



IIUM/202/4/1

22nd April 2024

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

Dear YBhg. Dato'/Prof./Dr./Sir/Madam,

Assalamualaikum Warahmatullahi Wabarakatuh

STAFF SERVICE CIRCULAR NO. 3/2024

SHIFT WORKING HOURS POLICY

1. OBJECTIVE

The objective of this circular is to notify all Deans/Directors of the Kulliyahs / Divisions / Centres / Institutes / Offices / Mahallahs pertaining to the Shift Working Hours Policy.

2. BACKGROUND

2.1 The Staff Promotion and Service Board (SPSB) (currently known as Staff Service Committee (SSC)) in its Meeting No. 4/1994 on 19th September 1994 had approved the payment of shift allowance to administrative staff members who are required by the Head of Department to work at odd working hours and the rate of shift allowance is as follows:-

No.	Type of Shift	Working hours	Rate
1	Weekday Shift	Day Any 8 hours shift fall within 7.01 am – 7.00 pm	RM5.00
		Evening Any 8 hours shift fall within 7.01 pm – 11.00 pm	RM7.00
		Night Any 8 hours shift fall within 11.01 pm – 7.00 am	RM10.00
2	Saturday shift	Any 8 hours shift done on Saturday	RM10.00
3	Sunday shift	Any 8 hours shift done on Sunday	RM10.00

Note: One shift must be at least 8 working hours



- 2.2 Administrative staff members whose normal working hours are from 7.30am/9.00am to 4.30pm/6.00pm (in accordance to flexible working hours) are not entitled to claim for shift allowance.
- 2.3 In the case of a staff member who is assigned 8 hours shift duty which fall under two (2) or more types of shifts during weekdays, the shift allowance is to be calculated proportionately based on type of shift.
- 2.4 Currently, the approved list of services allowed to claim for shift allowance are:-
- i) Library Services
 - ii) Security Services
 - iii) Hostel Management Services
 - iv) Lab Assistant Services (Kulliyah of Engineering)
 - v) Drivers of IIUM Clinic
 - vi) IIUM Sultan Haji Ahmad Shah Mosque (including Mosque at other campuses)
- 2.5 By implementing the payment of shift allowance, the University has saved a significant amount of money from having to pay the overtime claim.
- 2.6 The current policy stipulated that payment of shift allowance is applicable to administrative staff members who are required by the Head of Department to work during odd working hours.
- 2.7 The SSC Meeting No. 1/2018 considered the revision of overtime policy and decided that for KCDIOs involved in providing 24 hours service, such as OSEM, HWC, or IIUMMC, 3 shifts system is recommended. Other KCDIOs that do not provide 24 hours service, 2 shifts system is recommended.
- 2.8 From January until November 2023, the claims for shift allowance from 197 eligible staff of various scheme of service are at the average of RM106.35 per month for each staff.
- 2.9 Currently, SASMEC @IIUM has assigned twelve (12) of its administrative staff to work on three (3) shift duties handling the admission registration and billing unit at the Emergency Department which runs on 24 hours service.
- 2.10 SASMEC @IIUM has also assigned its Administrative Assistant (Clerical/Operation) (N19) the operator duties as they did not have Customer Service Officer post. Six (6) clerical staff are currently performing the duties in two (2) shifts, i.e. from 7:00 am to 4:00 pm and 1:00 pm to 10:00 pm throughout the working days including rest day and public holidays.



3. DECISION

- 3.1 The Staff Service Committee (SSC) Meeting No. 1/2024 held on 9th January 2024 decided as follows:-
- i) Administrative staff who are assigned shift duties at Billing Unit and Operator duties at SASMEC @IIUM will be paid with shift allowance based on the rate currently in force.
 - ii) The revision of Shift Working Hours Policy is as *Appendix A*.
- 3.2 The effective date of implementation is **9th January 2024**, i.e. the date of SSC meeting No. 1/2024 which endorses the decision.
- 3.3 With the issuance of this circular, the MSD Service Circular No. 2/2022 on Implementation of Working Shift for IIUM Sultan Haji Ahmad Shah Mosque Staff is superseded.

All Deans/Directors are kindly required to disseminate this information to all relevant staff at the Kulliyahs/Centres/Divisions/Institutes/Offices/Mahallahs.

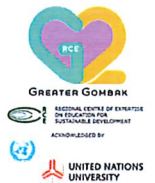
Thank you. *Wassalam*.

