



IIUM/202/4/1

21st October 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. 24/2024

SPECIAL FLEXIBLE WORKING HOURS

1. OBJECTIVE

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

2. BACKGROUND

- 2.1 Details implementation of Overtime (OT) payment are stated in the Staff Service Circular No. 1/2024 which took effect from 1st April 2024.
- 2.2 All categories of staff with salary of RM4,000.00 and below (comprising of Basic Salary, Housing Allowance, Civil Service Allowance/Entertainment Allowance and Cost of Living Allowance) are eligible to claim for overtime payment. The maximum hours of overtime are four (4) hours per working day and 104 hours per month.
- 2.3 Meanwhile, Support Group staff who are not covered under the Employment Act i.e. salary above RM4,000.00 are to be paid with **Extra Working Hours (EWH)** which is in accordance to the rate of overtime. The maximum payment for Extra Working Hours would be not more than 1/3 of basic salary and 104 hours per month.



- 2.4 The Staff Service Committee (SSC) No. 3/2023 dated 7th August 2023 has agreed on the permission to have alternative mediums to substitute the EWH of more than four (4) hours daily, or more than hundred and four (104) hours monthly i.e. Substitute Leave or Critical Allowance or any other names deemed appropriate to reward the staff and be verified by the Labour Office.
- 2.5 After consulting with the Labour Office, **no other forms of compensation are allowed to compensate the OT more than four (4) hours per day for those earning RM4,000.00 and below**, and those earning above RM4,000.00 are not subjected to any limit or medium of compensation for the OT.
- 2.6 Although the assignment of more than four (4) hours a day to be assisted by those with salary above RM4,000.00 under EWH, the hours are limited to 1/3 of Basic Salary which resulted not even reaching 104 hours per month and the extra hours which made more than 1/3 of Basic Salary will not be counted. Thus, for them to assist the long hour assignments due to the needs of the University cannot be resolved.
- 2.7 Based on several engagements conducted before implementing the revised OT Policy, as well as during the sharing sessions after the new revised policy been issued, numerous occasions demand staff to extend their working hours beyond the normal official working hours by more than four (4) hours per day. Below are the sharing sessions conducted after the issuance of the new OT Policy and few inputs were received:

No	KCDIOM	Date of Sharing Session	Remarks
1	All	3 rd April 2024 Banquet Hall, Zoom and Youtube	KOE Laboratory/Technical personnel need to remain until the completion of lab tests/night classes.
2	OSEM	17 th April 2024	Security staff assigned to the Investigation Unit, necessitating their presence until investigations are resolved.
3	OCAP	3 rd May 2024	Audio-visual, technician personnel and photographer that are required to remain on standby until the end of official programs.
4	ISC	23 rd May 2024	Staff at IIUM Sejahtera Clinic who need to remain at peak hours (after working hours) to entertain patient. Including Ambulance Drivers.



No	KCDIOM	Date of Sharing Session	Remarks
5	VMD, STADD	31 st May 2024	Tasked with long-distance journey. Drivers claimed they are hardly read the email announcement and difficult to understand the new policy. They are not really scheduled their duties following the provision under the Employment Act. Hence, the office appealed for university to allow deferment on the implementation date of new OT policy.
6	ITD	31 st May 2024	Required to remain on standby until the end of the class at Kulliyyah especially at night.

- 2.8 The Office for Communication, Advocacy and Promotion (OCAP) has also request for the implementation of Flexible Working Hours for specific group members within its Office, i.e. technicians, photographers, graphic designers and event team. These categories play integral roles in supporting OCAP activities, often requiring them to work irregular hours, particularly during events, campaigns and other promotional endeavours.
- 2.9 Considering the significance of their presence and acknowledging the inability for those categories to claim OT payment exceeding four (4) hours per day, the **Special Flexible Working Hours** is proposed to accommodate the nature of their tasks. This initiative aims to provide certain categories of staff with flexibility to manage their working hours more effectively as well as to ensuring the fairness to mitigate the strain on the staff members, enhance their work-life balance and ultimately optimize the quality of job output.
- 2.10 Special Flexible Working Hours refers to **working hours of eight (8) to twelve (12) hours in one assignment, at any time in a day**. On normal circumstances staff who are assigned on odd working hours is paid for Shift Allowance.

