



# **SISTEM SUMBER MANUSIA**

## **User Guide**

### **Personnel Administration for Back End User (SAPGUI)**

### **Penurunan Pangkat (Demotion)**

**VERSION: 1.0**



## INTRODUCTION

This user guide acts as a reference for **Sistem Sumber Manusia (SSM) Back-End User** to manage **Personnel Administration**. All Individual names used in this user guide have been created for guidance on using SSM.

Where possible; user guide developers have attempted to avoid using actual Companies and Individuals; any similarities are coincidental.

Changes and updates to the system may lead to updates to the user guide from time to time.

Should you have any questions or require additional assistance with the user guide materials, please contact the **SSM Help Desk**.

## GLOSSARY

The following acronyms are used frequently:

Term	Meaning
<b>SSM</b>	Sistem Sumber Manusia
<b>SAP GUI</b>	SAP Graphical User Interface/Back End
<b>FIORI</b>	Front End/Web Portal
<b>ESS</b>	Employee Self Service
<b>MSS</b>	Manager Self Service

## FURTHER ASSISTANCE

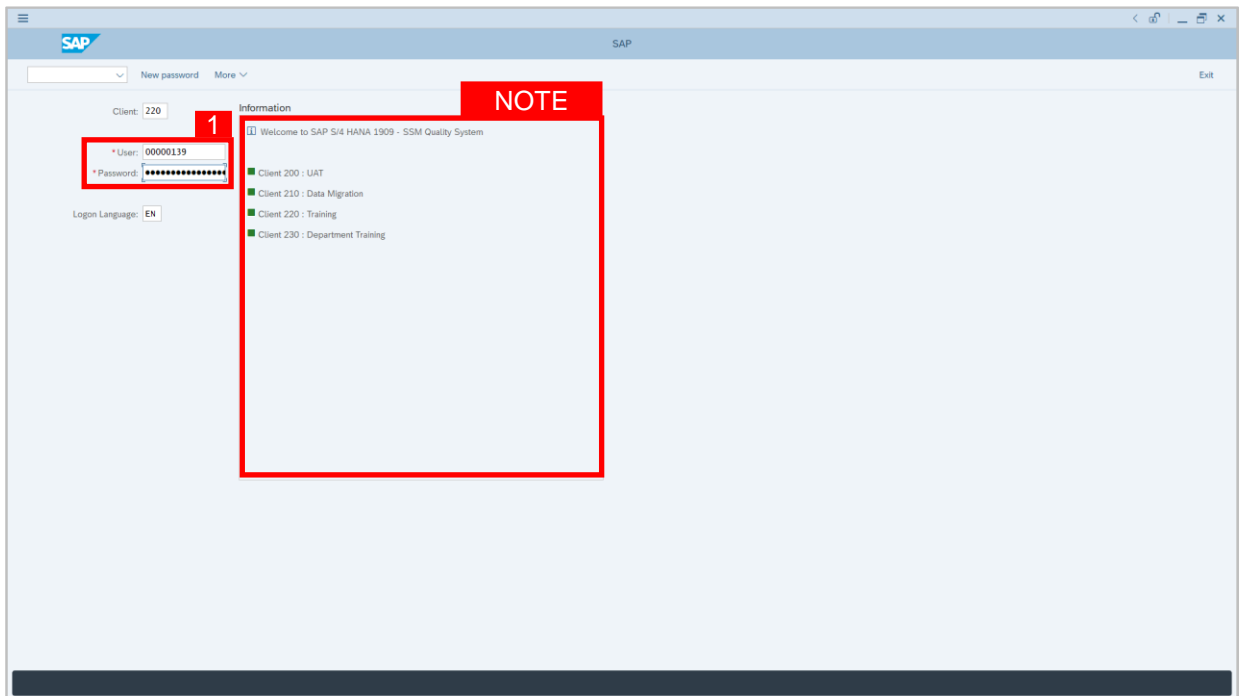
Should you have any questions or require additional assistance with the user guide materials, please contact **SSM Help Desk** at **+673 238 2227** or e-mail at **ssm.helpdesk@dynamiktechnologies.com.bn**.



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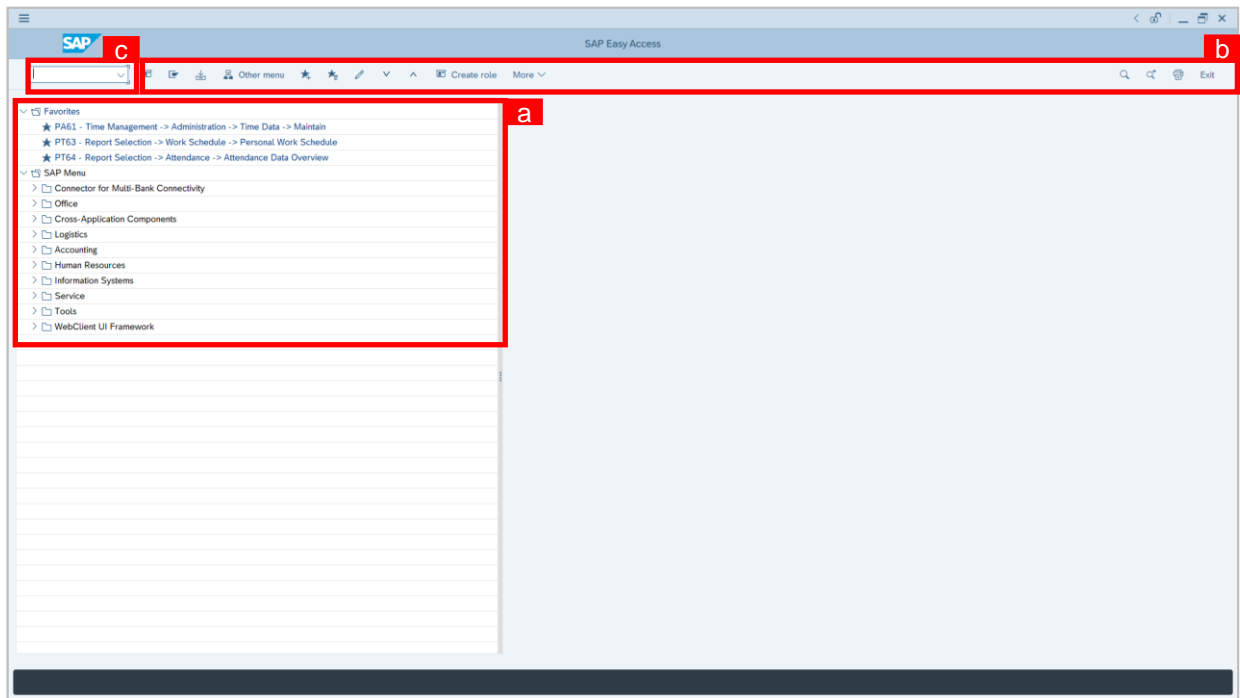
<b>SAP GUI (Back-End) Log on</b>	<b>Back End User</b>
	Department HR Administrator and HR Administrator (JPA)



1. Fill in the **User** and **Password**.
2. Press **Enter** on the keyboard.
3. The home page will be displayed.

**Note:**

- The information tab will show the different clients present in the system serving different purposes. The client number used in this user guide would be 220, which is for training and demonstration purposes pertaining to the navigation of the system.



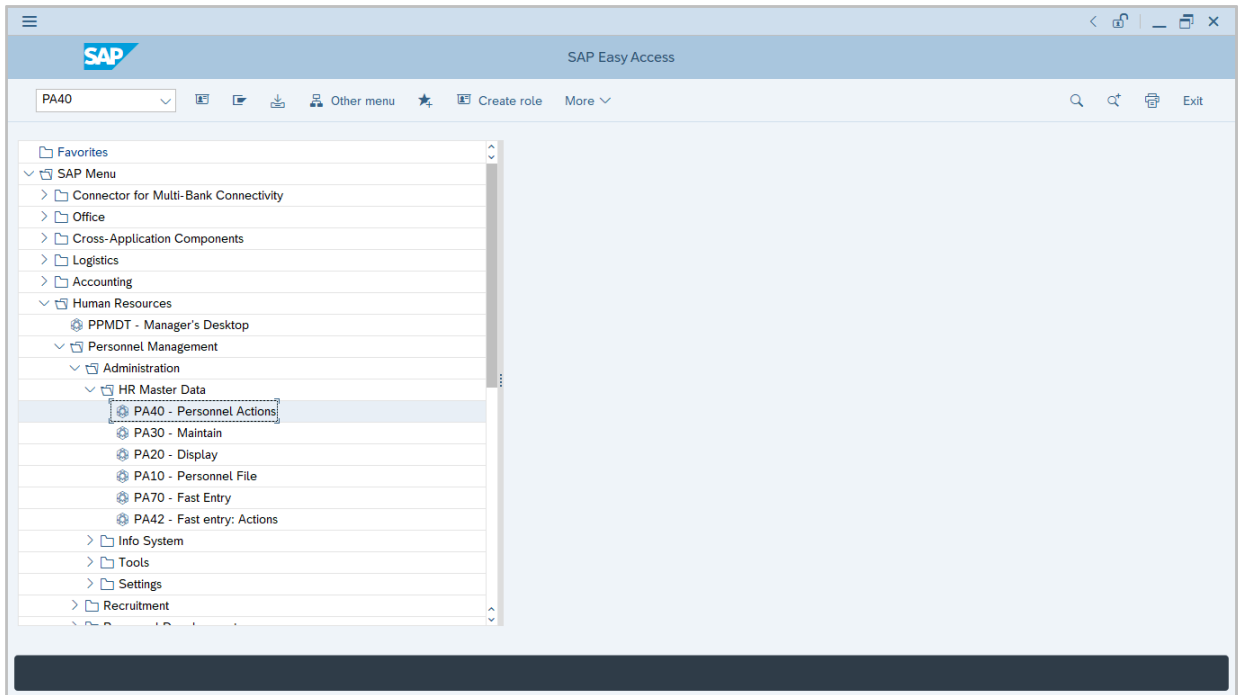
**Note:**

- a. The home page will be displayed showing different areas in relation to the organization that could be navigated through.
- b. The home page will also display shortcuts that could assist in the ease of navigation through the system.
- c. A Search tool could be utilised to select a specific module of interest, contained in the system.