"LEADING THE WAY"


ZURAIDA HASSAN
Executive Director
Management Services Division
International Islamic University Malaysia

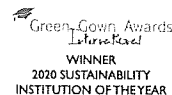
- c.c. : Rector
- : Deputy Rector (Academic and Internationalisation)
- : Deputy Rector (Responsible Research and Innovation)
- : Deputy Rector (Student Development and Community Engagement)
- : Executive Director (Finance Division)
- : Executive Director (Development and Planning)
- : Campus Director,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

ZH/WNN/AMA/nas2250



POLICY ON SHIFT WORKING HOURS

No.	Item	Description
1.	Definition	Shift Working Hours refers to a work schedule that requires a staff to be on duty during odd working hours.
2.	Approved list of services (Non-clinical)	<ul style="list-style-type: none"> i) Library services ii) Security Services iii) Hostel Management Services iv) Lab Assistant Services (Kulliyyah of Engineering) v) Drivers (IIUM Clinics) vi) IIUM Sultan Haji Ahmad Shah Mosque (including Mosque at other campuses) vii) Administrative staff (Billing Unit at Emergency Department and Operator duties at SASMEC @IIUM)* <p>* <i>The list is not applicable to clinical staff who by nature is on shift duties.</i></p>
3.	Implementation of Working on shift	<ul style="list-style-type: none"> i) One (1) shift must be at least eight (8) working hours. ii) Rest and praying time are taken into calculation of shift allowance where the maximum of total shift hour in one (1) day/shift can be a maximum of twelve (12) hours, provided that the average number of shift working hours over any period of three (3) weeks does not exceed forty-five (45) hours per week. iii) For KCDIOM that provide twenty four (24) hours services, such as OSEM, ISC, or SASMEC, three (3) shifts system is recommended. Other KCDIOM that do not provide 24 hours service, two (2) shifts system is recommended. iv) Staff is not allowed in shift duties for more than 12 hours in a day, and no two (2) shifts duties are allowed in a day. v) Staff whose normal working hours are based on Flexible Working Hours are not entitled to claim for shift allowance.



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4.	Rate of Shift Allowance	<p>i) Rate</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Type of shift</th> <th>Working hours</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td rowspan="3">1</td> <td rowspan="3">Weekday</td> <td>Day - Any 8 hours shift which fall within 7.01 am – 7.00 pm</td> <td>RM5.00</td> </tr> <tr> <td>Evening - Any 8 hours shift which fall within 7.01 pm – 11.00 pm</td> <td>RM7.00</td> </tr> <tr> <td>Night - Any 8 hours shift which fall within 11.01 pm – 7.00 am</td> <td>RM10.00</td> </tr> <tr> <td>2</td> <td>Saturday shift</td> <td>Any 8 hours shift done on Saturday</td> <td>RM10.00</td> </tr> <tr> <td>3</td> <td>Sunday Shift</td> <td>Any 8 hours shift done on Sunday</td> <td>RM10.00</td> </tr> </tbody> </table> <p>* <i>Shift Allowance is not applicable for scheme of service under clinical receiving the Critical Service Allowance.</i></p> <p>ii) In the case of a staff who is assigned eight (8) hours shift duty which falls under two (2) or more types of shift during weekdays, the shift allowance is calculated proportionately using the following formula:</p> <p>Shift allowance =</p> $\text{Number of hours worked} \times \frac{\text{Day shift rate}}{8 \text{ hours}} +$ $\text{Number of hours worked} \times \frac{\text{Evening shift rate}}{8 \text{ hours}} +$ $\text{Number of hours worked} \times \frac{\text{Night shift rate}}{8 \text{ hours}}$	No.	Type of shift	Working hours	Rate	1	Weekday	Day - Any 8 hours shift which fall within 7.01 am – 7.00 pm	RM5.00	Evening - Any 8 hours shift which fall within 7.01 pm – 11.00 pm	RM7.00	Night - Any 8 hours shift which fall within 11.01 pm – 7.00 am	RM10.00	2	Saturday shift	Any 8 hours shift done on Saturday	RM10.00	3	Sunday Shift	Any 8 hours shift done on Sunday	RM10.00
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5.	Claim	Claim of shift allowance must be submitted to the Payroll & Financial Services Unit of MSD within a period of one (1) month of completed month shift duties performed.																				

Secretariat
Staff Service Committee
Management Services Division
09.01.2024

