>	Bil./No.	2	10	10	10	9
ii. Pengiktirafan Atas Keputusan Menteri/ <i>Recognition Accorded By Decision Of The Minister</i>	Bil./No.	17	18	16	32	12
iii. Keputusan Menteri Tidak Iktiraf/ <i>Decision Of The Minister Not To Accord Recognition</i>	Bil./No.	17	29	16	25	28
iv. Tuntutan Ditolak/Ditarik Balik/Kesatuan Tidak Layak/Dibatalkan/ <i>Claim Rejected/ Withdrawn/Union Not Eligible/Cancelled</i>	Bil./No.	32	28	54	56	61
iv. Lain-Lain/ <i>Others</i>	Bil./No.	13	7	3	9	23
Jumlah/Total		81	92	99	132	133

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

TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
CLAIM FOR RECOGNITION UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES/NUMBER OF CASES				
	2016	2017	2018	2019	2020
Pertanian, Perhutanan Dan Perikanan/ <i>Agriculture, Forestry And Fishing</i>	5	2	2	2	2
Perlombongan Dan pengkuarian/ <i>Mining And Quarrying</i>	47	0	0	19	2
Pembuatan/ <i>Manufacturing</i>	14	41	59	74	93
Bekalan Elektrik, Gas, Wap Dan Pendingin Udara/ <i>Electricity, Gas, Steam And Air Conditioning Supply</i>	6	2	0	1	0
Bekalan Air, Pembentungan, Pengurusan Sisa Dan Aktiviti Pemulihan/ <i>Water Supply, Sewerage, Waste Management And Remediation Activities</i>	0	3	3	1	3
Pembinaan/ <i>Construction</i>	1	0	0	1	0
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor Dan Motosikal/ <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	22	5	39	18	7
Pengangkutan Dan Penyimpanan/ <i>Transportation And Storage</i>	4	8	3	9	2

TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
CLAIM FOR RECOGNITION UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES/NUMBER OF CASES				
	2016	2017	2018	2019	2020
Penginapan Dan Aktiviti Perkhidmatan Makanan Dan Minuman/ <i>Accommodation And Food Service Activities</i>	22	3	1	3	3
Maklumat Dan Komunikasi/ <i>Information And Communication</i>	0	1	0	0	0
Aktiviti Kewangan Dan Insurans/Takaful/ <i>Financial And Insurance Activities/Takaful</i>	0	5	11	1	3
Aktiviti Hartanah/ <i>Real Estate Activities</i>	5	0	0	5	0
Aktiviti Profesional, Sainifik Dan Teknikal/ <i>Professional, Scientific And Technical Activities</i>	0	0	2	5	0
Aktiviti Pentadbiran Dan Khidmat Sokongan/ <i>Administrative And Support Service Activities</i>	0	0	0	0	0
Pentadbiran Awam Dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration And Defence; Compulsory Social Security</i>	0	0	0	0	0
Pendidikan/ <i>Education</i>	1	6	0	0	1

TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
CLAIM FOR RECOGNITION UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES / <i>NUMBER OF CASES</i>				
	2016	2017	2018	2019	2020
Aktiviti Kesihatan Kemanusiaan Dan Kerja Sosial/ <i>Human Health And Social Work Activities</i>	2	5	0	0	0
Kesenian, Hiburan Dan Rekreasi/ <i>Arts, Entertainment And Recreation</i>	0	0	0	0	0
Aktiviti Perkhidmatan Lain/ <i>Other Service Activities</i>	0	3	5	0	1
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>	2	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>	131	84	125	139	117

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), 2016 - 2020
MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN/MODE OF SETTLEMENT																			
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI/DECISION OF MINISTER														
						PENGIKTIRAFAN ACCORDED RECOGNITION					TIDAK IKTIRAF NOT ACCORDED RECOGNITION					DITOLAK / TARIK BALIK / REJECTED / WITHDRAWN/ NOT ELIGIBLE / CANCELLED				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Pertanian, Perhutanan Dan Perikanan/ <i>Agriculture, Forestry And Fishing</i>	0	0	0	0	0	3	0	0	0	1	0	1	0	1	0	0	0	0	2	0
Perombongan Dan Pengkuarian/ <i>Mining And Quarrying</i>	1	0	0	0	1	5	0	0	0	2	8	0	0	0	1	8	0	0	0	0
Pembuatan/ <i>Manufacturing</i>	0	5	3	6	6	5	5	6	12	9	2	1	6	18	23	6	14	16	38	51
Bekalan Elektrik, Gas, Wap Dan Pendingin Udara/ <i>electricity, Gas, Steam And Air Conditioning Supply</i>	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	1	2	0	0	0
Bekalan Air, Pembentungan, Pengurusan Sisa Dan Aktiviti Pemulihan/ <i>Water Supply, Sewerage, Waste Management And Remediation Activities</i>	0	0	1	2	1	0	0	0	1	0	0	0	0	1	1	0	1	0	1	1
Pembinaan/ <i>Construction</i>	0	0	0	0	0	0	0	0	0	0	1	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>	1	2	1	0	0	4	0	0	15	0	1	0	1	4	1	0	1	16	7	4
Pengangkutan Dan Penyimpanan/ <i>Transportation And Storage</i>	0	1	0	1	1	0	0	0	0	0	1	0	1	1	0	0	4	0	6	1

KAEDAH PENYELESAIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN/MODE OF SETTLEMENT																			
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI/DECISION OF MINISTER														
						PENGIKTIRAFAN ACCORDED RECOGNITION					TIDAK IKTIRAF NOT ACCORDED RECOGNITION					DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN/ NOT ELIGIBLE / CANCELLED				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Penginapan Dan Aktiviti Perkhidmatan Makanan Dan Minuman/Accommodation And Food Service Activities	0	1	0	0	0	1	1	0	0	0	2	0	1	0	0	10	1	0	0	2
Maklumat Dan Komunikasi/ Information And Communication	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0
Aktiviti Kewangan Dan Insurans/Takaful/ Financial And Insurance Activities/Takaful	0	0	1	1	0	0	0	0	3	0	0	0	0	0	1	0	0	7	0	1
Aktiviti Hartanah/ Real Estate Activities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0
Aktiviti Profesional, Sainifik Dan Teknikal/ Professional, Scientific And Technical Activities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0
Aktiviti Pentadbiran Dan Khidmat Sokongan/ Administrative And Support Service Activities	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/ Public Administration And Defence; Compulsory Social Security	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pendidikan/Education	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4	0	0	0

KAEDAH PENYELESAIAN TUNTUTAN PENGIKTIRAFAN DI BAWAH SEKSYEN 9 MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
MODE OF SETTLEMENT FOR RECOGNITION CLAIM UNDER SECTION 9 BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	KAEDAH PENYELESAIAN/MODE OF SETTLEMENT																			
	SECARA SUKARELA ACCORDED VOLUNTARILY					KEPUTUSAN MENTERI/DECISION OF MINISTER					DITOLAK / TARIK BALIK / TIDAK LAYAK / DIBATALKAN REJECTED / WITHDRAWN/ NOT ELIGIBLE / CANCELLED									
	PENGIKTIRAFAN ACCORDED RECOGNITION					TIDAK IKTIKRAF NOT ACCORDED RECOGNITION														
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
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	3	0	0	0	0	0	0	0	0
Kesenian, Hiburan Dan Rekreasi/ <i>Arts, Entertainment And Recreation</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Perkhidmatan Lain/ <i>Other Service Activities</i>	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	2	3	0	1
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	0	0	0	0	0	2	0	0	0	0
Aktiviti Badan Dan Pertubuhan Luar Wilayah/ <i>Activities Of Extritorial Organisations And Bodies</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jumlah/Total	2	9	7	10	9	18	7	6	32	12	19	5	9	25	28	0	0	0	0	0