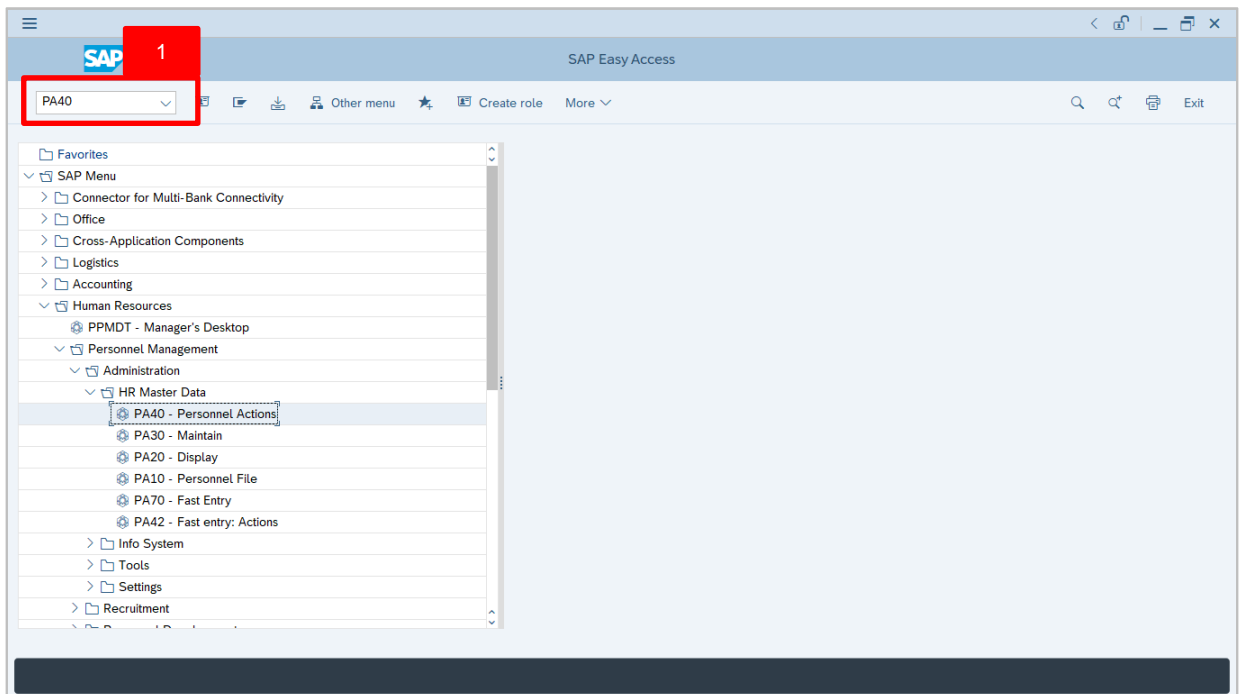
## Copy Actions

## Backend User

Department HR Administrator and HR Administrator (JPA)



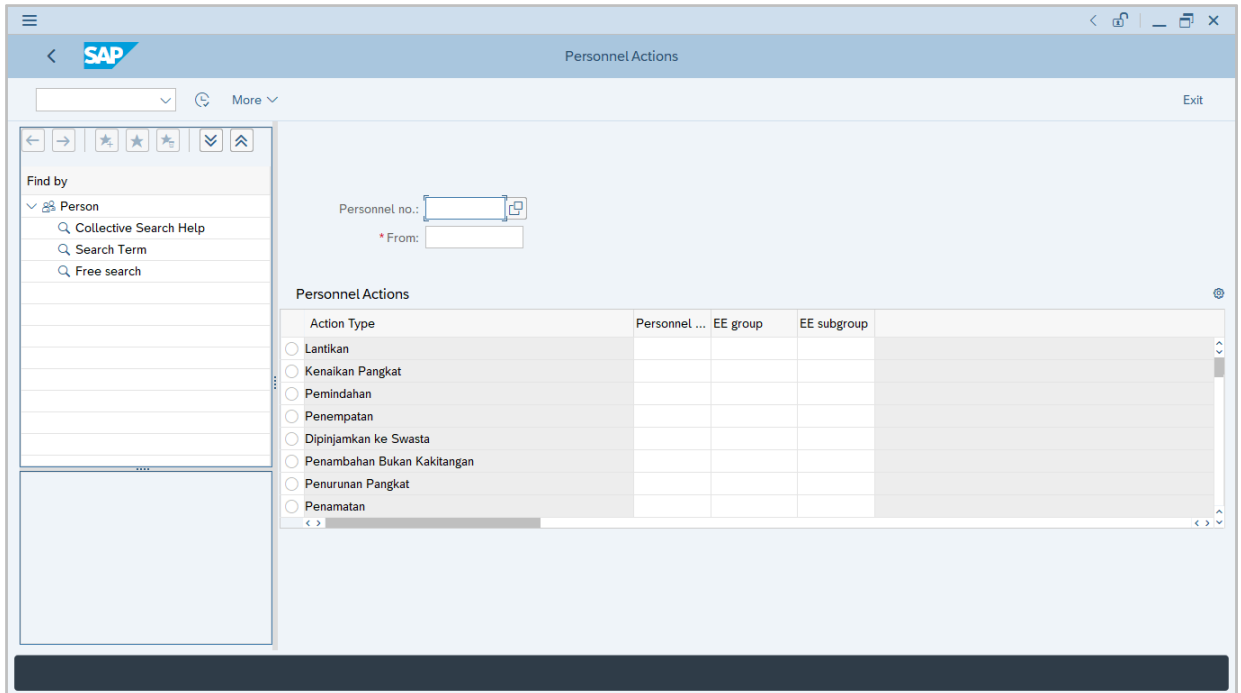
1. Navigate to **Personnel Actions** page by entering transaction code, **PA40** in the Search Bar and press **Enter** button on the keyboard.



## Note:

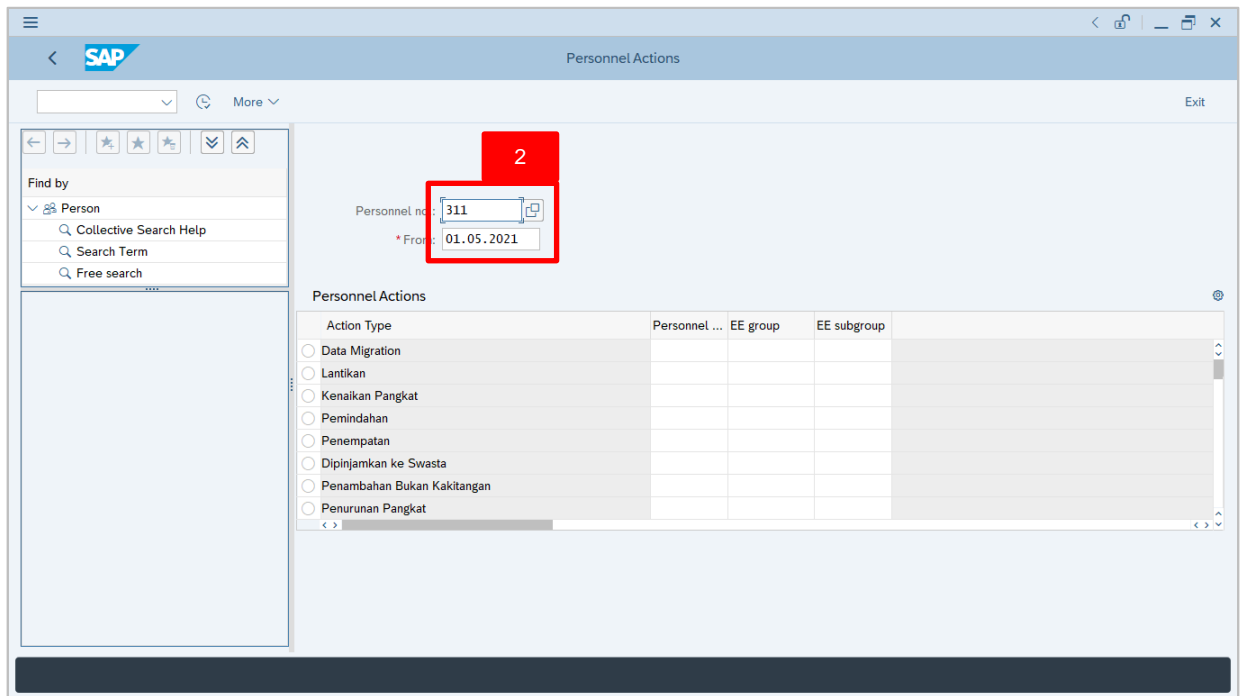
- Click on **SAP Menu > Human Resources > Personnel Management > Administration > HR Master Data > PA40 – Personnel Actions**

The **Personnel Actions (PA40)** page will be displayed.

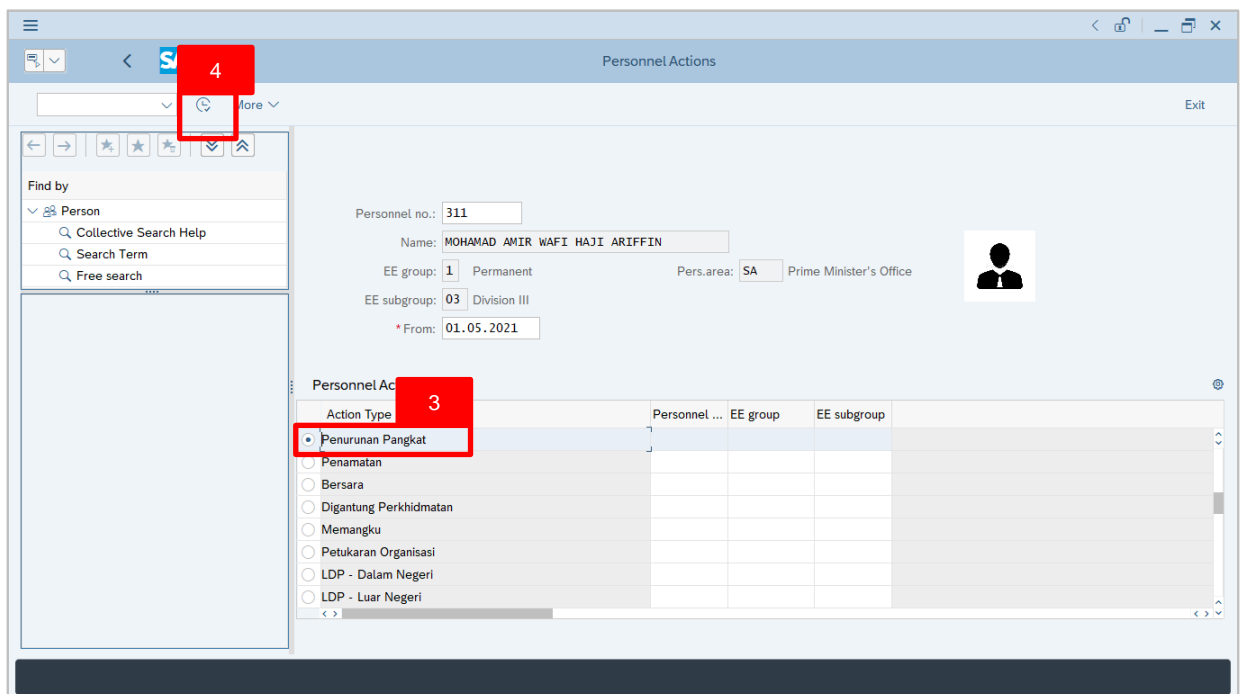


The screenshot displays the SAP Personnel Actions (PA40) screen. The interface includes a search bar at the top with a dropdown menu and a 'More' button. Below the search bar, there is a 'Find by' section with a 'Person' icon and a list of search options: 'Collective Search Help', 'Search Term', and 'Free search'. The main area contains a 'Personnel no.' field with a search icon and a 'From' field. Below this, there is a 'Personnel Actions' table with the following columns: 'Action Type', 'Personnel ...', 'EE group', and 'EE subgroup'. The table lists several action types with radio buttons next to them:

Action Type	Personnel ...	EE group	EE subgroup
<input type="radio"/> Lantikan			
<input type="radio"/> Kenaikan Pangkat			
<input type="radio"/> Pemindahan			
<input type="radio"/> Penempatan			
<input type="radio"/> Dipinjamkan ke Swasta			
<input type="radio"/> Penambahan Bukan Kakitangan			
<input type="radio"/> Penurunan Pangkat			
<input type="radio"/> Penamatan			



