

IMPROVING EMPLOYEES' WELFARE

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SYNOPSIS

Employees' welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any kind/forms. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families.

Managing employees' benefits may reduce employment disputes and enhance employees' job performance. Nowadays, the public always question about civil servant's work integrity. All civil servants should carry out their duties with integrity in accordance with the pledge of public servants to provide good service quality, responsible and protect the religion. With the increment of cost of living, the need of good benefits package is essential to motivate civil servants to give their best services to the public.

Additional and improvement of benefits become subjects that always being discussed in union meeting as well as in Joint Council Meeting in Immigration Department. Mr. Ajeet Singh, The

President of Kesatuan Perkhidmatan Imigresen Semenanjung Malaysia (KPISM), always think about the dilemmas facing by union members. Immigration Department is one of the public enforcement agency of Malaysia staff. With the slogan “Integrity Professional Friendly”, this public enforcement agency, is an agency under The Ministry of Home Affair that established to govern the following functions:

1. Issuing passports and travel documents to citizens and permanent residents
2. Issuing Visa, Pass and Permit to foreigners who enter Malaysia
3. To monitor the movement of people at entrances gazetted
4. Enforce Immigration Act 1959/63, Immigration Regulations 1963, the Passport Act 1966, the Anti-Trafficking in Persons and Anti-smuggling of Migrants Act 2007 (amended 2010)

<http://www.imi.gov.my/index.php/ms/profil-jabatan/pengenalannya>

THE UNION

Recognized under the name of the Immigration Services of the Peninsular Malaysia, Kesatuan Perkhidmatan Imigresen Semenanjung Malaysia (KPISM) was established and approved on 1 January 1956 with registration no. 37. This union has emerged from several discussions by several discussions by several Immigration Officers in Penang leading to the Steering Committee meeting there and so on to the success of the establishment of a Union. KPISM was one of the earliest unions established about two years before the independence.

THE CHALLENGES

On 27th February 2015, Mr. Ajeet, the KPISM President, has instructed En. Mohd Fauzi, the Union Honorary Secretary, called a special meeting with all state representatives. This discussion is made to identify the employees' welfare that can be suggested to the management in securing the welfare of the staffs in general. Mr. Ajeed gave an impressive opening speech. He said "We got about 12000 workforces. Approximately, more than 10,000 are uniform staffs (enforcement staffs) and the remaining 1,000 plus are administration staffs. In comparison, the police force, they got approximately 100,000 workforces. We are 10% of police force strength". He added "The police force secure the security of the Malaysian nation that comprise with approximately 30 million populations. On the other hand, our agency taking care of the security of 27 million foreigners. This includes foreign tourists, legal foreign workers, foreign students and also expatriate as well as long term passport holders".

Mr. Ajeed feels disappointed looking to the benefits received by the Immigration Department staffs comparing to their responsibility enforcing Immigration lawsuits in this country especially at our country gazzeted entrances. He indicated that the responsibility of the agency's enforcement staff has been increased, he said "I have attended a talk at the Central Bank regarding terrorist money laundering". This criminal has made the agency staffs' duty more and more expose with cross boarder crime and international terrorism activities besides internal social problem committed by foreigners.

PROBLEMS IN EMPLOYEES' WELFARE

After an impressive welcoming speech by Mr. Amarjeed, all state representatives are invited to indicate problems involving the agency staffs in each station.

Representative from Johor: “I want to emphasize that in Tambak Johor Station, we expose with smoke from vehicles and yet no mouth and nose protection are given to us”. He added “The noise from vehicles also may make us work in stressful. For staff who stay in quarters and use their own transport, no additional allowance given to them. Hence, they got to spend a lot of money on petrol”.

Representative from KLIA: “We also experience the same problem. There is no parking space for Immigration staff at KLIA1. In addition, on top of spending money for petrol, some of us got to pay parking fines as they have no choice but to park their cars at prohibited space at KLIA1”. He also expressed his regret because the management never sees the facilities in KLIA1. According to him, many staffs got to sit on a non-comfortable chair to perform their tasks. “In KLIA, the workload has been increased as the total of flight increases, and yet, no improvement on the logistic facilities has been made. For instance, in KLIA we have a lockup. As the total number of detention increases, we need bigger lockup”.

Representative from Terengganu: “In Terengganu, we faced imbalance of staff compared to workload. Some staff got to extent their shift days in order to fulfill the required

total number of staf in a particular duty roster”.

Representative from Perak: He rises up an issue regarding training opportunity amongst Immigration staff. According to him it is very difficult to apply for training especially a training that related with their duty. He added “I also want to highlight the opportunity to be promoted to higher position. Now, at the agency, high positions such as station director and deputy director have been dominated by Administrative and Diplomatic Officers (PTD). Hence, it is difficult for the potential staff recruited by the agency to hold the positions. Another thing is, nowadays, the recruitment of new officers is more towards physical capability and body mass index. We need officers that can think critically especially in enforcement. To me, academic qualification is also as important as physical requirement”.

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