Nota/Note:

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

Sumber/Source:

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

2020

**STATISTIK &
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Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

**PENGENDALIAN PERTIKAIAN PERUSAHAAN
DI BAWAH SEKSYEN 13**

TRADE DISPUTE DEALT UNDER SECTION 13

PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13, 2016 - 2020
TRADE DISPUTE DEALT UNDER SECTION 13, 2016 - 2020

PERKARA <i>PARTICULARS</i>		2016	2017	2018	2019	2020
Dilaporkan/ <i>Reported</i>	Bil./ <i>No.</i>	153	117	118	115	98
Dikendalikan/ <i>Dealt</i>	Bil./ <i>No.</i>	183	142	137	141	126
Diselesaikan/ <i>Resolved</i>	Bil./ <i>No.</i>	158	123	111	113	81
	Peratus Selesai/ <i>Percentage Resolved (%)</i>	86	87	81	80	64
Baki/ <i>Balance</i>	Bil./ <i>No.</i>	25	19	26	28	45

CARA PENYELESAIAN <i>METHOD OF SETTLEMENT</i>		2016	2017	2018	2019	2020
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./ <i>No.</i>	121	84	76	76	51
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>Referred To Industrial Court</i>	Bil./ <i>No.</i>	36	39	35	37	30
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./ <i>No.</i>	1	0	0	0	0
Jumlah/ <i>Total</i>		158	123	111	113	81

Nota/*Note:*

Nota/*Note:* Pengendalian kes pertikaian perusahaan di bawah Seksyen 13 APP 1967/*Trade dispute cases under Section 13 IRA 1967*

Sumber/*Source:*

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

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT INDUSTRI (MSIC 2008), 2018 - 2020
TRADE DISPUTE UNDER SECTION 13 BY INDUSTRY (MSIC 2008), 2018 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES			BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED		
	2018	2019	2020	2018	2019	2020
Pertanian, Perhutanan Dan Perikanan/ <i>Agriculture, Forestry And Fishing</i>	10	3	2	9,515	53	22
Perlombongan Dan Pengkuarian/ <i>Mining And Quarrying</i>	1	0	1	1	0	27
Pembuatan/ <i>Manufacturing</i>	68	67	71	11,974	10,070	19,992
Bekalan Elektrik, Gas, Wap Dan Pendingin Udara/ <i>Electricity, Gas, Steam And Air Conditioning Supply</i>	1	1	0	300	1	0
Bekalan Air, Pembentukan, Pengurusan Sisa Dan Aktiviti Pemulihan/ <i>Water Supply, Sewerage, Waste Management And Remediation Activities</i>	1	1	2	1,500	1,000	201
Pembinaan/ <i>Construction</i>	1	0	0	1	0	0
Perdagangan Borong Dan Runcit, Pembaikan Kenderaan Bermotor Dan Motosikal/ <i>Wholesale And Retail Trade, Repair Of Motor Vehicles And Motorcycles</i>	2	1	4	140	33	872
Pengangkutan Dan Penyimpanan/ <i>Transportation And Storage</i>	11	9	6	387	190	769

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT INDUSTRI (MSIC 2008), 2018 - 2020
TRADE DISPUTE UNDER SECTION 13 BY INDUSTRY (MSIC 2008), 2018 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES <i>NUMBER OF CASES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
Penginapan Dan Aktiviti Perkhidmatan Makanan Dan Minuman/ <i>Accommodation And Food Service Activities</i>	6	5	1	346	1,428	101
Maklumat Dan Komunikasi/ <i>Information And Communication</i>	2	3	3	238	936	313
Aktiviti Kewangan Dan Insurans/Takaful/ <i>Financial And Insurance Activities/takaful</i>	4	3	0	288	52	0
Aktiviti Hartanah/ <i>Real Estate Activities</i>	0	0	0	0	0	0
Aktiviti Profesional, Saintifik Dan Teknikal/ <i>Professional, Scientific And Technical Activities</i>	0	0	0	0	0	0
Aktiviti Pentadbiran Dan Khidmat Sokongan/ <i>Administrative And Support Service Activities</i>	0	1	2	0	49	2
Pentadbiran Awam Dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration And Defence; Compulsory Social Security</i>	0	0	0	0	0	0
Pendidikan/ <i>Education</i>	1	2	0	1	31	0

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT INDUSTRI (MSIC 2008), 2018 - 2020
TRADE DISPUTE UNDER SECTION 13 BY INDUSTRY (MSIC 2008), 2018 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES <i>NUMBER OF CASES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
Aktiviti Kesihatan Kemanusiaan dan Kerja Sosial/ <i>Human Health And Social Work Activities</i>	6	7	2	856	787	639
Kesenian, Hiburan dan Rekreasi/ <i>Arts, Entertainment And Recreation</i>	1	2	1	56	87	22
Aktiviti Perkhidmatan Lain/ <i>Other Service Activities</i>	3	10	3	18	2,631	30
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
Aktiviti Badan Dan Pertubuhan Luar Wilayah/ <i>Activities Of Extritorial Organisations And Bodies</i>	0	0	0	0	0	0
Jumlah/Total	118	115	98	25,621	17,348	22,990

Nota/Note:

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

Sumber/Source:

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

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT SEBAB, 2018 - 2020
TRADE DISPUTE UNDER SECTION 13 BY CAUSES, 2018 - 2020

SEBAB PERTIKAIAN <i>REASON FOR DISPUTES</i>	BILANGAN PERTIKAIAN <i>NUMBER OF DISPUTES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
Keengganan Memulakan Kerundingan Kolektif/ <i>Refusal To Commence Collective Bargaining</i>	33	37	18	4,541	3,521	819
Kebuntuan Dalam Perundingan Kolektif/ <i>Deadlock In Collective Bargaining</i>	85	78	80	21,080	13,827	22,171
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
Pengeneapan Kerja Dan Renti-kerja Sentara/ <i>Retrenchment And Lay-off</i>	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
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

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 13 MENGIKUT SEBAB, 2018 - 2020
TRADE DISPUTE UNDER SECTION 13 BY CAUSES, 2018 - 2020

SEBAB PERTIKAIAN <i>REASON FOR DISPUTES</i>	BILANGAN PERTIKAIAN <i>NUMBER OF DISPUTES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
Kegagalan Mematuhi Piawaian Perburuhan Yang Diperuntukkan Dalam Undang-undang Perburuhan Berkaitan Dengan Kemudahan dan Lain-lain Faedah Yang Bukan Kewangan/ <i>Non-compliance Of Labour Standards Provided In Legislation Related To Amenities and Facilities and Other Non-monetary Benefits</i>	0	0	0	0	0	0
Perlanggaran Hak-hak Pekerja/ Ketidakadilan Dalam Amalan Perburuhan/ <i>Infringements Of Workers' Rights/ Unfair Labour Practices</i>	0	0	0	0	0	0
Lain-lain/ <i>Others</i>	0	0	0	0	0	0
Jumlah/<i>Total</i>	118	115	98	25,621	17,348	22,990

Nota/*Note:*

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

Sumber/*Source:*

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

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Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

**PENGENDALIAN PERTIKAIAN PERUSAHAAN
DI BAWAH SEKSYEN 18**

TRADE DISPUTE DEALT UNDER SECTION 18

PENGENDALIAN PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18, 2016 - 2020
TRADE DISPUTE DEALT UNDER SECTION 18, 2016 - 2020

