



IIUM/202/4/1

30<sup>th</sup> May 2025

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. 2/2025

#### PERFORMANCE-BASED INCENTIVE (PBI) FOR ADMINISTRATIVE AND TECHNICAL STAFF (SUPPORT GROUP GRADE 3, 4, 7 AND 8)

#### 1. OBJECTIVE

The objective of this circular is to notify all Deans/Directors of the Kulliyahs / Divisions / Centres / Institutes / Offices / Mahallahs pertaining to the implementation of Performance-Based Incentive (PBI) for Administrative and Technical Staff (Support Group Grade 3, 4, 7 and 8).

#### 2. BACKGROUND

- 2.1 The Special Board of Governors (BOG) Meeting held on 28th October 2024 endorsed the implementation of Sistem Saraan Perkhidmatan Awam (SSPA) in IIUM with modifications effective from 1st December 2024.
- 2.2 Among the improvements introduced under SSPA is the recognition of support staff who have demonstrated excellent or good performance and have served a considerable period in their current grade but need to wait for a certain duration for promotion to the next grade or have reached the maximum grade within the current scheme of service. These incentives, which are based on performance and adherence to the code of conduct, are designed to enhance motivation and support the continued pursuit of excellence in their work.



- 2.3 Following the implementation of SSPA, which introduced among others, the Performance-Based Incentive (PBI) for Administrative and Technical Staff (Support Group), the Public Service Department (PSD) in its letter ref. JPA.(S).600-1/3/44 (2) dated 9th January 2025, issued Pekeliling Perkhidmatan Sumber Manusia (MyPPSM) Ceraian UP.5.1.2 containing the guidelines on the implementation of the Performance-Based Incentive (PBI) for Administrative and Technical Staff (Support Group).

### 3. DECISION

- 3.1 The Staff Service Committee (SSC) Meeting No. 1/2025 held on 17<sup>th</sup> February 2025 and 25<sup>th</sup> February 2025 approved the implementation of the Performance-Based Incentive (PBI) for Administrative and Technical Staff (Support Group) as provided in Ceraian UP.5.1.2 with modifications to suit IIUM's needs.
- 3.2 The criteria and method of implementation of PBI are provided in *Appendix A*.
- 3.3 The effective date of implementation is **1<sup>st</sup> January 2025**.
- 3.4 The eligible staff for the PBI in the year 2025 would be based on assessment year of APAR 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 (Research, Innovation and Development)  
: Deputy Rector (Student Development and Community Engagement)  
: Executive Director, Finance Division  
: Campus Director, IIUM Kuantan Campus  
: Legal Adviser

ZH/WNN/AMA/nas2250





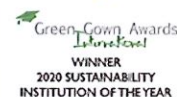
## APPENDIX A

### PERFORMANCE-BASED INCENTIVE FOR ADMINISTRATIVE AND TECHNICAL STAFF (SUPPORT GROUP GRADE 3, 4, 7 & 8) - CRITERIA AND METHOD OF IMPLEMENTATION

No.	Item	Description
1.	Principles	<ul style="list-style-type: none"> <li>i) <b>Transparency:</b> Awarded based on clear criteria; and</li> <li>ii) <b>Non-permanent:</b> Granted for a specific period and may be withdrawn or discontinued under certain circumstances.</li> </ul>
2.	Performance-Based Incentive (PBI)	<ul style="list-style-type: none"> <li>i) Performance-Based Incentive (PBI) is applicable for Administrative and Technical Staff (Support Group) under the <i>Sistem Saraan Perkhidmatan Awam (SSPA)</i>.</li> <li>ii) PBI is awarded based on excellent performance and adherence to the code of conduct. It is designed to enhance motivation and support the continued pursuit of excellence in their work.</li> </ul>
3.	Implementation	The PBI will be processed administratively.
4.	Eligibility	<ul style="list-style-type: none"> <li>i) Permanent appointment;</li> <li>ii) Have accepted the SSPA option; and</li> <li>iii) Support Group staff under Grade 3, Grade 4, Grade 7 or Grade 8 who have completed a minimum of six (6) years of service in their current grade as of 31<sup>st</sup> December of the assessment year.</li> </ul>
5.	Duration counted for PBI	<p>The duration of service considered includes the following:-</p> <ul style="list-style-type: none"> <li>i) Duration of service on current grade under the Malaysia Remuneration System;</li> <li>ii) Duration of service prior to the option exercise based on the Government's decision to the same or difference scheme of service on the same grade or equivalent; or</li> <li>iii) Periods of full-pay study leave, half-pay study leave and unpaid study leave.</li> </ul>