2. Enter the Personnel number and the action From date. Press **Enter** on the keyboard.



3. Under **Personnel Actions** page, click on the  and select **Penurunan Pangkat**

4. Click on  icon.

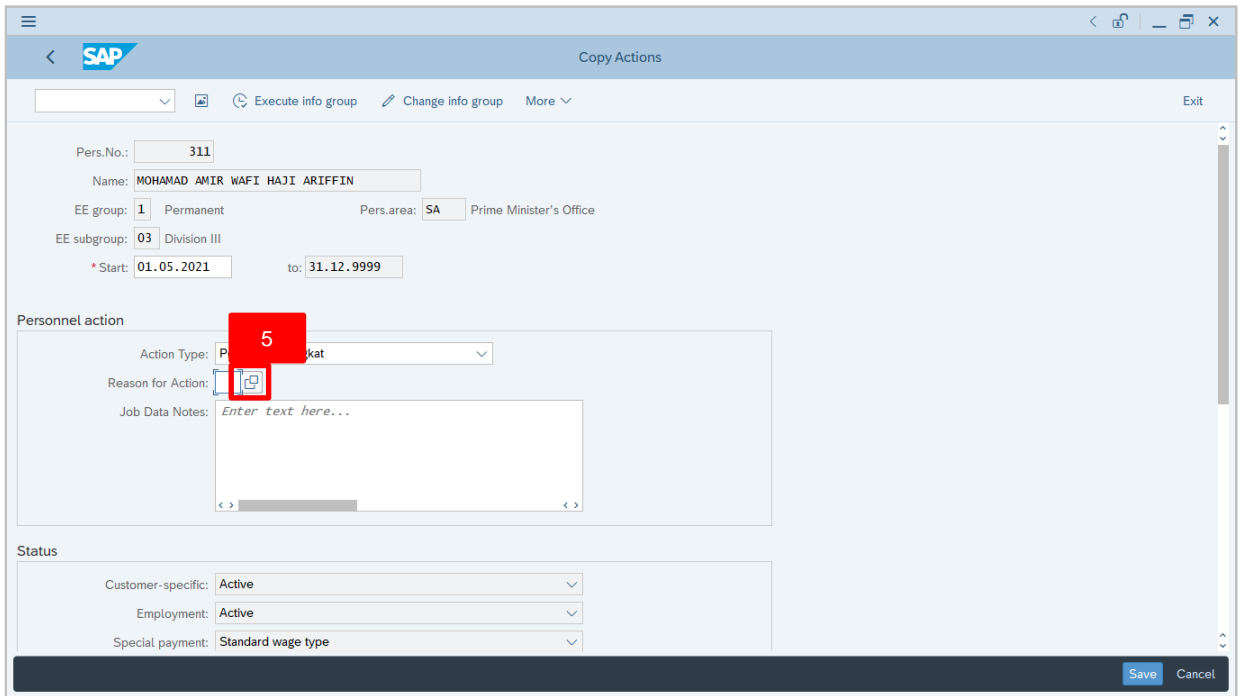





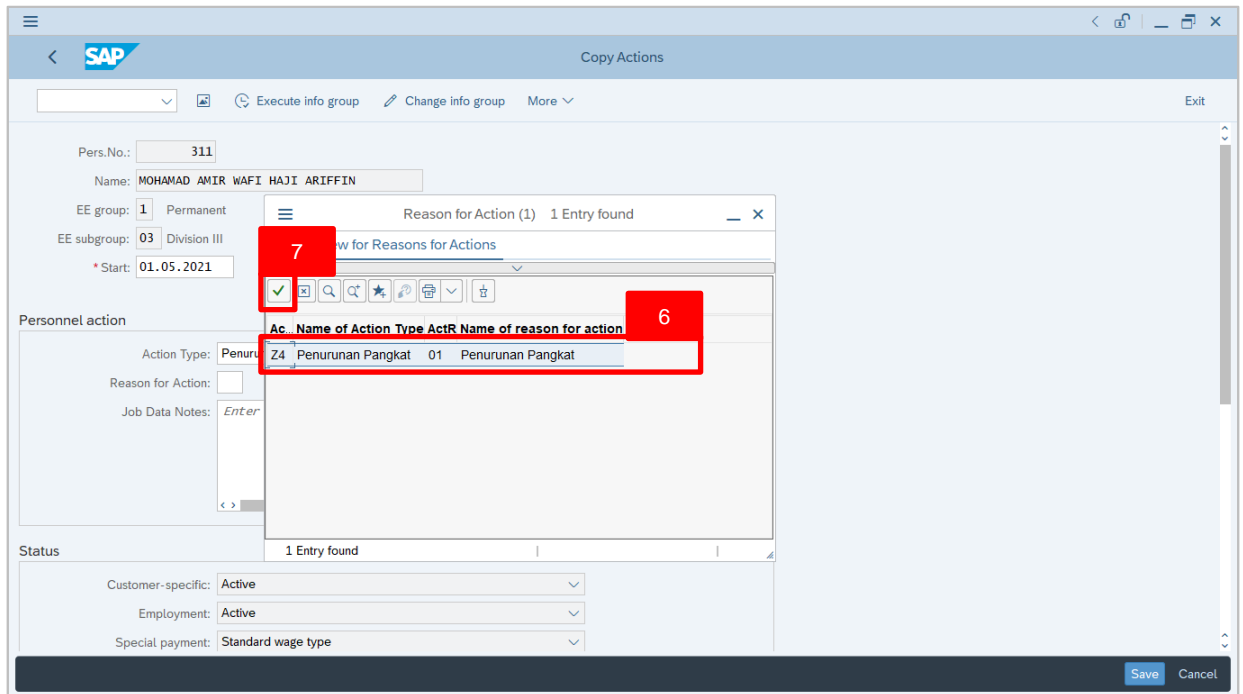
The **Copy Actions** page will be displayed.

The screenshot shows the SAP Copy Actions page for a personnel action. The page is titled "CopyActions" and features the SAP logo in the top left corner. The main content area is divided into several sections:

- Header:** Includes a search bar, "Execute info group", "Change info group", and "More" options, along with an "Exit" button.
- Personnel Data:** Displays fields for "Pers.No." (311), "Name" (MOHAMAD AMIR WAFI HAJI ARIFFIN), "EE group" (1 Permanent), "Pers.area" (SA Prime Minister's Office), "EE subgroup" (03 Division III), and "Start" (01.05.2021) to "to" (31.12.9999).
- Personnel action:** Contains a dropdown for "Action Type" (Penurunan Pangkat), a "Reason for Action" field with a copy icon, and a "Job Data Notes" text area with the placeholder "Enter text here...".
- Status:** Includes dropdowns for "Customer-specific" (Active), "Employment" (Active), and "Special payment" (Standard wage type).
- Footer:** Features "Save" and "Cancel" buttons.



5. Under **Personnel action** section, click on  icon for Reason for Action.




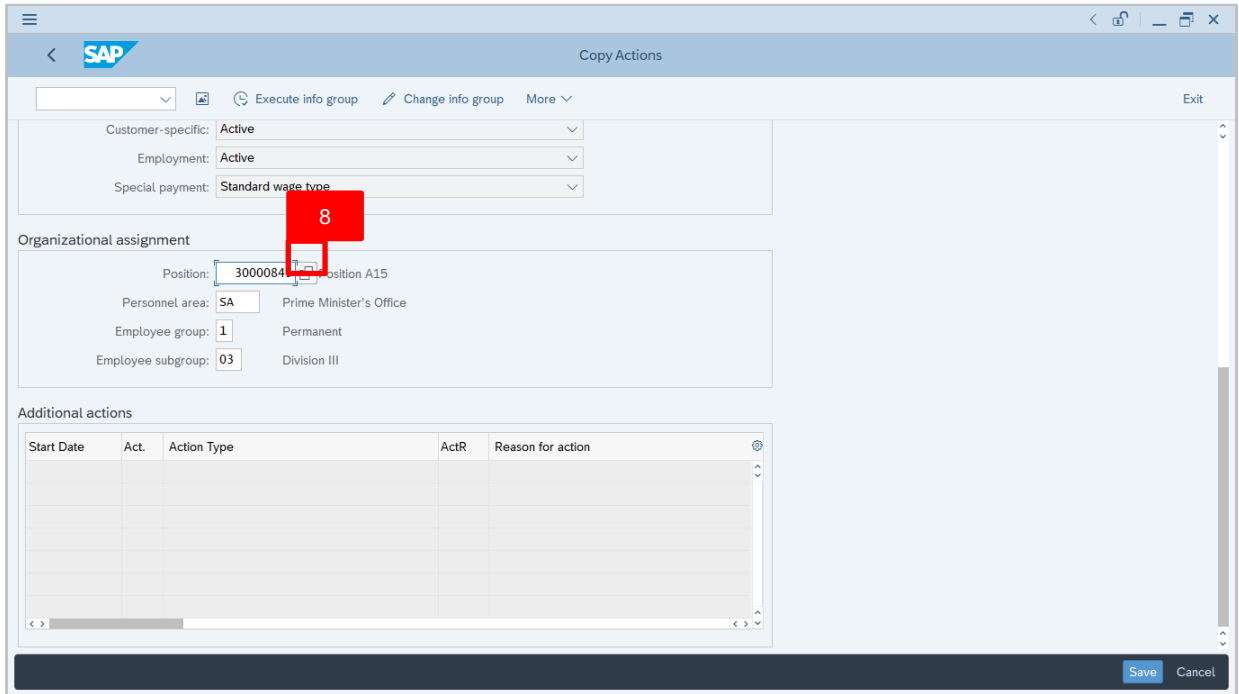
6. Select **01 Penurunan Pangkat**.

7. Click on  icon.


**Note:**

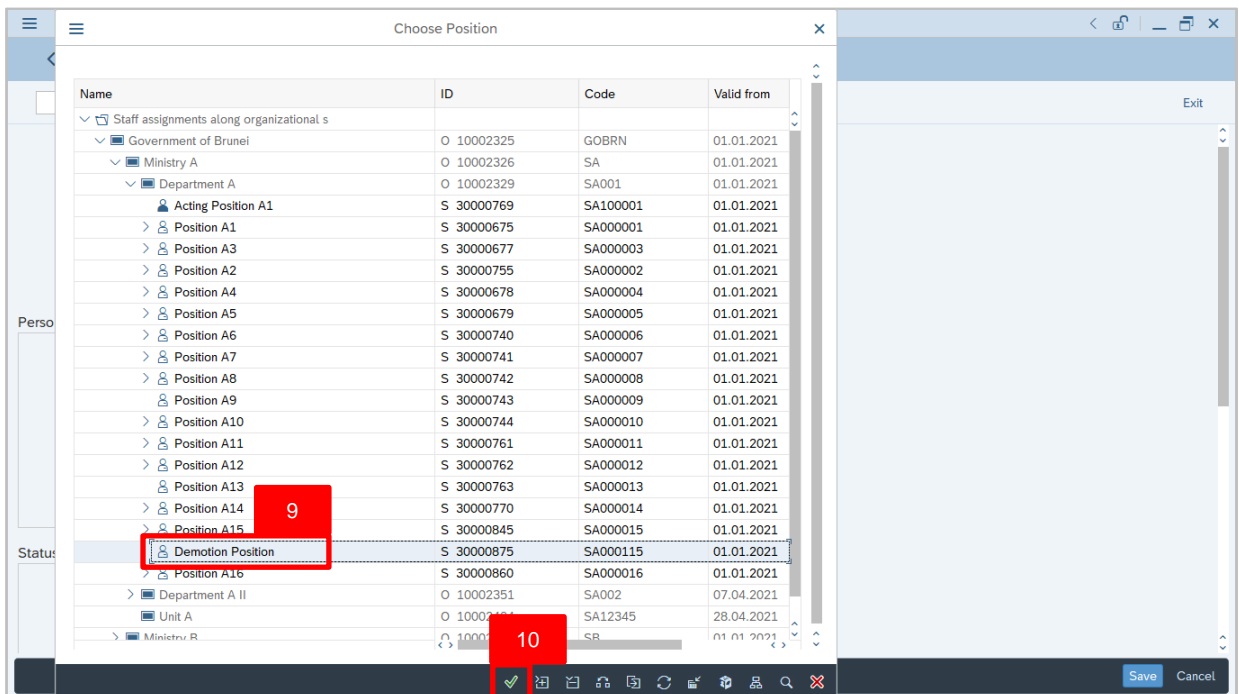
- Job Data Notes are optional to fill in.