PERKARA <i>PARTICULARS</i>		2016	2017	2018	2019	2020
Dilaporkan/ <i>Reported</i>	Bil./ <i>No.</i>	223	186	207	171	241
Dikendalikan/ <i>Dealt</i>	Bil./ <i>No.</i>	266	218	261	219	264
Diselesaikan/ <i>Resolved</i>	Bil./ <i>No.</i>	234	164	213	196	185
	Peratus Selesai/ <i>Percentage Resolved (%)</i>	88	75	82	89	70
Baki/ <i>Balance</i>	Bil./ <i>No.</i>	32	54	48	23	79

CARA PENYELESAIAN <i>METHOD OF SETTLEMENT</i>		2016	2017	2018	2019	2020
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./ <i>No.</i>	164	128	166	138	161
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>Referred To Industrial Court</i>	Bil./ <i>No.</i>	51	28	46	53	17
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./ <i>No.</i>	19	8	1	5	7
Jumlah/Total		234	164	213	196	185

Nota/*Note:*

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

Sumber/*Source:*

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

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT INDUSTRI (MSIC 2008), 2018 - 2020
TRADE DISPUTE UNDER SECTION 18 BY INDUSTRY (MSIC 2008), 2018 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES <i>NUMBER OF CASES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
Pertanian, Perhutanan Dan Perikanan/ <i>Agriculture, Forestry And Fishing</i>	35	36	25	345	407	110
Perlombongan Dan Pengkuarian/ <i>Mining And Quarrying</i>	2	0	0	522	0	0
Pembuatan/ <i>Manufacturing</i>	89	92	148	6,679	6,595	11,389
Bekalan Elektrik, Gas, Wap Dan Pendingin Udara/ <i>Electricity, Gas, Steam And Air Conditioning Supply</i>	0	0	1	0	0	0
Bekalan Air, Pembentungan, Pengurusan Sisa Dan Aktiviti Pemulihan/ <i>Water Supply, Sewerage, Waste Management And Remediation Activities</i>	3	1	0	402	1	0
Pembinaan/ <i>Construction</i>	0	0	1	0	0	0
Perdagangan Borong Dan Runcit, Pembaikan Kenderaan Bermotor Dan Motosikal/ <i>Wholesale And Retail Trade, Repair Of Motor Vehicles And Motorcycles</i>	8	3	9	453	265	703
Pengangkutan Dan Penyimpanan/ <i>Transportation And Storage</i>	15	4	15	2,794	19	2,061

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT INDUSTRI (MSIC 2008), 2018 - 2020
TRADE DISPUTE UNDER SECTION 18 BY INDUSTRY (MSIC 2008), 2018 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES <i>NUMBER OF CASES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
Penginapan Dan Aktiviti Perkhidmatan Makanan Dan Minuman/ <i>Accommodation And Food Service Activities</i>	8	17	9	659	4,098	1,551
Maklumat Dan Komunikasi/ <i>Information And Communication</i>	4	6	2	1,352	57	70
Aktiviti Kewangan Dan Insurans/Takaful/ <i>Financial And Insurance Activities/Takaful</i>	6	1	1	935	52	1
Aktiviti Hartanah/ <i>Real Estate Activities</i>	0	0	0	0	0	0
Aktiviti Profesional, Sainifik Dan Teknikal/ <i>Professional, Scientific And Technical Activities</i>	6	1	0	704	1	0
Aktiviti Pentadbiran Dan Khidmat Sokongan/ <i>Administrative And Support Service Activities</i>	7	0	9	90	0	1,071
Pentadbiran Awam Dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration And Defence; Compulsory Social Security</i>	2	0	0	2	0	0
Pendidikan/ <i>Education</i>	5	3	0	137	61	0

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT INDUSTRI (MSIC 2008), 2018 - 2020
TRADE DISPUTE UNDER SECTION 18 BY INDUSTRY (MSIC 2008), 2018 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES <i>NUMBER OF CASES</i>			BILANGAN PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>		
	2018	2019	2020	2018	2019	2020
Aktiviti Kesihatan Kemanusiaan Dan Kerja Sosial/ <i>Human Health And Social Work Activities</i>	0	0	1	0	0	0
Kesenian, Hiburan Dan Rekreasi/ <i>Arts, Entertainment And Recreation</i>	5	0	2	54	0	52
Aktiviti Perkhidmatan Lain/ <i>Other Service Activities</i>	12	7	18	1,123	1,055	916
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
Aktiviti Badan Dan Pertubuhan Luar Wilayah/ <i>Activities Of Exterritorial Organisations And Bodies</i>	0	0	0	0	0	0
Jumlah/Total	207	171	241	16,251	12,611	17,924

Nota/Note:

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

Sumber/Source:

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

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT SEBAB, 2018 - 2020
TRADE DISPUTE UNDER SECTION 18 BY CAUSES, 2018 - 2020

INDUSTRI INDUSTRY	BILANGAN PERTIKAIAN NUMBER OF DISPUTES			BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED		
	2018	2019	2020	2018	2019	2020
Keengganan Memulakan Perundingan Kolektif/ <i>Refusal To Commence Collective Bargaining</i>	0	0	0	0	0	0
Kebuntuan Dalam Perundingan Kolektif/ <i>Deadlock In Collective Bargaining</i>	0	0	0	0	0	0
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>	105	115	111	8,164	8,787	7,198
Pengenehan Kerja Dan Renti-kerja Sentara/ <i>Retrenchment And Lay-off</i>	5	3	9	116	186	729
Kenaikan Pangkat, Pengagihan Tugas, Pertukaran Dan Lain-lain Hak Istimewa Pengurusan/ <i>Promotion, Allocation Of Duties, Transfer And Other Management Prerogatives</i>	11	4	14	73	4	1,525
Penurunan Pangkat, Penggantungan Kerja, Surat Amaran Dan Lain-lain Tindakan Disiplin Terhadap Pekerja/ <i>Demotion, Suspension, Warning Letter And Other Disciplinary Actions Against Workers</i>	13	15	17	12	246	386

PERTIKAIAN PERUSAHAAN DI BAWAH SEKSYEN 18 MENGIKUT SEBAB, 2018 - 2020
TRADE DISPUTE UNDER SECTION 18 BY CAUSES, 2018 - 2020

INDUSTRI INDUSTRY	BILANGAN PERTIKAIAN NUMBER OF DISPUTES			BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED		
	2018	2019	2020	2018	2019	2020
Kegagalan Mematuhi Piawaian Perburuhan Yang Diperuntukkan Dalam Undang-undang Perburuhan Berkaitan Dengan Kemudahan dan Lain-lain Faedah Yang Bukan Kewangan/ <i>Non-compliance Of Labour Standards Provided In Legislation Related To Amenities and Facilities And Other Non-monetary Benefits</i>	20	21	56	1,009	3,029	4,401
Pelanggaran Hak-hak Pekerja/Ketidakadilan Dalam Amalan Perburuhan/ <i>Infringements Of Workers' Rights/Unfair Labour Practices</i>	19	6	29	625	35	3,169
Lain-lain/ <i>Others</i>	34	7	5	6,252	324	516
Jumlah/Total	207	171	241	16,251	12,611	17,924

Nota/Note:

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

Sumber/Source:

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

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**PENGENDALIAN KES REPRESENTASI PEMULIHAN
KERJA DI BAWAH SEKSYEN 20**

***CLAIM FOR REINSTATEMENT UNDER SECTION
20 DEALT***

PENGENDALIAN KES REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20, 2016 - 2020
CLAIM FOR REINSTATEMENT UNDER SECTION 20 DEALT , 2016 - 2020