No.	Item	Description
6.	Uncounted duration for PBI	<p>The period not taken into account for the calculation of the six (6) years of service on current grade includes the following:</p> <ul style="list-style-type: none"> <li>i) The number of days the staff is absent from duty without leave, without prior approval from the Head of Department, or without a reasonable excuse; and</li> <li>ii) All types of unpaid leave and all types of paid half-pay leave, <b>EXCEPT</b> for Half Pay Study Leave and Unpaid Study Leave.</li> </ul>
7.	Criteria	<p>Eligible Support Group staff under item 4 may be considered for PBI subject to meet the following conditions:</p> <ul style="list-style-type: none"> <li>i) Achieved the stipulated marks 85% and above of Annual Performance Appraisal Report (APAR) for the last three (3) consecutive years and the latest APAR marks at least 85%;</li> <li>ii) Completed Asset Declaration (Form B);</li> <li>iii) Achieved the stipulated points for Continuous Talent Development (CTD);</li> <li>iv) Satisfactory attendance records:- <ul style="list-style-type: none"> <li>a) Late Time In (LTI) not exceeding 2 times per month;</li> <li>b) Not Enough Hours (NEH) not exceeding 2 times per month;</li> <li>c) No Time Out (NTO) not exceeding 2 times per month;</li> <li>d) No record on Absent Without Leave (AWOL); and</li> <li>e) No record on External time in/out (except those approved for official duties).</li> </ul> </li> <li>v) No record of any disciplinary proceedings, i.e. issuance of Domestic Inquiry; and</li> <li>vi) Recommended by the Head of Department/Dean/Director.</li> </ul>
8.	Method of Implementation of PBI	<ul style="list-style-type: none"> <li>a) <b>Application</b> <ul style="list-style-type: none"> <li>i) Eligible staff who meet the required PBI criteria must submit an application to the Management Services Division (MSD) through their respective Head of Department in January of the following year of each Annual Performance Appraisal Report using the stipulated PBI Application Form;</li> <li>ii) Staff who have submitted an application but have not been approved by MSD, may reapply in the following year using the most recent performance scores, provided they meet the outlined criteria; and</li> <li>iii) Staffs who have already been approved for PBI do not need to submit a new application for the following year, as long as their PBI status remains active.</li> </ul> </li> </ul>





No.	Item	Description
	Method of Implementation of PBI (Continuation)	<p><b>b) Payment of PBI</b></p> <p>i) The PBI rate is equivalent to one (1) Annual Salary Increment (ASI) of current grade of the staff;</p> <p>ii) Payment of PBI will only be made at the end of the assessment year; and</p> <p>iii) PBI are paid on monthly basis from January to December of the payment year. Backdated payment beyond the current year is not permissible.</p> <p><b>c) Termination and Reapplication</b></p> <p>i) PBI will be discontinued from the official start date of the following leave types:</p> <p>a) Unpaid leave, half-pay leave, full paid study leave, half-pay study leave and unpaid study leave;</p> <p>b) temporally transferred, secondment outside or special placement to specific post/Agency;</p> <p>c) Disciplinary punishment of demotion or dismissal;</p> <p>d) Approved on acting assignment to Grade 4 or Grade 8; or</p> <p>e) Compulsory/optional retirement, relinquished, resigned, terminated or passed away.</p> <p>ii) Should the staff mentioned in item 9 (c) (i) (a) or 9 (c) (i) (b) returns for duty within the same payment year, the payment of PBI will resume from the date the staff returns to duty and the new application form is not required.</p> <p>iii) Staff in the following circumstances must fulfil a service period of three (3) years and meet the PBI eligibility criteria starting from the date the officer is placed in their substantive or previous grade:</p> <p>a) Staff who are being terminated from his/her acting assignment and return to his/her substantive grade (Grade 3 or Grade 7); or</p> <p>b) Staff who have resigned to join another service scheme and later return to the substantive service scheme and previous grade.</p> <p>iv) Staff whose PBI are discontinued under item 9 (c) (i) (a) or 9 (c) (i) (b) may submit a new application in January of the following year upon completion of APAR of the assessment year in their current grade, without being subject to the three (3) year performance score weighting requirement.</p> <p><b>c) Withdrawal of PBI</b></p> <p>The PBI payment may be withdrawn should there are factual errors determined that the staff did not fulfilled the stipulated PBI's criteria.</p>



