

FREQUENTLY ASKED QUESTIONS

JOB APPLICATION

- 1. Are all institutions of higher learning recognised?**
The recognition of academic qualifications as a requirement to enter the Public Service is under the jurisdiction of the Public Service Department (PSD). Those who are interested in joining the Public Service must ensure that their academic qualifications are recognised by the Government. The list of institutions of higher learning and field of studies recognised by the Government is posted on the Public Service Department's website at <http://www.interactive.jpa.gov.my/frmmainiktraf.asp>
- 2. Can I apply for posts that require a lower qualification than what I have?**
Yes, as long as your academic qualification is not more than one tier higher than the prerequisite for the post. For example, if you have a diploma/STPM, you can apply for posts that require an SPM qualification. The same goes for applicants with a bachelor degree (honours/general degree), they can apply for posts that require a diploma/STPM qualification as long as the prerequisite is met. However, qualifications from matriculation programmes are not deemed equivalent to a diploma/STPM.
- 3. What happens if I decline an offer to a post?**
Candidates who have been offered posts but declined or did not report for duty, will not be called for other interviews, for a period of 3 years for the same post and for a period of one year for other posts, except for Medical Officers, Dental Officers and Pharmaceutical Officers.
- 4. What privilege do I have as an Appointment through Promotion (KPSL) candidate or serving officer?**
Usually, Appointment through Promotion (KPSL) candidates are given the opportunity to attend interviews without prior screening, provided they meet the minimum requirement set by the scheme of service, except in instances where the vacancies are limited. Serving officers usually go through the same screening process as fresh candidates. However, during the interview session, candidates from all three categories must compete on an equal basis as the selection is based on merit.

5. Are any group of applicants given special consideration?

There are categories of applicants who do not go through the screening process, namely the disabled (OKU), the *Orang Asli*, participants under the Hard-core Poor Development Programmes (PPRT)/the Prosperous Family Programme (PKR), and Recipient of the General Assistance Funds. These applicants are usually called for interviews without any prior screening, provided they meet the minimum qualifications in the scheme of service. They are required to bring along relevant documents to prove their status during the interview.

6. Is there any special consideration for an attachment officer/temporary officer/part-time officer/contract officer?

No special consideration is given to attachment officers, temporary officers, part-time officers or contract officers. The selection process is based on procedures and regulations that are similar to those used for direct intake. This means that they are not automatically considered for appointment to the Public Service even though there may be relevant vacancies.

7. Is there any special consideration for a Government scholarship holder?

No special consideration is given to Government scholars in the screening process. However, the Government scholar may be selected over the non-Government scholar if the candidates possess the same qualifications and competences as assessed by the Interview Board.

8. Is working experience from the private sector considered?

Having working experience may be an advantage. However, the selection process also take into consideration the candidates' soft skills and competencies such as attitude, discipline, integrity, and communication/interpersonal skills.

9. What are the benefits of joining the Public Service?

Besides the monthly salary, Government employees are given various perks and allowances such as Housing subsidy, Cost of Living Allowance (COLA), Public Service Allowance. Some allowances are given to specific posts such as Critical Service Allowance, Call Allowance, Hazard Allowance, Hardship Allowance. Other benefits provided are computer, motorcycle, car and housing loan facilities and free medical treatment at all Government hospitals and clinics. Government officers also enjoy a wide range of leave such as annual leave, maternity leave, pilgrimage leave, compassionate leave, study leave and unrecorded leave for various purposes.

10. How is initial salary determined?

If an officer appointed for the first time into the public service possesses the experience relevant to his post, he may be granted a higher initial salary based on one normal salary movement for each year of relevant experience.

11. Can I apply for a post at SPM level even though I have a Diploma?

A Diploma holder is allowed to apply for posts at SPM level. Likewise, a Degree holder may apply for a post at Diploma level, provided he is also a Diploma holder.

INTERVIEW

1. After registering with the PSC, when will I be called to attend an interview?

An applicant registered with the PSC will be called to attend an interview:

- a. Upon requests from the ministries/departments to fill the vacancies for the post;
- b. Upon fulfilling the conditions for the scheme of service for the post; and
- c. Upon being shortlisted for the post.

Every applicant will be registered in the PSC Data Bank and will be duly acknowledged.

2. Why am I not called to attend an interview?

An applicant who has been registered with the PSC may not be called to attend an interview for various reasons such as:

- a. There is no vacancy for the post, or if there are vacancies, the PSC may not have received requests from the relevant ministry or department to fill the vacancies; or/and
- b. The applicant is not registered in PSC Data Bank; or/and
- c. The registration of application has expired and no renewal has been made; or/and
- d. The applicant failed the shortlisting criteria set by the Commission; or/and
- e. The applicant does not fulfill the conditions specified in the advertisement or the scheme of service for the post.

3. How do I find out the results of an interview?

Interview results will be mailed through the post. The candidate will be notified on whether he is successful, has been selected as a reserve candidate or has failed the interview. The result is also available at the PSC web site at <http://www.spa.gov.my> or via Tele SPA at 600-83-7979 or through SMSs at 39111.

4. What is the consequence if I do not attend an interview?

An applicant who is called to attend an interview but failed to show up will not be penalised. However, where an applicant has been offered a position but he declines the offer, he will be blacklisted for 3 years for the same post or 1 year for a different post.

5. Can I change the date and location of an interview?

Yes, an applicant may change the date and location of an interview if has reasonable grounds. For changes in interview locations in Sabah and Sarawak, applications have to be made early to the PSC Secretariat to avoid any difficulties. An application to change the date and location of an interview should include an applicant's name, IC number, contact number, the post applied for, the original interview location, the proposed date and location of interview and the reason for the change.

VALIDITY PERIOD

1. When should I renew my application?

A registration expires after one year, whereupon a renewal may be made. Many applicants lose out on the opportunity to be shortlisted for a post due to failure to renew their applications. A renewal is also necessary where an applicant wishes to apply for a different post. In this case, the renewal may be done before the expiry of the registration. For KPSL candidates, however, a renewal may be done by sending a notification letter where it is not necessary to make a fresh application.