PERKARA PARTICULARS		2016	2017	2018	2019	2020
Dilaporkan/ <i>Reported</i>	Bil./No.	4,224	3,986	4,840	6,060	7,718
Dikendalikan/ <i>Dealt</i>	Bil./No.	9,372	8,731	6,315	7,179	9,142
Diselesaikan/ <i>Resolved</i>	Bil./No.	4,627	7,256	5,196	5,755	6,275
	Peratus Selesai/ <i>Percentage Resolved (%)</i>	49.37	83.11	82.28	80.16	68.64
Baki/ <i>Balance</i>	Bil./No.	4,745	1,475	1,119	1,424	2,867

CARA PENYELESAIAN METHOD OF SETTLEMENT		2016	2017	2018	2019	2020
i) Diselesaikan Melalui Rundingan Damai/ <i>Resolved Through Conciliation</i>	Bil./No.	2,846	1,977	2,545	3,227	3,694
ii) Dirujuk Ke Mahkamah Perusahaan/ <i>Referred To Industrial Court</i>	Bil./No.	1,388	1,654	2,395	2,234	2,511
iii) Tidak Dirujuk Ke Mahkamah Perusahaan/ <i>Not Referred To Industrial Court</i>	Bil./No.	393	3,625	256	294	70
Jumlah/Total		4,627	7,256	5,196	5,755	6,275

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

REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES/NUMBER OF CASES				
	2016	2017	2018	2019	2020
Pertanian, Perhutanan Dan Perikanan/ <i>Agriculture, Forestry And Fishing</i>	142	98	77	244	86
Perlobongan Dan Pengkuarian/ <i>Mining And Quarrying</i>	138	84	62	65	75
Pembuatan/ <i>Manufacturing</i>	1,087	838	1,058	950	1,691
Bekalan Elektrik, Gas, Wap Dan Pendingin Udara/ <i>Electricity, Gas, Steam And Air Conditioning Supply</i>	89	61	242	50	142
Bekalan Air, Pembetulan.pengurusan Sisa Dan Aktiviti Pemulihan/ <i>Water Supply, Sewerage, Water Managment And Remediation Activities</i>	43	48	177	27	28
Pembinaan/ <i>Construction</i>	240	273	308	380	512
Perdagangan Borong Dan Runcit, Pembaikan Kenderaan Bermotor Dan Motosikal/ <i>Wholesale And Retail Trade, Repair Of Motor Vehicles And Motorcycles</i>	310	258	290	343	458
Pengangkutan Dan Penyimpanan/ <i>Transportation And Storage</i>	343	307	358	381	673
Penginapan Dan Aktiviti Perkhidmatan Makanan Dan Minuman/ <i>Accommodation And Food Service Activities</i>	244	237	181	288	818
Maklumat Dan Komunikasi/ <i>Information And Communication</i>	169	166	141	363	370

REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI <i>INDUSTRY</i>	BILANGAN KES/ <i>NUMBER OF CASES</i>				
	2016	2017	2018	2019	2020
Aktiviti Kewangan Dan Insurans/Takaful/ <i>Financial And Insurance Activities/Takaful</i>	214	175	193	70	153
Aktiviti Hartanah/ <i>Real Estate Activities</i>	37	49	34	170	95
Aktiviti Profesional, Sainifik Dan Teknikal/ <i>Professional, Scientific And Technical Activities</i>	148	135	155	209	219
Aktiviti Pentadbiran Dan Khidmat Sokongan/ <i>Administrative And Support Service Activities</i>	144	132	172	254	187
Pentadbiran Awam Dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration And Defence; Compulsory Social Security</i>	33	35	69	31	21
Pendidikan/ <i>Education</i>	122	156	159	221	292
Aktiviti Kesihatan Kemanusiaan Dan Kerja Sosial/ <i>Human Health And Social Work Activities</i>	80	72	72	76	124
Kesenian, Hiburan Dan Rekreasi/ <i>Arts, Entertainment And Recreation</i>	32	34	65	58	62

REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES/NUMBER OF CASES				
	2016	2017	2018	2019	2020
Aktiviti Perkhidmatan Lain/ <i>Other Service Activities</i>	604	821	1,012	1,872	1,709
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	1	3	1	0
Aktiviti Badan Dan Pertubuhan Luar Wilayah/ <i>Activities Of Exterritorial Organisations And Bodies</i>	5	6	12	7	3
Jumlah/Total	4,224	3,986	4,840	6,060	7,718

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

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

REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT JENIS PEMBUANGAN, 2016 - 2020
CLAIMS FOR REINSTATEMENT UNDER SECTION 20 BY NATURE OF DISMISSAL, 2016 - 2020

SEBAB PENAMATAN CAUSE OF DISMISSAL	BILANGAN KES/NUMBER OF CASES				
	2016	2017	2018	2019	2020
Salahlaku/ <i>Misconduct</i>	1,077	1,170	1,116	1,141	1,096
Pembuangan Terancang/ <i>Constructive Dismissal</i>	264	258	238	351	514
Pengenehan/ <i>Retrenchment</i>	1,037	721	1,151	1,797	3,056
Tidak Disahkan Jawatan/ <i>Non-Confirmation</i>	142	151	229	202	239
Kontrak Bertempoh Tetap/ <i>Fixed Term Contract</i>	138	99	314	230	281
Pemecatan Mudah/ <i>Termination Simplificiter</i>	617	669	827	1,087	1,252
Dipaksa Letak Jawatan/ <i>Forced Resignation</i>	204	235	248	329	293
Letak Jawatan Secara Sukarela/ <i>Voluntary Resignation</i>	52	49	102	92	77
Kekecewaan Kontrak/ <i>Frustration of Contract</i>	35	59	37	43	25
Persaraan/ <i>Retirement</i>	18	14	13	14	16
Gaji Minimum/ <i>Minimum Wages</i>	0	0	0	0	0
Pelaksanaan umur persaraan/ <i>Implementation of Retirement Age</i>	2	1	1	13	6
Prestasi kerja tidak memuaskan/ <i>Unsatisfactory Performance</i>	357	388	389	479	542
Lain-lain/ <i>Others</i>	281	172	175	282	321
Jumlah/<i>Total</i>	4,224	3,986	4,840	6,060	7,718

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

REPRESENTASI PEMULIHAN KERJA DI BAWAH SEKSYEN 20 MENGIKUT KATEGORI PEKERJAAN, 2016 - 2020
CLAIM FOR REINSTATEMENT UNDER SECTION 20 BY JOB CATEGORY, 2016 - 2020

KATEGORI PEKERJAAN <i>JOB CATEGORY</i>	BILANGAN KES/ <i>NUMBER OF CASES</i>				
	2016	2017	2018	2019	2020
Profesional/Pengurusan Dan Eksekutif/ <i>Professional/Managerial And Executive</i>	2,213	2,244	2,637	3,587	4,288
Bukan Eksekutif Dan Lebih Rendah/ <i>Non Executive And Below</i>	1,995	1,722	2,179	2,440	3,387
Ekspatriat/ <i>Expatriate</i>	12	13	18	25	27
Bukan Ekspatriat/ <i>Non-Expatriate</i>	4	7	6	8	16
Jumlah/<i>Total</i>	4,224	3,986	4,840	6,060	7,718

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 2016 - 2020
CLAIM FOR REINSTATEMENT UNDER SECTION 20 BY SALARY, 2016 - 2020