3. DECISION

- 3.1 In order to accommodate the nature of their respective tasks and to comply with the requirement of the Employment Act, the Staff Service Committee (SSC) Meeting No. 3/2024 held on 11th June 2024 decided as follows:-
- i) Approved the **Special Flexible Working Hours** as in *Appendix A*.
 - ii) EWH with salary comprising of Basic Salary, Housing Allowance, Civil Service Allowance/Entertainment Allowance and Cost of Living Allowance will take effect on **1st July 2024**.



- 3.2 The new OT Policy stated in the Staff Service Circular No. 1/2024 and implementation of Special Flexible Working Hours for the Drivers will take effect on **1st July 2024** to allow understanding on the revision made. Hence, their current claims shall be processed under the previous OT policy.
- 3.3 The implementation of Special Flexible Working Hours for other categories, i.e. Audio-visual staff, technician personnel, photographers, graphic designers and event team, security staff assigned to the Investigation Unit, laboratory personnel and staff at IIUM Sejahtera Clinic will take effect on **1st September 2024**.

All Deans/Directors are kindly required to disseminate this information to all relevant staff at the Kulliyah/Centre/Division/Institute/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)
 - : Campus Director, IIUM Kuantan Campus
 - : Legal Adviser

ZH/WNN/AMA/nas2250



SPECIAL FLEXIBLE WORKING HOURS

No.	Item	Description
1.	Definition	<p>Overtime (OT) Applicable to all categories of staff with salary (comprising of Basic Salary, Housing Allowance, Civil Service Allowance/Entertainment Allowance and Cost of Living Allowance) of RM4,000.00 and below. The maximum hours of overtime are four (4) hours per working day and 104 hours per month.</p> <p>Extra Working Hours (EWH) Applicable to Support Group staff with salary (comprising of Basic Salary, Housing Allowance, Civil Service Allowance and Cost of Living Allowance) of RM4,000.00 and above. The maximum payment of EWH would be not more than 1/3 of salary and 104 hours per month since they are assisting those below RM4,000.00 staff to continue the work that need to be completed beyond for (4) hours.</p>
2.	Special Flexible Working Hours	<p>i) Refers to working hours of eight (8) to twelve (12) hours in one assignment, at any time in a day. On normal circumstances staff who are assigned on odd working hours is paid for Shift Allowance.</p> <p>ii) Special Flexible Working Hours fall during 1.00 pm to 2.00 pm (Monday to Friday) or 12.15 pm to 2.45 pm (Friday) or 7.00 pm to 8.00 pm, upon verification of supervisor the duration of assignments may considered as working hours for the purpose of shift duties or OT.</p> <p>iii) Special Flexible Working Hours which involves travelling to other location, staff should apply for Official Duties in order to claim the relevant entitlement currently in force.</p>
3.	Categories of Staff Approved	<p>i) Drivers</p> <p>ii) Other categories:-</p> <ol style="list-style-type: none"> Audio-visual staff, technician personnel, photographers, graphic designers and event team under the purview of OCAP who are required to remain on standby until the end of official programs. Security staff assigned to the Investigation Unit, necessitating their presence until investigations are resolved. Laboratory personnel who must remain until the completion of lab tests. Staff at IIUM Sejahtera Clinic who need to remain at peak hours (after working hours) to entertain patient.