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9.	Others	<div><div>i) The Head of Department (HOD) is responsible for ensuring that only eligible staff who meet all the stipulated criteria are forwarded to the MSD.</div><div>ii) All PBI results should be recorded in the Service Statement.</div><div>iii) The decisions of PBI whether the application is successful, unsuccessful, stopped or withdrawn should be communicated to the relevant staff accordingly.</div></div>																												
10.	Example of Calculation Method for a Six (6) Years of Service Period	<div><div>a) <b>Service period of six (6) years or more on 31.12.2024</b></div><table><tr><td>Date of promotion Grade N26*</td><td>02.03.2018</td></tr><tr><td>Date completed six (6) years</td><td>01.03.2024</td></tr><tr><td>Duration of service as of 31.12.2024</td><td>6 years 10 months</td></tr><tr><td>Eligible date to apply for PBI</td><td>01.01.2025</td></tr></table><div>b) <b>Service period of less than six (6) years on 31.12.2025</b></div><table><tr><td>Date of promotion Grade S38*</td><td>15.06.2020</td></tr><tr><td>Duration of service as of 31.12.2025</td><td>5 years 6 months</td></tr><tr><td>Date completed six (6) years</td><td>14.06.2026</td></tr><tr><td>Duration of service as of 31.12.2026</td><td>6 years 6 months</td></tr><tr><td>Eligible date to apply for PBI</td><td>01.01.2027</td></tr></table><div>c) <b>Service period for staff been approved for unpaid leave</b></div><table><tr><td>Date of promotion Grade W28*</td><td>01.06.2020</td></tr><tr><td>Unpaid leave approved (15.01.2022 – 14.11.2022)</td><td>304 days</td></tr><tr><td>Date completed six (6) years</td><td>31.03.2027</td></tr><tr><td>Duration of service as of 31.12.2027</td><td>6 years 9 months</td></tr><tr><td>Eligible date to apply for PBI</td><td>01.01.2028</td></tr></table><div><i>Note: * Grade under the Malaysia Remuneration System</i></div></div>	Date of promotion Grade N26*	02.03.2018	Date completed six (6) years	01.03.2024	Duration of service as of 31.12.2024	6 years 10 months	Eligible date to apply for PBI	01.01.2025	Date of promotion Grade S38*	15.06.2020	Duration of service as of 31.12.2025	5 years 6 months	Date completed six (6) years	14.06.2026	Duration of service as of 31.12.2026	6 years 6 months	Eligible date to apply for PBI	01.01.2027	Date of promotion Grade W28*	01.06.2020	Unpaid leave approved (15.01.2022 – 14.11.2022)	304 days	Date completed six (6) years	31.03.2027	Duration of service as of 31.12.2027	6 years 9 months	Eligible date to apply for PBI	01.01.2028
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11.	Example of APAR for three (3) consecutive years	<div>a) <b>APAR for three (3) consecutive years</b></div> <table><tr><th>Year</th><th>APAR Marks</th></tr><tr><td>Year 1 – 2022</td><td>85.50</td></tr><tr><td>Year 2 – 2023</td><td>87.50</td></tr><tr><td>Year 3 – 2024</td><td>89.00</td></tr></table> <div>b) <b>APAR for three (3) consecutive years with exception of year 3 due to unavailability of APAR with valid reason such as study leave, unpaid leave, etc.</b></div> <table><tr><th>Year</th><th>APAR Marks</th></tr><tr><td>Year 1 – 2021</td><td>86.50</td></tr><tr><td>Year 2 – 2022</td><td>85.50</td></tr><tr><td>Year 3 – 2023</td><td>*</td></tr><tr><td>Year 4 – 2024</td><td>89.00</td></tr><tr><td colspan="2">TOTAL</td></tr></table> <div>c) <b>APAR for three (3) consecutive years with exception of year 2 due to unavailability of APAR with valid reason such as study leave, unpaid leave, etc.</b></div> <table><tr><th>Year</th><th>APAR Marks</th></tr><tr><td>Year 1 – 2022</td><td>87.00</td></tr><tr><td>Year 2 – 2023</td><td>*</td></tr><tr><td>Year 3 – 2024</td><td>85.50</td></tr><tr><td>Year 4 – 2025</td><td>89.00</td></tr><tr><td colspan="2">TOTAL</td></tr></table>	Year	APAR Marks	Year 1 – 2022	85.50	Year 2 – 2023	87.50	Year 3 – 2024	89.00	Year	APAR Marks	Year 1 – 2021	86.50	Year 2 – 2022	85.50	Year 3 – 2023	*	Year 4 – 2024	89.00	TOTAL		Year	APAR Marks	Year 1 – 2022	87.00	Year 2 – 2023	*	Year 3 – 2024	85.50	Year 4 – 2025	89.00	TOTAL	
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Secretariat  
Staff Service Committee  
Management Services Division  
17.02.2025