GAJI /SALARY TAHUN/YEAR	BILANGAN KES/NUMBER OF CASES				
	2016	2017	2018	2019	2020
RM0 - RM1,999	1201	1,022	1,291	1,452	1,598
RM2,000 - RM4,999	1,638	1,571	1,869	2,308	3,352
RM5,000- RM9,999	822	860	986	1,412	1,761
RM10,000 - RM14,999	242	258	350	385	458
RM15,000 - RM19,999	138	121	144	225	252
RM20,000 - RM24,999	65	55	61	106	119
RM25,000 - RM29,999	35	33	41	56	43
RM30,000 - RM34,999	22	17	28	30	33
RM35,000 - RM39,999	12	16	18	29	31
RM40,000 - RM44,999	10	9	18	13	17
RM45,000 - RM49,000	5	1	10	8	8
MELEBIHI RM50,000	34	23	24	36	46
Jumlah/Total	4,224	3,986	4,840	6,060	7,718

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, 2016 - 2020
CLAIM FOR REINSTATEMENT UNDER SECTION 20 BY GENDER, 2016 - 2020

JANTINA GENDER	BILANGAN KES/ <i>NUMBER OF CASES</i>				
	2016	2017	2018	2019	2020
Lelaki/ <i>Male</i>	2,912	2,720	3,368	3,935	4,989
Perempuan / <i>Female</i>	1,312	1,266	1,472	2,125	2,729
Jumlah/ <i>Total</i>	4,224	3,986	4,840	6,060	7,718

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 ACTIONS DEALT

MOGOK MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
STRIKES BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Pertanian, Perhutanan Dan Perikanan/ <i>Agriculture, Forestry And Fishing</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perlombongan Dan pengkuarian/ <i>Mining And Quarrying</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pembuatan/ <i>Manufacturing</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bekalan Elektrik, Gas, Wap dan Pendingin Udara/ <i>Electricity, Gas, Steam and Air Conditioning Supply</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bekalan Air, Pembetulan.pengurusan Sisa Dan Aktiviti Pemulihan/ <i>Water Supply, Sewerage, Water Management And Remediation Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pembinaan/ <i>Construction</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perdagangan Borong dan Runcit, Pembaikan Kenderaan Bermotor dan Motosikal/ <i>Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pengangkutan dan Penyimpanan/ <i>Transportation and Storage</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MOGOK MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
STRIKES BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Penginapan dan Aktiviti Perkhidmatan Makanan dan Minuman/ <i>Accommodation and Food Service Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Kewangan dan Insurans/ Takaful/ <i>Financial and Insurance Activities/Takaful</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Hartanah/ <i>Real Estate Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Profesional, Sainifik dan Teknikal/ <i>Professional, Scientific and Technical Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pentadbiran Awam dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration and Defence; Compulsory Social Security</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pendidikan/ <i>Education</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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

MOGOK MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
STRIKES BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Kesenian, Hiburan dan Rekreasi/ <i>Arts, Entertainment and Recreation</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Perkhidmatan Lain/ <i>Other Service Activities</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aktiviti Isi Rumah Sebagai Majikan; Aktiviti Mengeluarkan Barangan Dan Perkhidmatan Yang Tidak Dapat 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	0	0	0	0	0
Jumlah/Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Nota/Note:

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

2.Tiada Mogok seperti mana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2016-2020/
No strike action in accordance to IRA 1967 Was reported to DIRM in 2016-2020

Sumber/Source:

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

MOGOK MENGIKUT SEBAB, 2016 - 2020
STRIKE BY CAUSES, 2016 - 2020

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Kegangan Memulakan Rundingan Kolektif/ <i>Refusal To Commence Collective Bargaining</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kebuntuan Dalam Rundingan Kolektif/ <i>Deadlock In Collective Bargaining</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pertikaian Di Atas Terma Dan Syarat Perkhidmatan Mengikut Perjanjian Kolektif Dan Lain-Lain Kontrak Perkhidmatan/ <i>Disputes Over Terms And Conditions Of Contractual Terms In Collective Agreements And Other Service Contracts</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pengeneapan Kerja Dan Renti Kerja-Sentara / <i>Retrenchment And Lay-Off</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kenaikan Pangkat, Pengagihan Tugas, Pertukaran Dan Lain-Lain Hak Istimewa Pengurusan/ <i>Promotion, Allocation Of Duties, Transfer And Other Management Prerogatives</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Penurunan Pangkat, Penggantungan Kerja, Surat Amaran Dan Lain-Lain Tindakan Disiplin Terhadap Pekerja/ <i>Demotion, Suspension, Warning Letter And Other Disciplinary Actions Against Workers</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MOGOK MENGIKUT SEBAB, 2016 - 2020
STRIKE BY CAUSES, 2016 - 2020

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Kegagalan Mematuhi Piawai Perburuhan Yang Diperuntukkan Dalam Undang-undang Perburuhan Berkaitan Dengan Kemudahan Dan Lain-lain Faedah Yang Bukan Kewangan/ <i>Non-compliance Of Labour Standards Provided In Legislation Related To Amenities And Facilities And Other Non-monetary Benefits</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perlanggaran Hak Pekerja/Ketidak adilan Dalam Amalan Perburuhan/ <i>Infringements Of Workers' Rights/Unfair Labour Practices</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lain-Lain/ <i>Others</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jumlah/Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Nota/*Note:*

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

Sumber/*Source:*

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

MOGOK MENGIKUT JENIS, 2016 - 2020
NATURE OF STRIKES, 2016 - 2020

JENIS MOGOK NATURE OF STRIKES	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Penghentian Kerja Sepenuhnya/ Total Cessation Of Work	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Penghentian Kerja Sebahagian/ Partial Cessation Of Work	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lain-lain Bentuk Tindakan Bersama Yang Menjejaskan Operasi Pengeluaran Biasa/ Other Forms Of Concerted Actions Which Adversely Affect Normal Production Operations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jumlah/Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Nota/Note:

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

2. Tiada mogok sepertimana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2016-2020/No strike action in accordance to IRA 1967 was reported to DIRM in 2016-2020

Sumber/Source:

Jabatan Perhubungan Perusahaan Malaysia/Department of Industrial Relations Malaysia

MOGOK MENGIKUT CARA PENYELESAIAN, 2016 - 2020
METHOD OF SETTLEMENT OF STRIKES, 2016 - 2020

KAEDAH PENYELESAIAN <i>METHOD OF SETTLEMENT</i>	BILANGAN KES <i>NUMBER OF CASES</i>					PEKERJA TERLIBAT <i>NUMBER OF WORKERS INVOLVED</i>					HARI BEKERJA YANG HILANG <i>MAN-DAYS LOST</i>				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Melalui Rundingan Secara Langsung/ <i>Through Direct Negotiation</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Melalui Campur Tangan/Rundingan Damai Jabatan/ <i>Through Intervention/Conciliation By The Department</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Melalui Rujukan Pertikaian Ke Mahkamah Perusahaan/ <i>Through Trade Disputes Referred To Industrial Court</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Menghentikan/Tidak Meneruskan Tindakan Secara Sukarela/ <i>Voluntary Withdrawal</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lain-Lain/ <i>Others</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jumlah/<i>Total</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Nota/*Note:*

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

2. Tiada mogok sepertimana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2016-2020/*No strike action in accordance to IRA 1967 was reported to DIRM in 2016-2020*