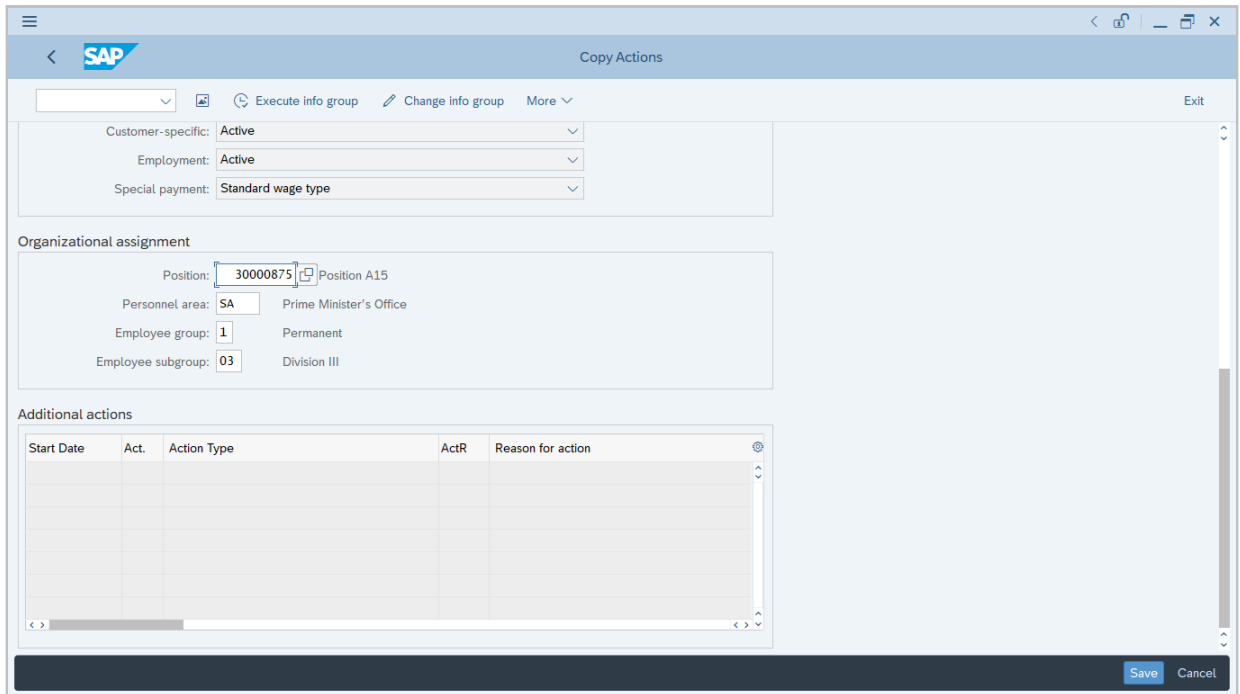
8. Scroll down the page, under **Organizational assignment** section, click on  for Position.



9. Select Position the personnel is demoted to.

10. Click on  icon.





**Copy Actions**

Customer-specific: Active  
 Employment: Active  
 Special payment: Standard wage type

**Organizational assignment**

Position: 30000875 Position A15  
 Personnel area: SA Prime Minister's Office  
 Employee group: 1 Permanent  
 Employee subgroup: 03 Division III

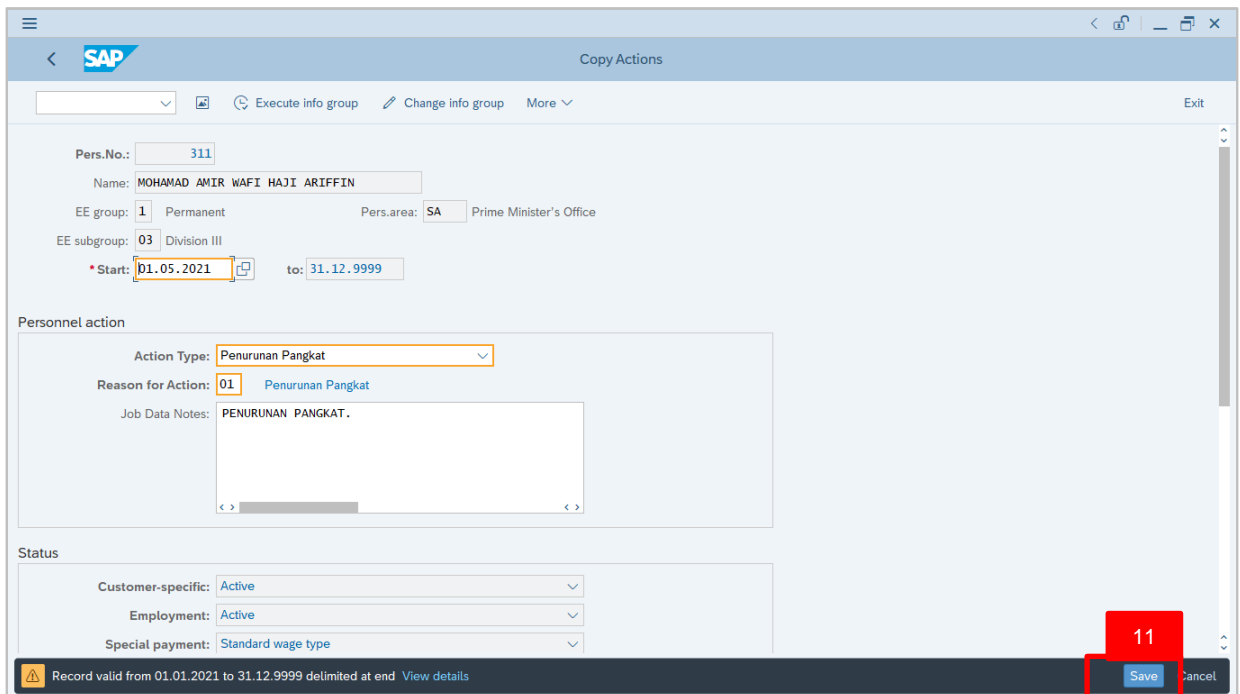
**Additional actions**

Start Date	Act.	Action Type	ActR	Reason for action

Save Cancel

**Note:**

- The demoted personnel position is changed based on the selected position.



**Copy Actions**

Pers.No.: 311  
 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN  
 EE group: 1 Permanent Pers.area: SA Prime Minister's Office  
 EE subgroup: 03 Division III  
 \* Start: 01.05.2021 to: 31.12.9999

**Personnel action**

Action Type: Penurunan Pangkat  
 Reason for Action: 01 Penurunan Pangkat  
 Job Data Notes: PENURUNAN PANGKAT.

**Status**

Customer-specific: Active  
 Employment: Active  
 Special payment: Standard wage type

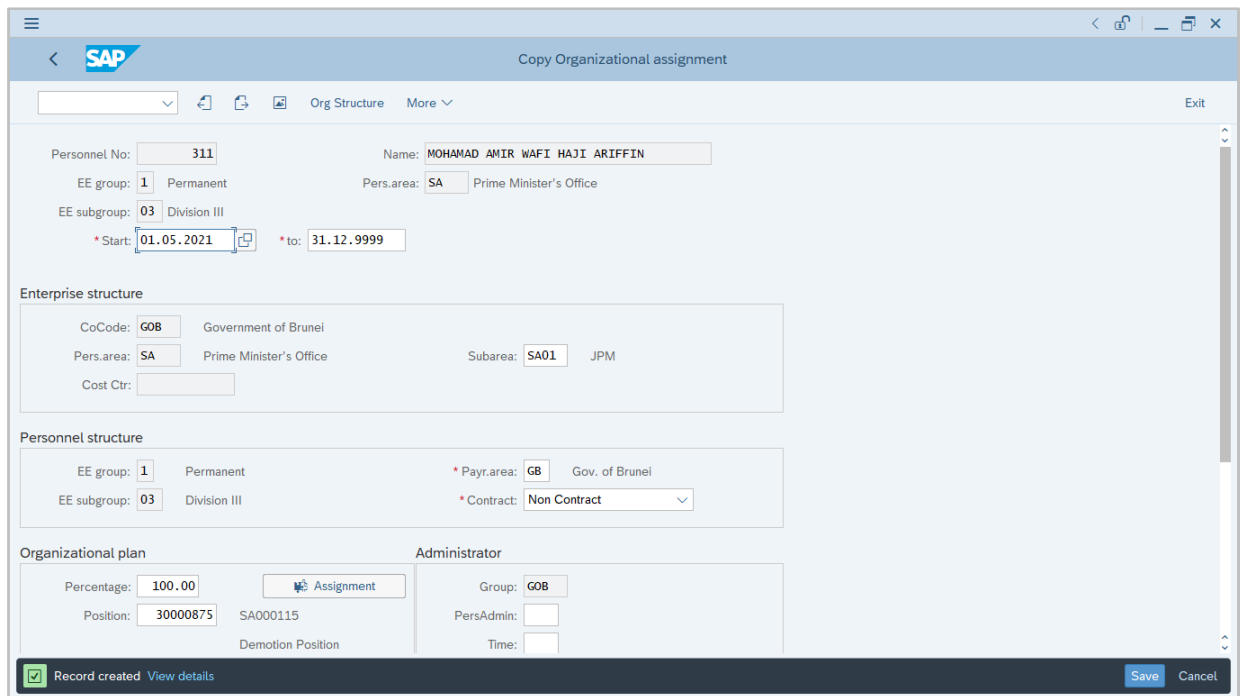
Record valid from 01.01.2021 to 31.12.9999 delimited at end View details

11 Save Cancel

11. Press **Enter** on the keyboard and click **Save**

Outcome: Record is created.

The Copy Organizational Assignment page will be displayed.



The screenshot shows the SAP 'Copy Organizational assignment' interface. The page is divided into several sections for data entry:

- Personnel Data:** Personnel No: 311, Name: MOHAMAD AMIR WAFI HAJI ARIFFIN, EE group: 1 (Permanent), Pers.area: SA (Prime Minister's Office), EE subgroup: 03 (Division III), \* Start: 01.05.2021, \* to: 31.12.9999.
- Enterprise structure:** CoCode: GOB (Government of Brunei), Pers.area: SA (Prime Minister's Office), Subarea: SA01 (JPM), Cost Ctr: (empty).
- Personnel structure:** EE group: 1 (Permanent), EE subgroup: 03 (Division III), \* Payr.area: GB (Gov. of Brunei), \* Contract: Non Contract.
- Organizational plan:** Percentage: 100.00, Position: 30000875 (SA000115), Demotion Position: (empty).
- Administrator:** Group: GOB, PersAdmin: (empty), Time: (empty).

At the bottom, there is a status bar with a green checkmark, 'Record created', a 'View details' link, and 'Save' and 'Cancel' buttons.

## Copy Organizational Assignment

## Backend User

Department HR Administrator and HR Administrator (JPA)

The screenshot shows the SAP 'Copy Organizational assignment' interface. The top bar includes the SAP logo and navigation icons. Below the header, there are several input fields and sections:

- Personnel No:** 311
- Name:** MOHAMAD AMIR WAFI HAJI ARIFFIN
- EE group:** 1 Permanent
- Pers.area:** SA Prime Minister's Office
- EE subgroup:** 03 Division III
- \* Start:** 01.05.2021
- \* to:** 31.12.9999

Below these are three main sections:

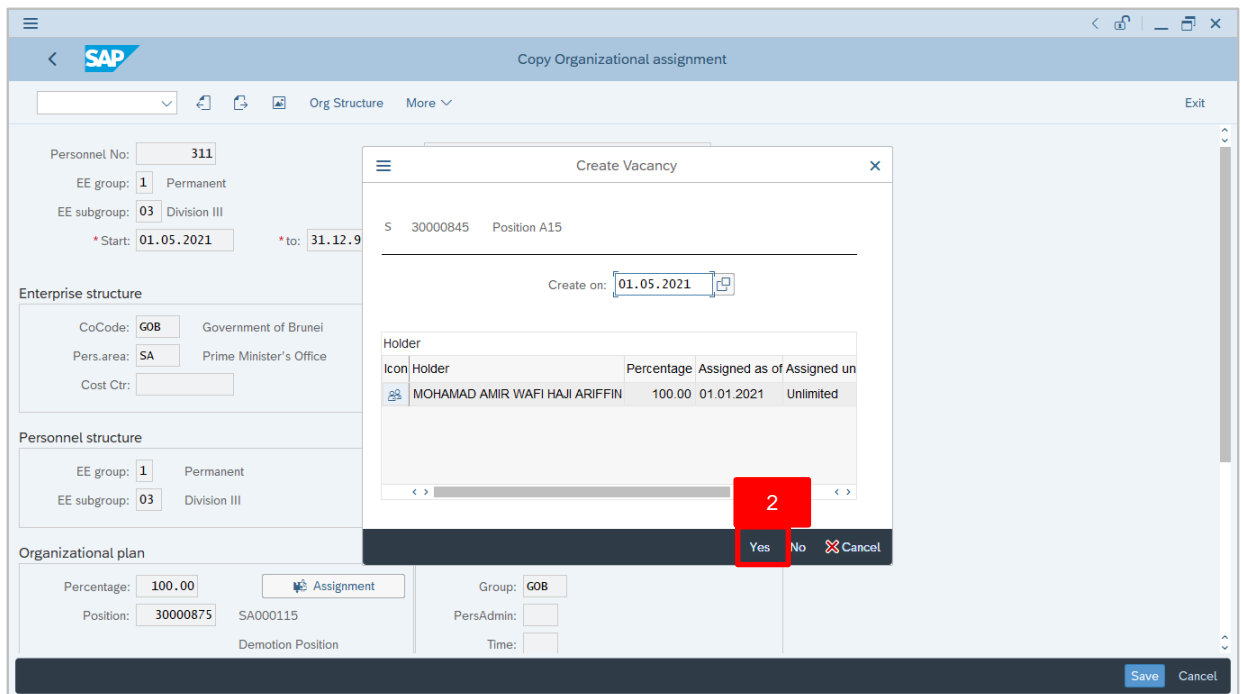
- Enterprise structure:** CoCode: GOB (Government of Brunei), Pers.area: SA (Prime Minister's Office), Subarea: SA01 (JPM), Cost Ctr: (empty).
- Personnel structure:** EE group: 1 (Permanent), EE subgroup: 03 (Division III), \* Payr.area: GB (Gov. of Brunei), \* Contract: Non Contract.
- Organizational plan:** Percentage: 100.00, Position: 30000875, SA000115, Demotion Position. **Administrator:** Group: GOB, PersAdmin: (empty), Time: (empty).

At the bottom, a status bar shows a green checkmark and the text 'Record created View details'. On the right side, there are 'Save' and 'Cancel' buttons.

1. If there are no changes in **Copy Organizational Assignment** page, press **Enter** on the keyboard and click **Save**

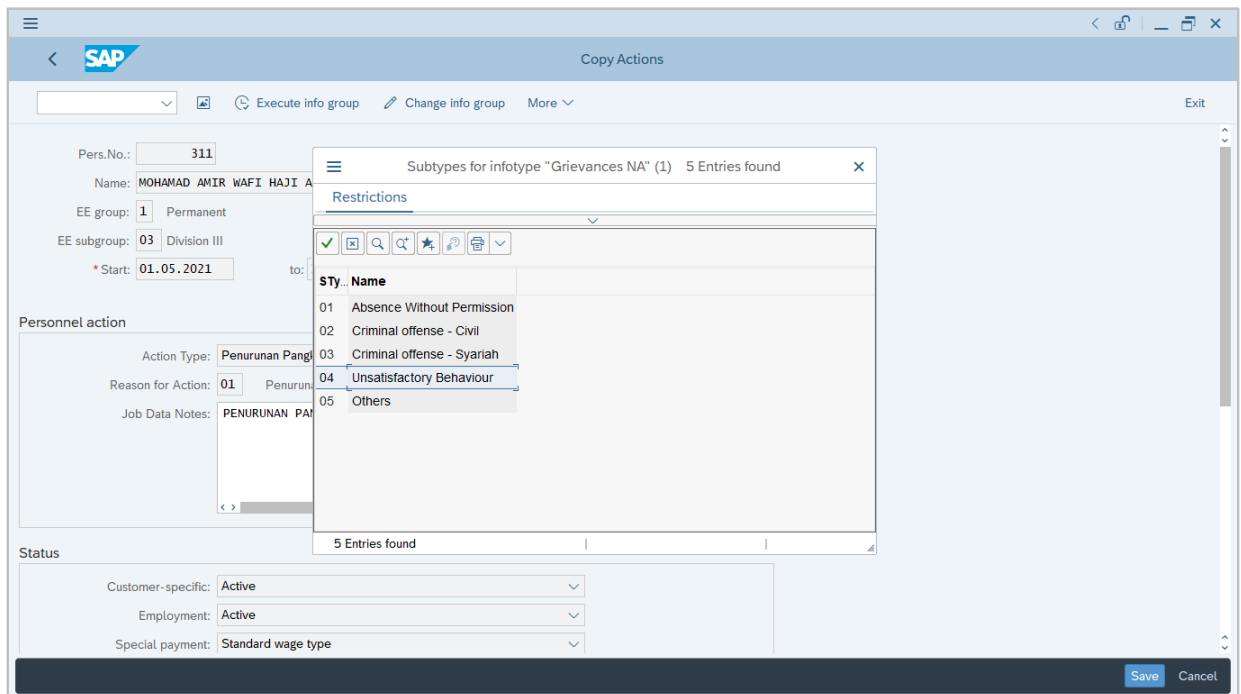
This screenshot shows the same SAP 'Copy Organizational assignment' interface as above, but with a status bar indicating the record is now valid. The status bar at the bottom shows a yellow warning icon and the text 'Record valid from 01.01.2021 to 31.12.9999 delimited at end View details'. A red box with the number '1' highlights the 'Save' button in the bottom right corner.

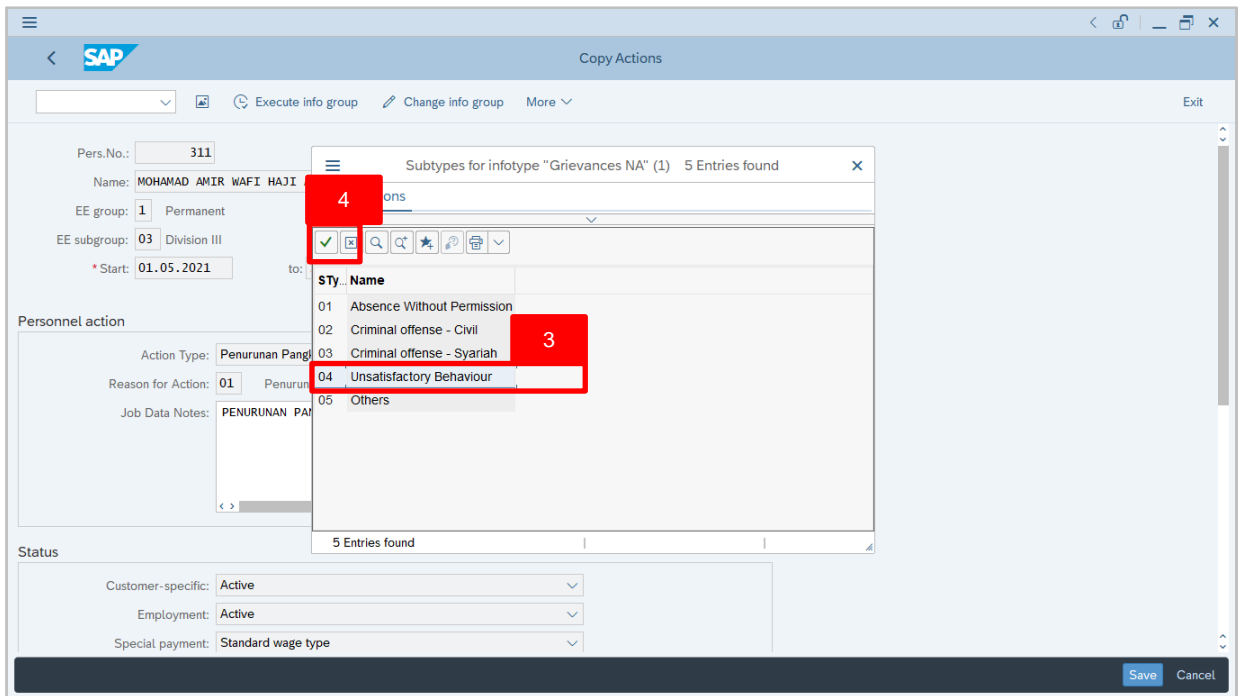
The **Create Vacancy** will be displayed.



2. The personnel is promoted to another position, click **Yes** to create vacancy.

The **Subtypes for infotype “Grievances NA” (1)** will appear.