No.	Item	Description												
4.	Implementation of Special Flexible Working Hours	<p>A: Drivers</p> <p>i) Tasked with long-distance journeys;</p> <p>ii) To be assigned on Shift Working Duties; and</p> <p>iii) Rate of payment are as follows:-</p> <table border="1"> <thead> <tr> <th>No</th> <th>Category</th> <th>Special Flexible Working Hours for any first eight (8) hours</th> <th>Special Flexible Working Hours more than eight (8) hours</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> <ul style="list-style-type: none"> Drivers of Top Management (Including staff on other grades category who are performing the driver's duty on PTH) May be appointed among those who are eligible for EWH </td> <td> <p>Current rate of Shift Allowance* will only be applicable to the post of Driver (Grade H/R).</p> <p>The payment of Shift Allowance will not be applicable to staff on other grades category who are performing the driver's duty on PTH.</p> </td> <td> <ul style="list-style-type: none"> Eligible to claim for OT maximum of four (4) hours; or EWH not more than 1/3 of salary. </td> </tr> <tr> <td>2</td> <td> <ul style="list-style-type: none"> Drivers </td> <td> <p>Current rate of Shift Allowance* will be applicable</p> </td> <td> <ul style="list-style-type: none"> Eligible to claim for OT maximum of four (4) hours; or EWH not more than 1/3 of salary. </td> </tr> </tbody> </table> <p><i>* Since for Drivers, the working hours fall under Shift Working Hours, the average number of working hours over any period of three (3) weeks should not exceed forty-five (45) hours per week as required under the Employment Act.</i></p>	No	Category	Special Flexible Working Hours for any first eight (8) hours	Special Flexible Working Hours more than eight (8) hours	1	<ul style="list-style-type: none"> Drivers of Top Management (Including staff on other grades category who are performing the driver's duty on PTH) May be appointed among those who are eligible for EWH 	<p>Current rate of Shift Allowance* will only be applicable to the post of Driver (Grade H/R).</p> <p>The payment of Shift Allowance will not be applicable to staff on other grades category who are performing the driver's duty on PTH.</p>	<ul style="list-style-type: none"> Eligible to claim for OT maximum of four (4) hours; or EWH not more than 1/3 of salary. 	2	<ul style="list-style-type: none"> Drivers 	<p>Current rate of Shift Allowance* will be applicable</p>	<ul style="list-style-type: none"> Eligible to claim for OT maximum of four (4) hours; or EWH not more than 1/3 of salary.
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4.	Implementation of Special Flexible Working Hours	<p>B : Other Categories</p> <p>i) Can clock in any time before 11.00 am as long as the minimum working hours is eight (8) hours and maximum OT is four (4) hours in a day.</p> <p>ii) Rate of payment are as follows:-</p> <table border="1"> <thead> <tr> <th>No</th> <th>Category</th> <th>Special Flexible Working Hours for any first eight (8) hours</th> <th>Special Flexible Working Hours more than eight (8) hours</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> <ul style="list-style-type: none"> Audio-visual staff, technician personnel, photographers, graphic designers and event team Security staff assigned to the Investigation Unit Laboratory personnel Staff at IIUM Sejahtera Clinic <p><i>(Subject to approval of University Authority)</i></p> </td> <td>Ordinary Rate of Payment</td> <td> <ul style="list-style-type: none"> Eligible to claim for OT maximum of four (4) hours; or EWH not more than 1/3 of salary. </td> </tr> </tbody> </table>	No	Category	Special Flexible Working Hours for any first eight (8) hours	Special Flexible Working Hours more than eight (8) hours	1	<ul style="list-style-type: none"> Audio-visual staff, technician personnel, photographers, graphic designers and event team Security staff assigned to the Investigation Unit Laboratory personnel Staff at IIUM Sejahtera Clinic <p><i>(Subject to approval of University Authority)</i></p>	Ordinary Rate of Payment	<ul style="list-style-type: none"> Eligible to claim for OT maximum of four (4) hours; or EWH not more than 1/3 of salary.
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5.	Others	<p>i) Staff who are assigned for Special Flexible Working Hours is required to fill up the Application Form for Special Flexible Working Hours for activation of special setting in the Attendance System to ensuring accurate recording and compliance with regulatory standards as attached herewith.</p> <p>ii) The Special Flexible Working Hours is to be extended to any other category of tasks with similar nature in the future, subject to the approval of the University Authority.</p>								



Staff Service Committee
Management Services Division
11.06.2024