Sumber/*Source:*

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

MOGOK MENGIKUT KEPUTUSAN PENYELESAIAN, 2016 - 2020
STRIKES BY OUTCOME OF SETTLEMENT, 2016 - 2020

KEPUTUSAN PENYELESAIAN/ OUTCOME OF SETTLEMENT	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Tuntutan Dituruti Sepenuhnya/ Claim Entirely Met	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tuntutan Ditolak/ Claim Rejected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sebahagian Dari Tuntutan Dituruti Dan Sebahagian Lagi Ditolak/Claim Partially Met And Partially Rejected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tuntutan Ditarik Balik/Digugurkan/ Claim Withdrawn/Dropped	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hasil Penyelesaian Melalui Perundingan Secara Langsung, Runding Damai Atau Arbitrasi Sedang Di Tunggu/Result Of Settlement Through Negotiation, Conciliation Or Arbitration Awaited	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jumlah/Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Nota/Note:

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

Sumber/Source:

Jabatan Perhubungan Perusahaan Malaysia/Department of Industrial Relations Malaysia

MOGOK MENGIKUT PEJABAT, 2016 - 2020
STRIKES REPORTED BY OFFICE, 2016 - 2020

PEJABAT OFFICE	BILANGAN KES NUMBER OF CASES					PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED					HARI BEKERJA YANG HILANG MAN-DAYS LOST				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Ibu Pejabat	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Johor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kedah/Perlis	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kelantan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kluang	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Melaka	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Muar	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Negeri Sembilan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pahang	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perak	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pulau Pinang	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sabah	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sarawak	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Selangor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Terengganu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wilayah Persekutuan Kuala Lumpur	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jumlah/Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Nota/Note:

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

2. Tiada mogok sepertimana yang ditakrifkan di bawah APP 1967 yang dilaporkan ke JPPM pada tahun 2016-2020/No strike action in accordance to IRA 1967 was reported to DIRM in 2016-2020

Sumber/Source:

Jabatan Perhubungan Perusahaan Malaysia/Department of Industrial Relations Malaysia

PIKET MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
PICKET BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Pertanian, Perhutanan Dan Perikanan/ <i>Agriculture, Forestry And Fishing</i>	2	0	0	0	0	32	0	0	0	0
Perlombongan Dan pengkuarian/ <i>Mining And Quarrying</i>	1	0	0	0	0	22	0	0	0	0
Pembuatan/ <i>Manufacturing</i>	7	8	9	5	8	1,159	885	1,456	3,447	1,064
Bekalan Elektrik, Gas, Wap Dan Pendingin Udara/ <i>Electricity, Gas, Steam And Air Conditioning Supply</i>	0	0	0	0	0	0	0	0	0	0
Bekalan Air, Pembentungan, Pengurusan Sisa Dan Aktiviti Pemulihan/ <i>Water Supply, Sewerage, Waste Management And Remediation Activities</i>	0	0	1	0	0	0	0	847	0	0
Perdagangan Borong Dan Runcit, Pembaikan Kenderaan Bermotor Dan Motosikal/ <i>Wholesale And Retail Trade, Repair of Motor Vehicles And Motorcycles</i>	0	0	0	0	0	0	0	0	0	0

PIKET MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
PICKET BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Pengangkutan Dan Penyimpanan/ <i>Transportation And Storage</i>	0	0	0	0	0	0	0	0	0	0
Penginapan Dan Aktiviti Perkhidmatan Makanan Dan Minuman/ <i>Accommodation And Food Service Activities</i>	0	0	5	1	0	0	0	1,112	289	0
Maklumat Dan Komunikasi/ <i>Information And Communication</i>	0	0	0	1	0	0	0	0	80	0
Aktiviti Kewangan Dan Insurans/Takaful/ <i>Financial And Insurance Activities/Takaful</i>	0	0	2	12	0	0	0	128	464	0
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>	0	0	0	3	0	0	0	0	1,272	0
Aktiviti Pentadbiran Dan Khidmat Sokongan/ <i>Administrative And Support Service Activities</i>	0	0	0	0	0	0	0	0	0	0
Pentadbiran Awam Dan Pertahanan; Aktiviti Keselamatan Sosial Wajib/ <i>Public Administration And Defence; Compulsory Social Security</i>	0	0	0	0	0	0	0	0	0	0

PIKET MENGIKUT INDUSTRI (MSIC 2008), 2016 - 2020
PICKET BY INDUSTRY (MSIC 2008), 2016 - 2020

INDUSTRI INDUSTRY	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Pendidikan/ <i>Education</i>	0	0	0	0	0	0	0	0	0	0
Aktiviti Kesihatan Kemanusiaan Dan Kerja Sosial/ <i>Human Health And Social Work Activities</i>	0	0	0	0	0	0	0	0	0	0
Kesenian, Hiburan Dan Rekreasi/ <i>Arts, Entertainment And Recreation</i>	0	0	0	0	0	0	0	0	0	0
Aktiviti Perkhidmatan Lain/ <i>Other Service Activities</i>	0	0	1	3	0	0	0	34	1,676	0
Aktiviti Isi Rumah Sebagai Majikan; Aktiviti Mengeluarkan Barangan Dan Perkhidmatan Yang Tidak Dapat Dibezakan Oleh Isi Rumah Untuk Kegunaan Sendiri/ <i>Activities Of Households As Employers; Undifferentiated Goods-and Services-Producing Activities Of Households For Own Use</i>	0	0	0	0	0	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/Total	10	8	18	25	8	1,213	885	3,577	7,228	1,064

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, 2016 - 2020
PICKET BY CAUSES, 2016 - 2020

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Kegangan Memulakan Rundingan Kolektif/ <i>Refusal To Commence Collective Bargaining</i>	1	0	1	0	1	500	0	136	0	200
Kebuntuan Dalam Rundingan Kolektif/ <i>Deadlock In Collective Bargaining</i>	0	6	7	2	4	0	770	1,964	394	710
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>	2	0	1	3	1	52	0	60	2,172	154
Pengeneapan Kerja Dan Renti Kerja-Sentara/ <i>Retrenchment And Lay-Off</i>	1	2	3	1	0	25	115	316	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	1	0	0	0	0	1,576	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	2	1	0	0	0	186	100	0

PIKET MENGIKUT SEBAB, 2016 - 2020
PICKET BY CAUSES, 2016 - 2020

SEBAB CAUSES	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Kegagalan Mematuhi Piawaian Perburuhan Yang Diperuntukkan Dalam Undang-undang Perburuhan Berkaitan Dengan Kemudahan Dan Lain-lain Faedah Yang Bukan Kewangan/ <i>Non-implementation Of Labour Standards Provided In Legislation Related To Amenities And Facilities And Other Non-monetary Benefits</i>	0	0	0	0	0	0	0	0	0	0
Perlanggaran Hak Pekerja/ketidak Adilan Dalam Amalan Perburuhan/ <i>Infringements Of Workers' Rights/Unfair Labour Practices</i>	2	0	2	11	2	240	0	68	2,844	0
Lain-Lain/ <i>Others</i>	4	0	2	4	0	369	0	847	142	0
Jumlah/Total	10	8	18	23	8	1,213	885	3,577	7,228	1,064

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, 2016 - 2020
PICKET REPORTED BY OFFICE, 2016 - 2020