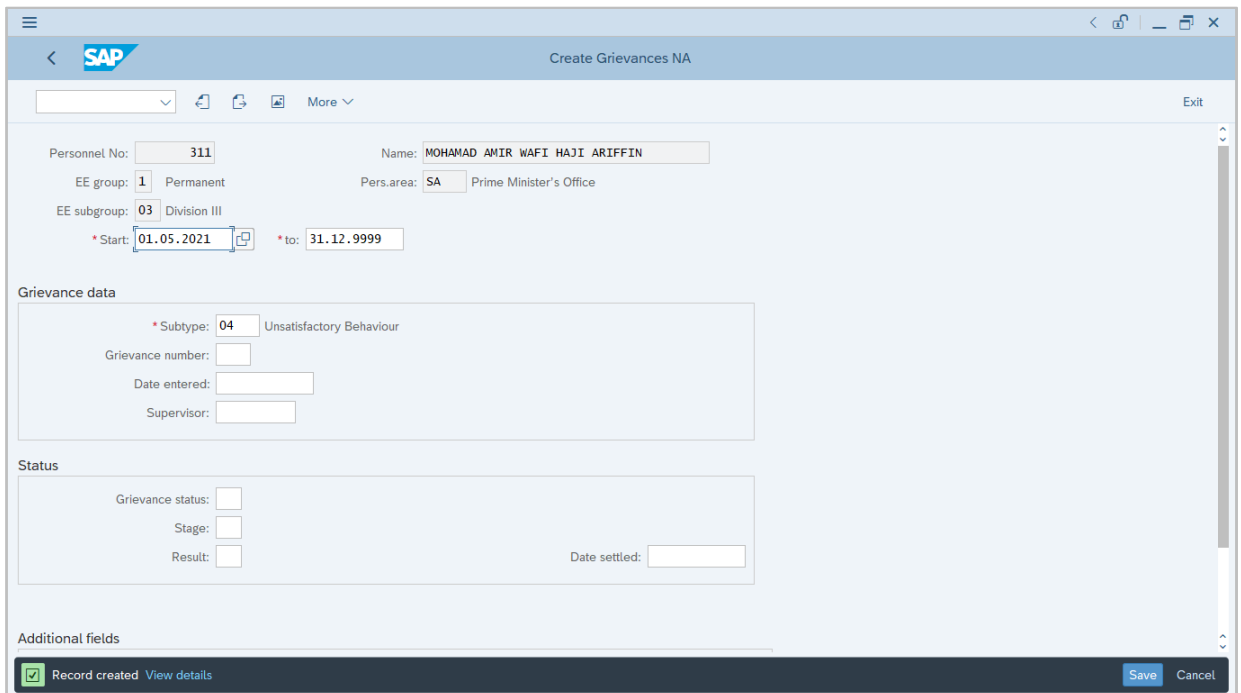




3. Select **04 Unsatisfactory Behaviour**.

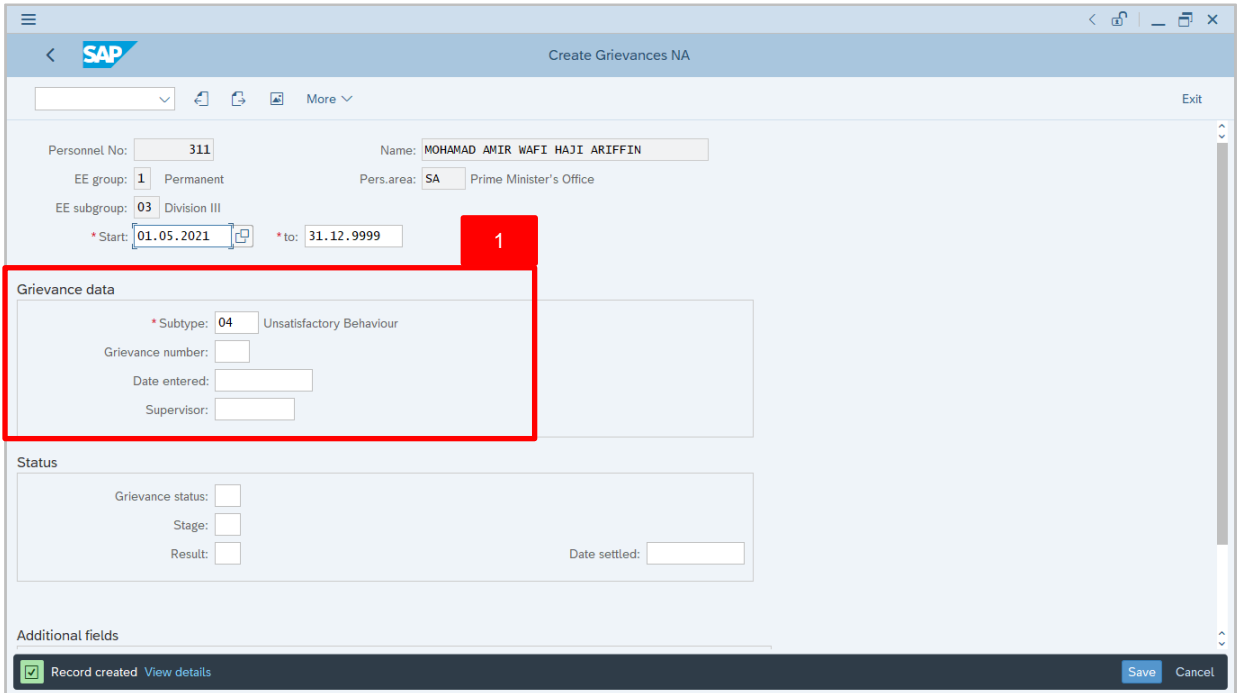
4. Click on  icon.

5. The **Create Grievances NA** page will be displayed.





<b>Create Grievances NA</b>	<b>Backend User</b>
Department HR Administrator and HR Administrator (JPA)	

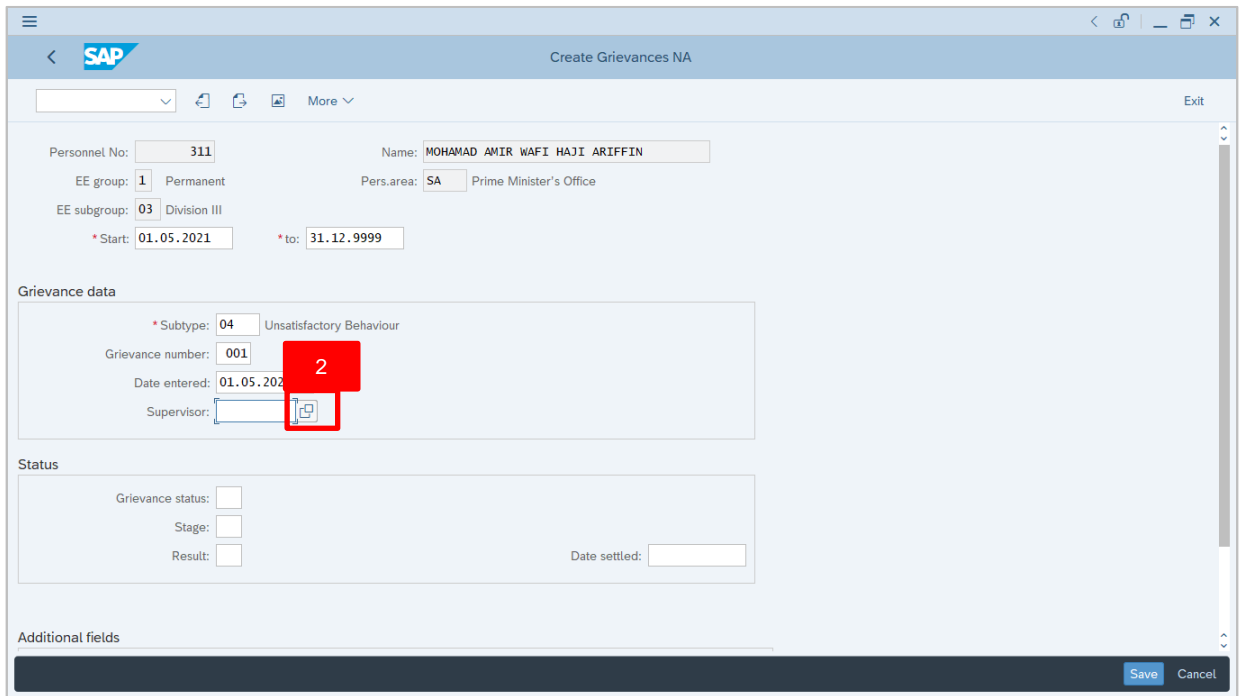


1. In **Create Grievances NA** page, under **Grievance data** section, enter details in the related fields as per example below:


Sub Section	Field	Mandatory (?)	Example
Grievance data	Subtype	✓	Grievance subtype; 04 Unsatisfactory Behaviour
	Grievance number	×	Number of Grievance; 001
	Date entered	×	Date of Grievance entered; 01.05.2021
	Supervisor	×	Personnel/Supervisor who handles the case

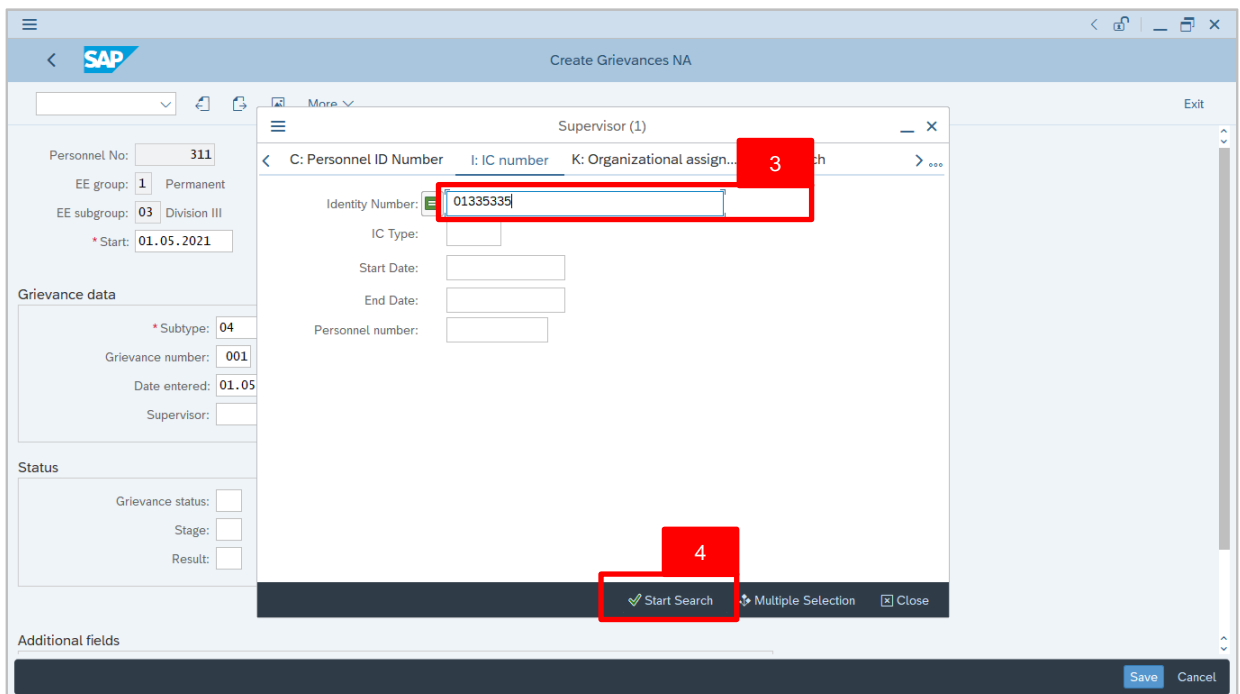
**Note:**

- User may edit the Grievance information such as the Grievance end date, its result and date settled via Grievance Infotype in **Maintain HR Master (PA30)** page.



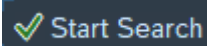
The screenshot shows the SAP 'Create Grievances NA' form. The 'Personnel No.' is 311, Name is MOHAMAD AMIR WAFI HAJI ARIFFIN, EE group is 1 (Permanent), Pers.area is SA (Prime Minister's Office), and EE subgroup is 03 (Division III). The start date is 01.05.2021 and the end date is 31.12.9999. In the 'Grievance data' section, the subtype is 04 (Unsatisfactory Behaviour), grievance number is 001, and the date entered is 01.05.2021. A red box with the number '2' highlights the 'Supervisor' field, which has a selection icon next to it.

2. Under **Grievance data** section, click on  icon for Supervisor.



The screenshot shows the 'Supervisor (1)' selection dialog box. The 'Identity Number' field is highlighted with a red box and contains the value '01335335'. A red box with the number '3' is placed over the search bar area. At the bottom of the dialog, a red box with the number '4' highlights the 'Start Search' button.

3. Enter the Supervisor IC number.

4. Click 

Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN  
EE group: 1 Permanent Pers.area: SA Prime Minister's Office  
EE subgroup: 03 Division III  
\* Start: 01.05.2021 \* to: 31.12.9999

Grievance data  
\* Subtype: 04 Unsatisfactory Behaviour  
Grievance number: 001  
Date entered: 01.05.2021  
Supervisor:

Status  
Grievance status:   
Stage:   
Result:   
Date settled:

ID Numb	IC	Start Date	End Date	PersNo
01335335	01	01.01.2021	31.12.9999	00000335

Select the searched Supervisor.

5. Click on icon.

Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN  
EE group: 1 Permanent Pers.area: SA Prime Minister's Office  
EE subgroup: 03 Division III  
\* Start: 01.05.2021 \* to: 31.12.9999

Grievance data  
\* Subtype: 04 Unsatisfactory Behaviour  
Grievance number: 001  
Date entered: 01.05.2021  
Supervisor: 00000335

Status  
Grievance status:   
Stage:   
Result:   
Date settled:

7. Under **Status** section, click on icon for Grievance status.

Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN  
EE group: 1 Permanent Pers.area: SA Prime Minister's Office  
EE subgroup: 03 Division III  
\* Start: 01.05.2021 \* to: 31.12.9999

Grievance data  
\* Subtype: 04 Unsatisfactory Behaviour  
Grievance number: 001  
Date entered: 01.05.2021  
Supervisor: 00000335

Status  
Grievance status:   
Stage:   
Result:

Additional fields


Save Cancel

8. Select the Grievance status.

9. Click on  icon.


Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN  
EE group: 1 Permanent Pers.area: SA Prime Minister's Office  
EE subgroup: 03 Division III  
\* Start: 01.05.2021 \* to: 31.12.9999

Grievance data  
\* Subtype: 04 Unsatisfactory Behaviour  
Grievance number: 001  
Date entered: 01.05.2021  
Supervisor: 00000335

Status  
Grievance status: 02  
Stage:  10  
Result:   
Date settled:

Additional fields

Save Cancel

10. Under **Status** section, click on  icon for Stage. This is the case management level.

The screenshot shows the SAP GUI 'Create Grievances NA' interface. The main form contains the following data:

- Personnel No: 311
- Name: MOHAMAD AMIR WAFI HAJI ARIFFIN
- EE group: 1 Permanent
- Pers.area: SA Prime Minister's Office
- EE subgroup: 03 Division III
- \* Start: 01.05.2021
- \* to: 31.12.9999

The 'Grievance data' section includes:

- \* Subtype: 04 Unsatisfactory Behaviour
- Grievance number: 001
- Date entered: 01.05.2021
- Supervisor: 00000335

The 'Status' section includes:

- Grievance status: 02
- Stage: (empty)
- Result: (empty)

A dropdown menu is open, showing a list of grievance stages:

Gl	Description
01	Supervisor
02	Review board
03	Management
04	Arbitration board

The '01 Supervisor' option is highlighted with a red box labeled '11'. A green checkmark icon is also highlighted with a red box labeled '12'.

