



MANAGEMENT SERVICES DIVISION

IIUM/202/4/1/1

1st September 2022

All Deans / Directors
Kulliyahs / Divisions / Centres / Institutes / Offices
International Islamic University Malaysia

Dear YBhg. Dato'/Prof./Dr.

Assalamualaikum wa rahmatullahi wa barakatuh

**SERVICE CIRCULAR NO. 14/2022
MANAGEMENT SERVICES DIVISION**

**IMPLEMENTATION OF FLEXIBLE WORKING HOURS (FWH)
FOR ADMINISTRATIVE AND TECHNICAL STAFF**

1. OBJECTIVE

The objective of this circular is to inform all Deans/Directors of the Kulliyahs / Divisions / Centres / Institutes / Offices on the implementation of Flexible Working Hours (FWH) for Administrative and Technical staff

2. BACKGROUND

2.1 FWH is one of the University's efforts to materialise the value-based management in line with Sejahtera Academic Framework (SAF) that promotes empowerment, flexibility, integrity and accountability. This policy is a platform for all staff in attaining the highest possible standards of performance, amanah and integrity. Based on the trust by the University Management, each staff of the University is responsible to ensure the KCDIOM operations remain excellent.

2.2 The Government Service Circular No. 5 Year 2019 introduced the implementation of FWH effective 1st August 2019.

2.3 The implementation of FWH in IIUM is based on the following justifications:

- i) To provide an avenue for staff to implement the concept of flexibility and empowerment outlined in the Sejahtera Academic Framework (SAF).
- ii) The flexible working hours is considered as one of the non-monetary benefits for the staff.
- iii) To promote positive mental-health and well-being of the staff from staggered working hours to flexible working hours that could increase their productivity.
- iv) To eliminate the process of application by the staff, approval by the head of department and updating the HURIS for staggered working hours (subject to implementation at respective KCDIOM).



3. DECISION

3.1 The Staff Service Committee (SSC) Meeting No. 3/2022 held on 5th August 2022 approved as follows:

- i) To adopt the Government Service Circular No. 5/2019 on FWH with some modification to suit the working requirement at IIUM.
- ii) FWH is only applicable to IIUM staff with official working hours.
- iii) FWH is not applicable to staff who are exempted from the official working hours including academic staff and those working on shift duty approved by the university.
- iv) FWH promotes the flexibility to staff to time in between 7.30am – 9.00am and time out between 4.30pm - 6.00pm, provided they fulfil the daily required nine (9) hours of working hours as stated in the table below:-

Campus	Day	Time In	Time Out	Total Working Hours
Gombak/ KL	Monday to Friday	7.30 – 9.00	4.30 – 6.00	9 hours
Kuantan/ Gambang				
Pagoh	Sunday to Wednesday	7.30 – 9.00	4.30 – 6.00	9 hours
	Thursday	7.30 – 9.00	3.00 – 4.30	7 hours and 30 minutes

Notes : Friday prayer and lunch break is included in the duration of the total working hours.

Example : Staff who time in at 8.32 am, may time out at 5.32 pm after completing 9 hours of working hours

- v) Staff who time in after 9.00 am will be considered as late. Despite being recorded as late, they must complete their 9 hours of working hours.
- vi) The current policy of allowing staff to go home early by one (1) hour during Ramadhan and for pregnant women officer remain the same.
- vii) FWH would also accommodate the needs of staff with Special Needs' children. For these staff, they are permitted to undertake either hybrid Working from Home (WFH) or Working on Campus (WOC). They can adjust their working hours according to their needs but must fulfil the 9 hours of working hours including lunch hour. However, they must obtain the approval of their supervisor on this working arrangement.
- viii) The overtime or extra working hours is claimable after 30 minutes of the official FWH working hours as stated in the MSD Service Circular No. 6/2019.



- 3.2 The SSC also agreed that the responsibilities of the KCDIOM (Head of Department / immediate supervisor) are as follows:
- i) Has the right to request any staff to be present at any required working hours as stipulated in Table 3.1 (iv) for the interest of the department and exigency of service.
 - ii) Has the prerogative to arrange the staff counter schedule in order to ensure that the counter service is not affected.
 - iii) To plan the schedule of staff working hours accordingly for effective delivery of the services.
 - iv) To ensure that the procedures and guidelines are adhered to by their respective staff.
- 3.3 The implementation of 'time-off' during office hours, up to a maximum of two (2) hours and solely at the discretion of the Head of Department (immediate supervisor) is maintained in order to allow staff to settle their personal matters. The time-off of 2 hours must be compensated on the same day so as to complete the total working hours of nine (9) hours. If the time-off exceeds two (2) hours, the staff is required to apply for annual leave for that day. The time-off of 2 hours is only allowed once a month.
- 3.4 The effective date of implementation would be **5th September 2022**.
- 3.5 With the issuance of this circular, the MSD Service Circular No. 4/2014 on the establishment of staggered working hours and time-off for administrative and technical staff is superseded.

All Deans/Directors are kindly required to disseminate this information to all relevant staff at the Kulliyah/Centre/Division/Institute/Offices.

Thank you. Wassalam.

"Leading the Way"


FAZIDAH H.J. BAKHTIAR
Executive Director
Management Services Division

- c.c. :
- : Rector
 - : Deputy Rector (Academic and Internationalisation)
 - : Deputy Rector (Responsible Research and Innovation)
 - : Deputy Rector (Student Development and Community Engagement)
 - : Executive Director (Finance Division)
 - : Executive Director (Development and Planning)
 - : Campus Director, IIUM Kuantan Campus
 - : Legal Advisor

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