PEJABAT OFFICE	BILANGAN KES NUMBER OF CASES					BILANGAN PEKERJA TERLIBAT NUMBER OF WORKERS INVOLVED				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Johor	1	0	0	0	0	32	0	0	0	0
Kedah/Perlis	3	0	2	0	2	540	0	564	0	600
Kelantan	0	0	1	1	0	0	0	847	62	0
Kluang	0	0	0	1	0	0	0	0	0	0
Melaka	0	0	3	2	0	0	0	840	0	0
Muar	0	0	0	0	0	0	0	0	0	0
Negeri Sembilan	0	1	0	0	0	0	40	0	0	0
Pahang	0	0	0	0	0	0	0	0	0	0
Perak	1	1	2	4	1	30	75	202	2,551	60
Pulau Pinang	0	5	2	5	1	0	70	506	354	130
Sabah	1	0	0	0	0	120	0	0	0	0
Sarawak	1	0	0	1	0	23	0	0	0	0
Selangor	2	1	5	7	2	443	700	286	3,919	274
Terengganu	0	0	0	1	0	0	0	0	12	0
Wilayah Persekutuan Kuala Lumpur	1	0	3	3	2	25	0	332	330	0
Jumlah/Total	10	8	18	25	8	1,213	885	3,577	7,228	1,064

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

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

2020

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

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

LAIN-LAIN AKTIVITI

MISCELLANEOUS ACTIVITIES

PENGENDALIAN LAIN-LAIN ADUAN, 2016 - 2020
MISCELLANEOUS COMPLAINTS DEALT, 2016 - 2020

PERKARA PARTICULARS		2016	2017	2018	2019	2020
Dilaporkan/ <i>Reported</i>	Bil./ <i>No.</i>	136	115	74	81	92
Dikendalikan/ <i>Dealt</i>	Bil./ <i>No.</i>	139	115	74	81	92
Diselesaikan/ <i>Resolved</i>	Bil./ <i>No.</i>	139	115	74	81	92
	Peratus Selesai/ <i>Percentage Resolved (%)</i>	100.00	100.00	100.00	100.00	100.00
Baki/ <i>Balance</i>	Bil./ <i>No.</i>	0	0	0	0	0

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

LAIN-LAIN ADUAN MENGIKUT PERKARA, 2016 - 2020
MISCELLANEOUS COMPLAINTS BY SUBJECT, 2016 - 2020

PERKARA SUBJECT	BILANGAN KES/NUMBER OF CASES				
	2016	2017	2018	2019	2020
i. Penamatan Kerja/ <i>Termination Of Employment</i>	46	51	30	32	39
ii. Amalan Perburuhan Yang Tidak Adil/ <i>Unfair Labour Practices</i>	26	11	10	4	6
iii. Terma Dan Syarat Perkhidmatan/ <i>Terms And Conditions Of Service</i>	11	25	10	11	8
iv. Lain-Lain (Contoh: Penganiayaan, Gangguan Seksual Dan Sebagainya)/ <i>Others (e.g: Victimisation, Sexual Harassment And Etc)</i>	53	28	24	34	39
Jumlah/Total	136	115	74	81	92

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, 2016 - 2020
ADVISORY SERVICES BY CAUSES, 2016 - 2020

SEBAB CAUSES	2016		2017		2018		2019		2020	
	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)
Tuntutan Pengiktirafan/ <i>Claim For Recognition</i>	343	14,443	211	16,258	223	60,345	143	116,940	76	3,490
Keengganan Memulakan Rundingan kolektif/ <i>Refusal To Commence Collective Bargaining</i>	194	5,470	117	10,672	122	18,784	124	41,472	47	1,295
Kebuntuan Dalam Rundingan kolektif/ <i>Deadlock In Collective Bargaining</i>	386	10,865	219	13,538	136	29,535	155	124,485	54	1,740
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>	762	20,768	545	22,227	257	56,653	219	61,060	159	3,700
Pembuangan Kerja/ <i>Dismissals</i>	15,074	412,673	9,130	257,325	9,788	162,129	7,614	426,505	11,976	262,969
Pengeneapan Kerja Dan Renti Kerja Sentara/ <i>Retrenchment And Lay Off</i>	2,454	48,540	1,941	45,766	1,837	53,310	2,185	75,944	4,216	102,611
Kenaikan Pangkat, Pengagihan Tugas, Pertukaran Dan Lain-Lain Hak Istimewa Pengurusan/ <i>Promotion, Allocation Of Duties, Transfer And Other Management Prerogatives</i>	1,457	27,561	777	22,071	1,019	22,940	1,289	18,400	468	6,148

KHIDMAT NASIHAT MENGIKUT SEBAB, 2016 - 2020
ADVISORY SERVICES BY CAUSES, 2016 - 2020

SEBAB CAUSES	2016		2017		2018		2019		2020	
	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)	BILANGAN PIHAK NUMBER OF PARTIES	MASA (minit) TIME (minutes)
Penurunan Pangkat, Penggantungan Kerja, Surat Amaran Dan Lain-Lain Tindakan Disiplin Terhadap Pekerja-Pekerja/ <i>Demotion, Suspension, Warning Letter And Other Disciplinary Actions Against Workers</i>	1,168	32,143	751	28,041	1,342	39,944	3,516	38,785	1,124	14,195
Kegagalan Mematuhi Piawaian Perburuhan Yang Diperuntukkan Dalam Undang-undang Perburuhan Berkaitan Dengan Kemudahan Dan Lain-lain Faedah Yang Bukan Kewangan/ <i>Non-implementation Of Labour Standards Provided In Legislation Relating To Amenities And Facilities And Other Non-monetary Benefits</i>	548	14,170	328	15,855	101	2,741	1,025	14,800	670	3,552
Pelanggaran Hak Pekerja/Ketidakadilan Dalam Amalan Perburuhan/ <i>Infringement Of Worker's Rights/Unfair Labour Practices</i>	739	17,042	435	17,405	1,475	26,650	777	12,697	349	7,239
Lain-lain/ <i>Others</i>	3,589	166,145	1,450	74,498	2,047	41,213	2,766	51,850	3,840	68,224
Jumlah/ <i>Total</i>	26,714	769,820	15,904	523,656	18,347	514,244	19,813	982,938	22,979	475,163

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, 2016 - 2020
ADVISORY SERVICES BY STATE, 2016 - 2020

NEGERI STATE	2016		2017		2018		2019		2020	
	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	5,054	152,620	1,014	28,656	1,224	30,970	1,165	41,558	1,915	69,402
Kedah/Perlis	1,295	20,155	1,246	35,058	516	13,705	130	2,700	998	30,315
Kelantan	299	6,760	184	3,650	32	1,070	225	9,750	496	5,860
Melaka	1,058	27,050	549	17,674	63	590	60	480	1,403	4,022
Negeri Sembilan	650	31,081	485	24,815	745	8,070	671	9,519	652	19,640
Pahang	1,241	15,732	704	31,803	516	13,705	413	11,103	1,544	28,720
Perak	2,064	185,785	1,512	164,571	1,586	227,500	1,431	691,213	955	25,128
Pulau Pinang	2,007	44,872	1,476	29,520	1,152	23,040	2,205	44,100	2,002	40,040
Sabah	707	56,512	690	35,904	27	970	42	540	1,812	18,120
Sarawak	605	3,416	426	8,464	844	21,310	963	12,265	662	11,760
Selangor	3,598	57,092	2,070	40,843	3,564	51,913	4,012	58,972	2,179	91,463
Terengganu	755	9,005	587	2,757	863	18,674	285	16,783	425	17,878
Wilayah Persekutuan Kuala Lumpur	7,381	159,740	4,961	99,941	7,215	102,727	8,211	83,955	7,936	112,815
Jumlah/Total	26,714	769,820	15,904	523,656	18,347	514,244	19,813	982,938	22,979	475,163