11. Select the Grievance stage.

12. Click on icon.

The screenshot shows the same SAP GUI 'Create Grievances NA' interface as above, but with the 'Date settled' field in the 'Status' section highlighted with a red box labeled '13'.


The 'Status' section now includes:

- Grievance status: 02
- Stage: 01
- Result: (empty)
- Date settled: (empty)

13. Under **Status** section, user may enter the Grievance Date settled. The field can be updated using Grievance Infotype in **Maintain HR Master (PA30)** page.

Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN  
EE group: 1 Permanent Pers.area: SA Prime Minister's Office  
EE subgroup: 03 Division III  
\* Start: 01.05.2021 \* to: 31.12.9999

Grievance data  
\* Subtype: 04 Unsatisfactory Behaviour  
Grievance number: 001  
Date entered: 01.05.2021  
Supervisor: 00000335


Status  
Grievance status:   
Stage:   
Result:  Date settled:   
Additional fields

Save Cancel

14. Under **Status** section, click on  icon for Result. This is the case result.

Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN  
EE group: 1 Permanent  
EE subgroup: 03 Division III  
\* Start: 01.05.2021

Grievance data  
\* Subtype: 04  
Grievance number: 001  
Date entered: 01.05.2021  
Supervisor: 00000335

Status  
Grievance status: 02  
Stage: 01  
Result: 

Additional fields

Save Cancel


Grievance result (1) 7 Entries found

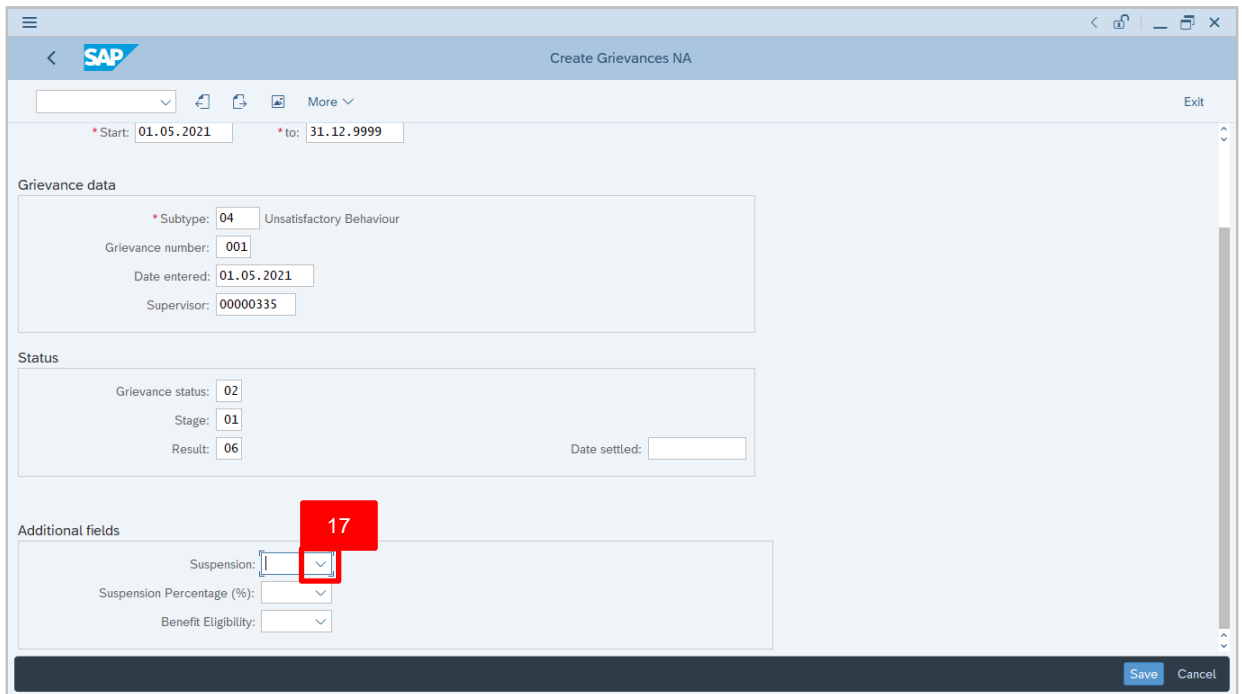
Restrictions

Level type: R

GL	Description
01	Verbal counselling
02	Written warning
03	Disciplinary hearing
04	Short-term suspen.
05	Displ.transfer
06	Demotion
07	Dismissal

15. Select the Grievance result.

16. Click on  icon.



SAP Create Grievances NA

\* Start: 01.05.2021 \* to: 31.12.9999

Grievance data

\* Subtype: 04 Unsatisfactory Behaviour

Grievance number: 001

Date entered: 01.05.2021

Supervisor: 00000335

Status

Grievance status: 02

Stage: 01

Result: 06

Date settled:

Additional fields

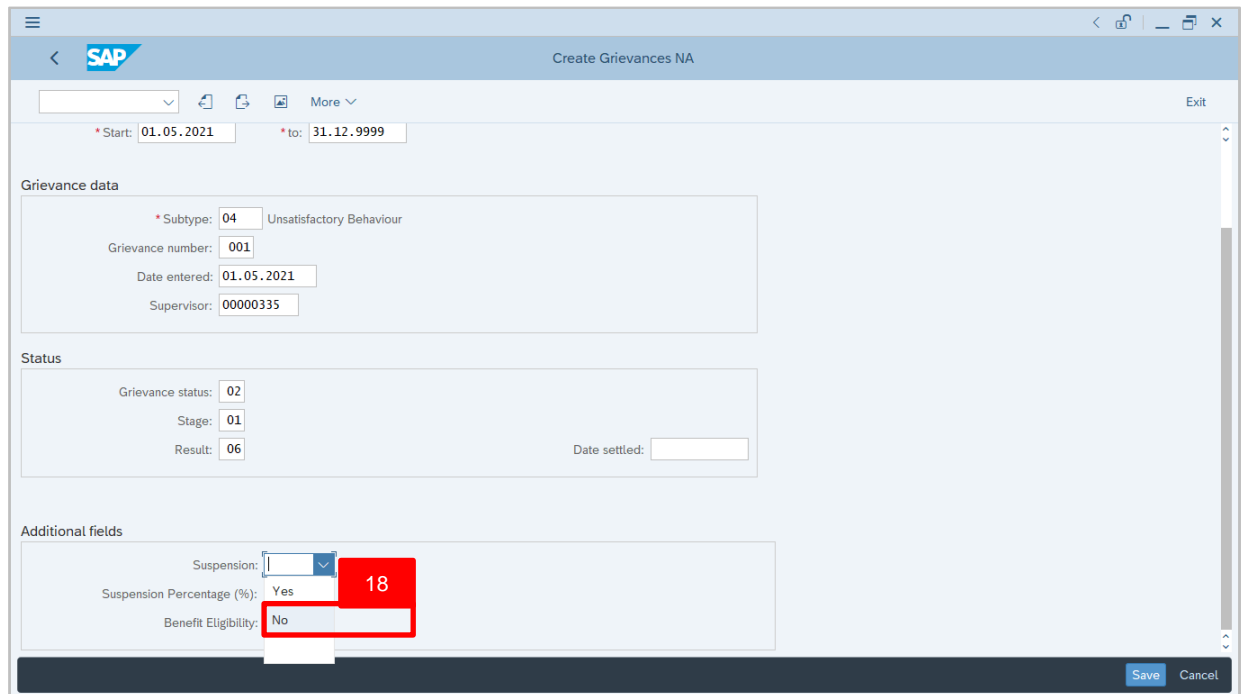
Suspension:  (highlighted with red box 17)

Suspension Percentage (%):

Benefit Eligibility:

Save Cancel

17. Scroll down the page, under **Additional fields** section, click on  for Suspension.



SAP Create Grievances NA

\* Start: 01.05.2021 \* to: 31.12.9999

Grievance data

\* Subtype: 04 Unsatisfactory Behaviour

Grievance number: 001

Date entered: 01.05.2021

Supervisor: 00000335

Status

Grievance status: 02

Stage: 01

Result: 06

Date settled:

Additional fields

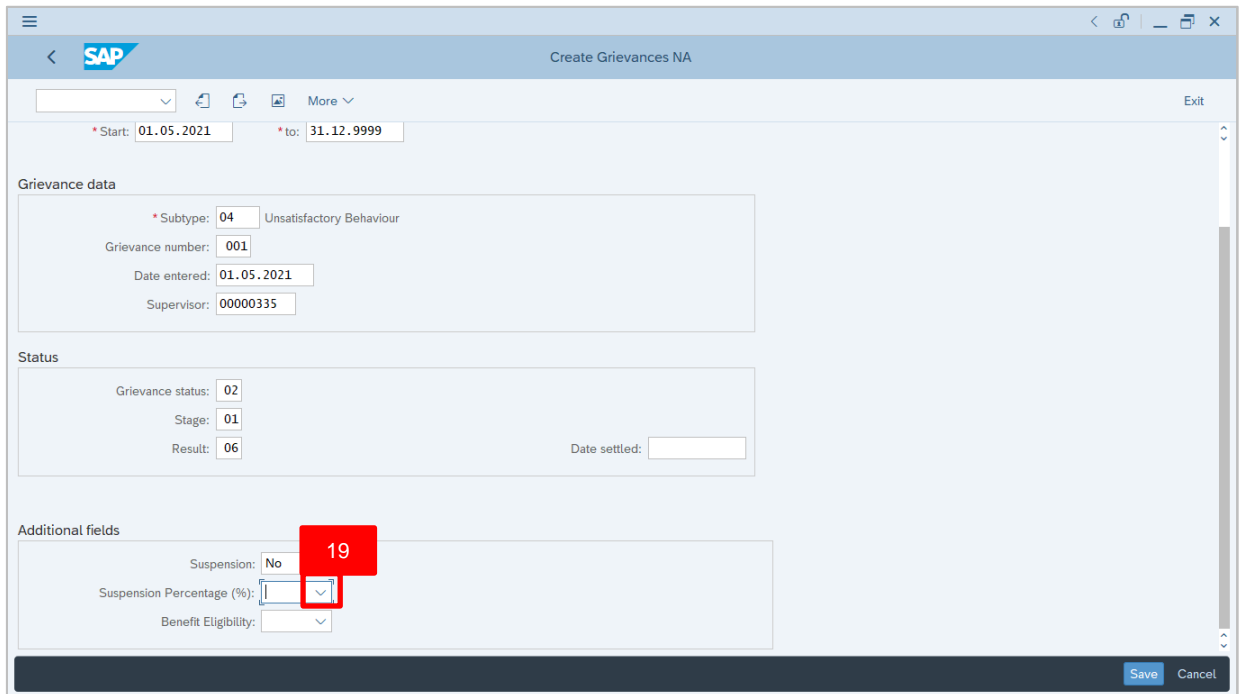
Suspension:

Suspension Percentage (%): Yes (highlighted with red box 18)

Benefit Eligibility: No (highlighted with red box 18)