Nota/Note:
Kes dilaporkan pada tahun semasa /Reported cases on current year

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

LAWATAN INDUSTRI YANG DIJALANKAN MENGIKUT NEGERI, 2016 - 2020
INDUSTRIAL VISITS CONDUCTED BY STATE, 2016 - 2020

NEGERI STATE	BILANGAN LAWATAN/NUMBER OF VISITS				
	2016	2017	2018	2019	2020
Johor	425	480	427	453	420
Kedah/Perlis	144	126	157	189	151
Kelantan	169	153	130	115	35
Melaka	140	156	171	122	86
Negeri Sembilan	180	180	184	190	91
Pahang	80	111	152	140	79
Perak	361	382	361	301	266
Pulau Pinang	237	317	424	361	90
Sabah	183	116	140	198	152
Sarawak	183	273	260	243	205
Selangor	65	87	106	104	102
Terengganu	60	126	139	60	67
Wilayah Persekutuan Kuala Lumpur	48	75	83	66	68
Jumlah/Total	2,275	2,582	2,734	2,542	1,812

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

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

CERAMAH DAN DIALOG SOSIAL YANG DIJALANKAN MENGIKUT NEGERI, 2016 - 2020
TALKS AND SOCIAL DIALOGUES CONDUCTED BY STATE, 2016 - 2020

NEGERI STATE	BILANGAN CERAMAH NUMBER OF TALKS					BILANGAN DIALOG (DIALOG SOSIAL) NUMBER OF DIALOGUES (SOCIAL DIALOGUES)				
	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Johor	0					679	83	105	88	95
Kedah/Perlis	7					7	0	5	39	30
Kelantan	101					67	18	25	42	27
Melaka	140					140	0	28	27	36
Negeri Sembilan	20					54	4	38	38	35
Pahang	0					87	0	36	27	20
Perak	4					75	73	59	58	50
Pulau Pinang	12					3	0	96	92	63
Sabah	19					28	1	25	39	34
Sarawak	39					1	33	33	51	58
Selangor	0					0	28	89	170	130
Terengganu	0					60	36	25	20	26
Wilayah Persekutuan Kuala Lumpur	0					16	121	103	131	88
Jumlah/Total	342					1,217	397	667	822	662

Nota/Note:

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

MAJIKAN YANG TELAH MELAKSANAKAN PLWS DAN PEKERJA YANG MENIKMATI FAEDAH PLWS MENGIKUT SEKTOR, 2016 - 2020
EMPLOYERS IMPLEMENTING PLWS AND EMPLOYEES BENEFITING FROM PLWS BY SECTOR, 2016 - 2020

SEKTOR SECTOR	2016		2017		2018		2019		2020	
	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS
Pembuatan/ <i>Manufacturing</i>	10,664	1,266,447	10,958	1,332,691	11,219	1,392,155	11,592	1,463,807	12,004	1,530,015
Perkhidmatan/ <i>Services</i>	59,537	1,762,457	60,582	1,857,167	62,177	2,038,715	63,869	2,317,700	65,377	2,432,657
Pembinaan/ <i>Construction</i>	5,418	152,918	5,486	156,813	5,612	167,170	5,764	184,733	5,920	196,271
Pertanian/ <i>Agriculture</i>	4,081	387,018	4,283	413,372	4,412	429,133	4,572	457,465	4,635	464,263
Lain-Lain/ <i>Other</i>	907	50,476	1,117	76,426	1,502	146,274	1,773	182,778	1,823	193,915
Jumlah/Total	80,607	3,619,316	82,426	3,836,469	84,922	4,173,447	87,570	4,606,483	89,759	4,817,121

Nota/Note:

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

Sumber/Source:

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

MAJIKAN YANG TELAH MELAKSANAKAN PLWS DAN PEKERJA YANG MENIKMATI FAEDAH PLWS MENGIKUT NEGERI, 2016 - 2020
EMPLOYERS IMPLEMENTING PLWS AND EMPLOYEES BENEFITING FROM PLWS BY STATE, 2016 - 2020

NEGERI STATE	2016		2017		2018		2019		2020	
	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS	BILANGAN MAJIKAN YANG MELAKSANAKAN PLWS NUMBER OF EMPLOYERS IMPLEMENTING PLWS	BILANGAN PEKERJA YANG MENIKMATI FAEDAH PLWS NUMBER OF EMPLOYEES BENEFITING FROM PLWS
Johor	12,390	538,436	12,666	567,057	13,112	609,692	13,522	635,973	13,858	652,732
Kedah/Perlis	4,946	185,677	5,079	198,238	5,117	208,271	5,295	229,000	5,357	237,453
Kelantan	2,147	47,446	2,309	53,391	2,439	57,413	2,498	59,432	2,530	60,579
Melaka	4,098	134,063	4,288	153,745	4,446	168,752	4,556	221,379	4,606	224,365
Negeri Sembilan	3,892	151,005	3,967	156,130	4,055	164,448	4,135	172,332	4,175	174,650
Pahang	3,066	114,660	3,117	115,596	3,311	124,579	3,379	127,223	3,460	138,796
Perak	8,009	402,851	8,191	415,288	8,442	438,853	8,832	468,822	9,186	495,206
Pulau Pinang	6,844	390,404	7,024	442,986	7,278	480,907	7,628	544,345	7,908	569,589
Sabah	6,568	258,765	6,723	268,153	6,833	279,163	7,023	291,074	7,054	293,022
Sarawak	5,799	187,490	5,925	195,491	6,156	211,535	6,492	241,652	6,692	258,592
Selangor	8,489	620,256	8,498	625,625	8,611	652,276	8,712	687,640	9,225	740,800

MAJIKAN YANG TELAH MELAKSANAKAN PLWS DAN PEKERJA YANG MENIKMATI FAEDAH PLWS MENGIKUT NEGERI, 2016 - 2020
EMPLOYERS IMPLEMENTING PLWS AND EMPLOYEES BENEFITING FROM PLWS BY STATE, 2016 - 2020

NEGERI STATE	2016		2017		2018		2019		2020	
	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
Terengganu	3,050	74,685	3,130	79,211	3,268	86,657	3,294	90,061	3,314	93,186
Wilayah Persekutuan Kuala Lumpur	11,242	500,517	11,442	552,497	11,727	677,840	12,107	824,489	12,327	865,090
Wilayah Persekutuan Putrajaya	67	13,061	67	13,061	67	13,061	67	13,061	67	13,061
Jumlah/Total	80,607	3,619,316	82,426	3,836,469	84,922	4,173,447	87,570	4,606,483	89,759	4,817,121

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

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

2020

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

Jabatan Perhubungan Perusahaan Malaysia
Department of Industrial Relations Malaysia

INDEKS KEHARMONIAN PERUSAHAAN NASIONAL

NATIONAL INDUSTRIAL HARMONY INDEX

INDEKS KEHARMONIAN PERUSAHAAN NASIONAL
NATIONAL INDUSTRIAL HARMONY INDEX

PERKARA <i>PARTICULARS</i>	IHI NASIONAL 2016 - 2020 <i>IHI NATIONAL , 2016 - 2020</i>				
	2016	2017	2018	2019	2020
INDEKS / <i>INDEX</i>		75.9	75.8	77.3	78.0
TAHAP KEHARMONIAN PERUSAHAAN / <i>INDUSTRIAL HARMONY LEVEL</i>		Baik <i>Good</i>	Baik <i>Good</i>	Baik <i>Good</i>	Baik <i>Good</i>

PETUNJUK TAHAP KEHARMONIAN PERUSAHAAN
INDICATOR OF INDUSTRIAL HARMONY LEVEL

SKOR INDEKS / <i>INDEX SCORE</i> (%)	0 - 49.90	50.00 - 69.90	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/*IHI National Report was first released in 2017*

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



JABATAN PERHUBUNGAN PERUSAHAAN MALAYSIA

(KEMENTERIAN SUMBER MANUSIA)

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