Save Cancel

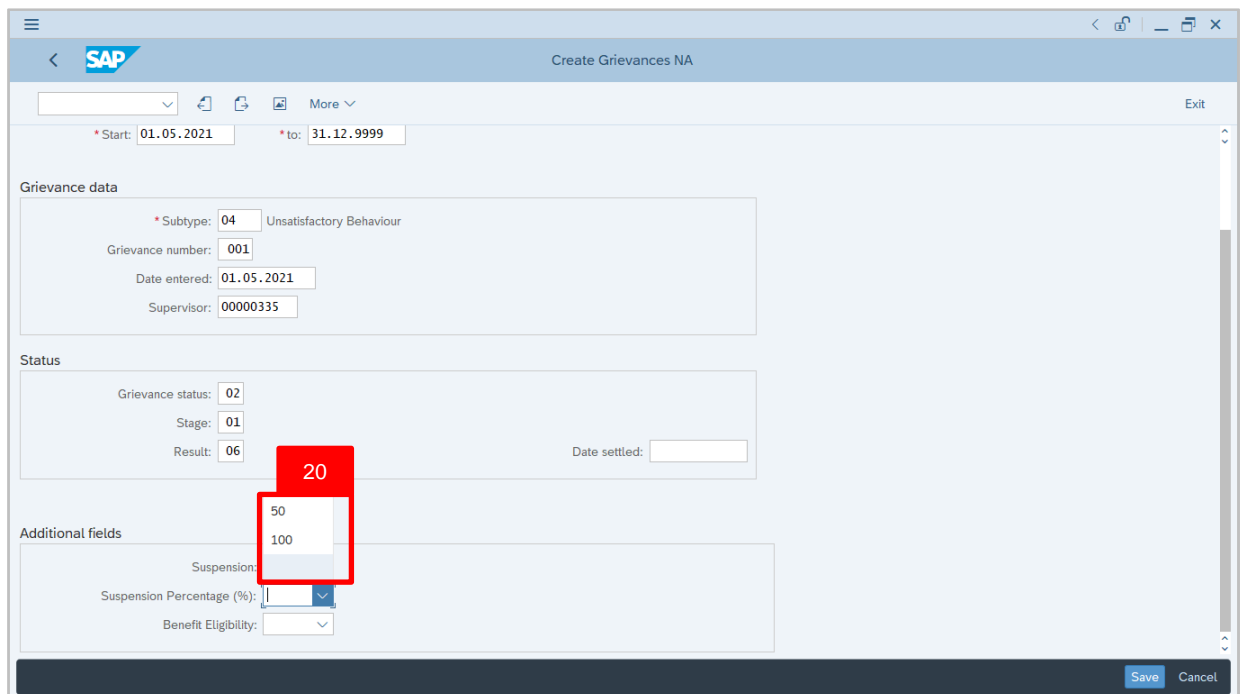
18. Select No if personnel is not suspended. Select Yes if otherwise.



The screenshot shows the SAP 'Create Grievances NA' form. The 'Additional fields' section contains the following data:

Suspension:	No
Suspension Percentage (%):	[Dropdown arrow]
Benefit Eligibility:	[Dropdown arrow]

19. Under **Additional fields** section, click on  for Suspension Percentage (%).

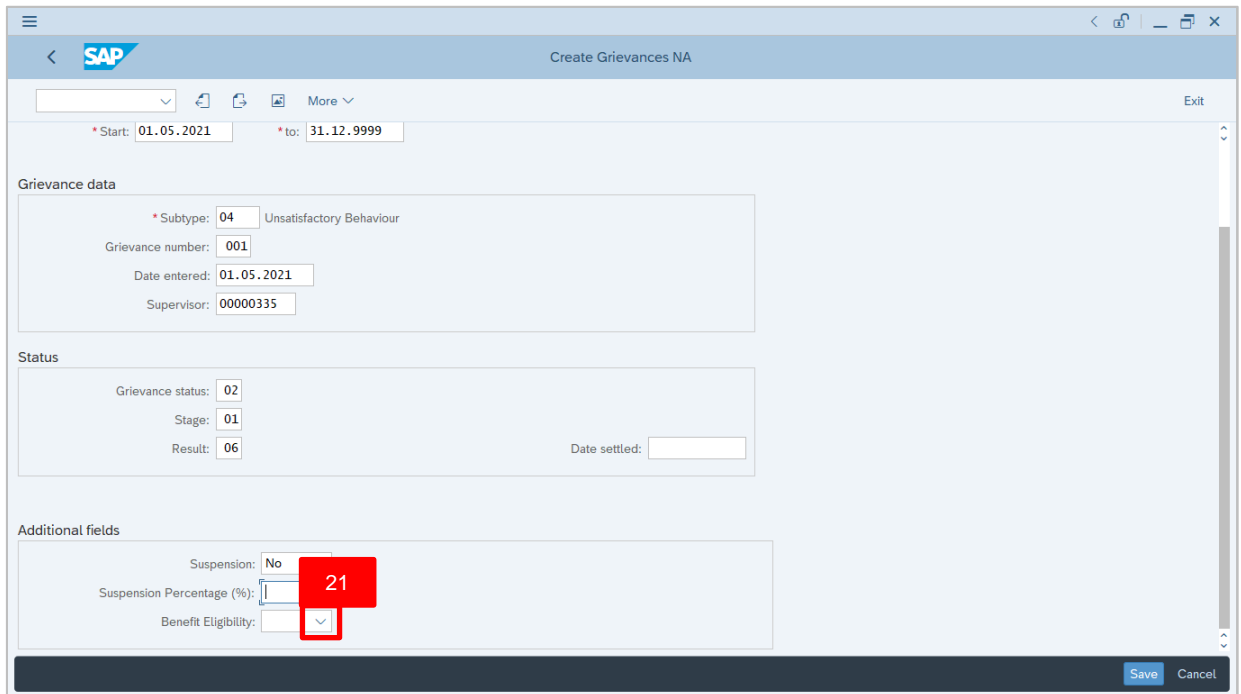


The screenshot shows the SAP 'Create Grievances NA' form. The 'Additional fields' section shows the 'Suspension Percentage (%)' dropdown menu open, with the following options:

50
100

20. Select the Suspension Percentage (%). User may leave this field empty if there is no Suspension Percentage for the Grievance.





SAP Create Grievances NA

\* Start: 01.05.2021 \* to: 31.12.9999

Grievance data

\* Subtype: 04 Unsatisfactory Behaviour

Grievance number: 001

Date entered: 01.05.2021

Supervisor: 00000335

Status

Grievance status: 02

Stage: 01

Result: 06

Date settled:

Additional fields

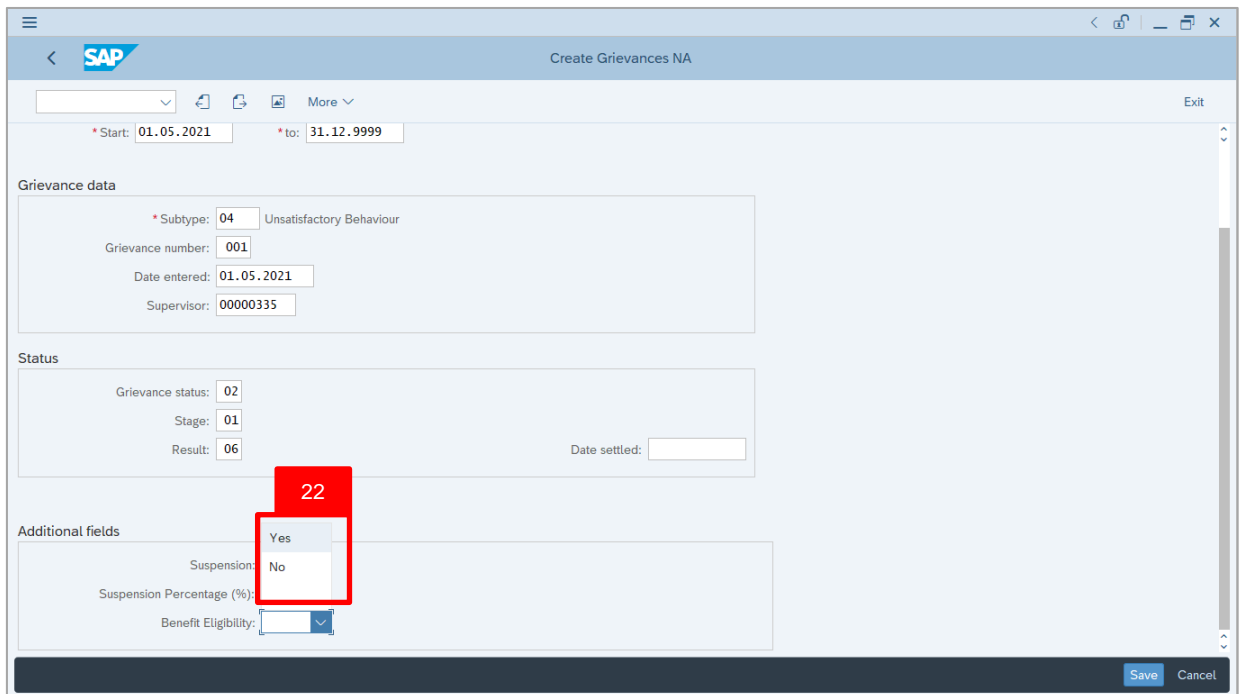
Suspension: No

Suspension Percentage (%):

Benefit Eligibility:  **21**

Save Cancel

21. Under **Additional fields** section, click on  for Benefit Eligibility.



SAP Create Grievances NA

\* Start: 01.05.2021 \* to: 31.12.9999

Grievance data

\* Subtype: 04 Unsatisfactory Behaviour

Grievance number: 001

Date entered: 01.05.2021

Supervisor: 00000335

Status

Grievance status: 02

Stage: 01

Result: 06

Date settled:

Additional fields

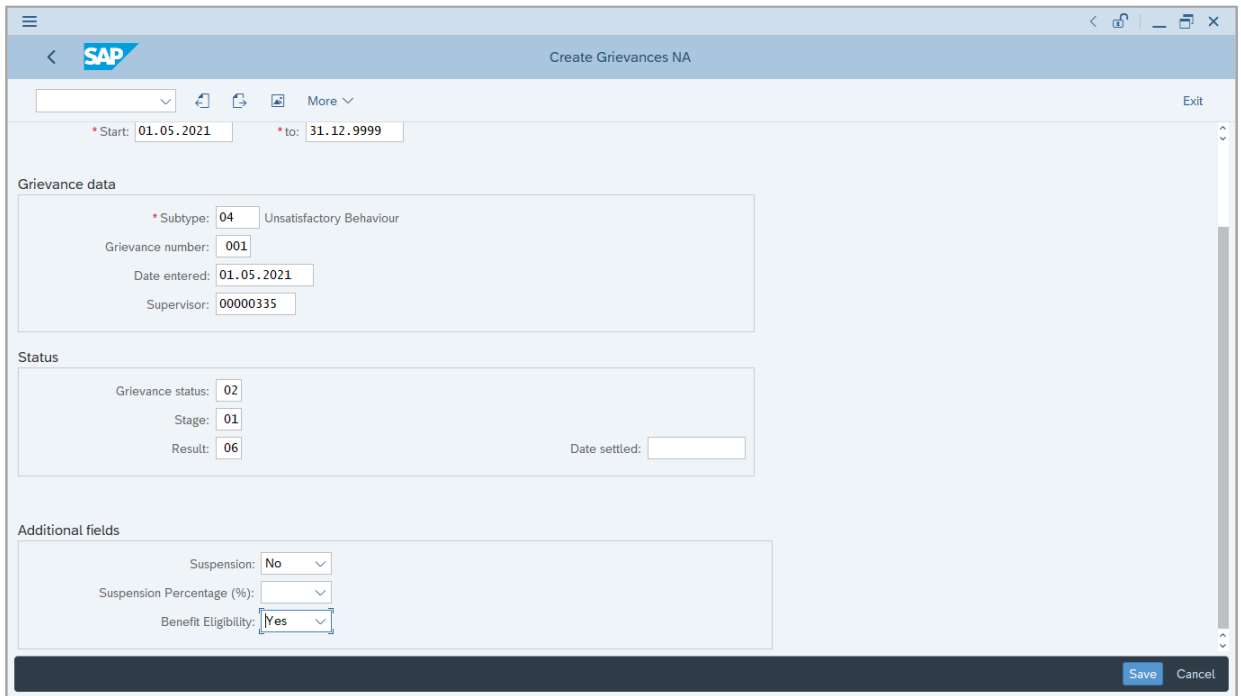
Suspension: No

Suspension Percentage (%):

Benefit Eligibility:  **22**

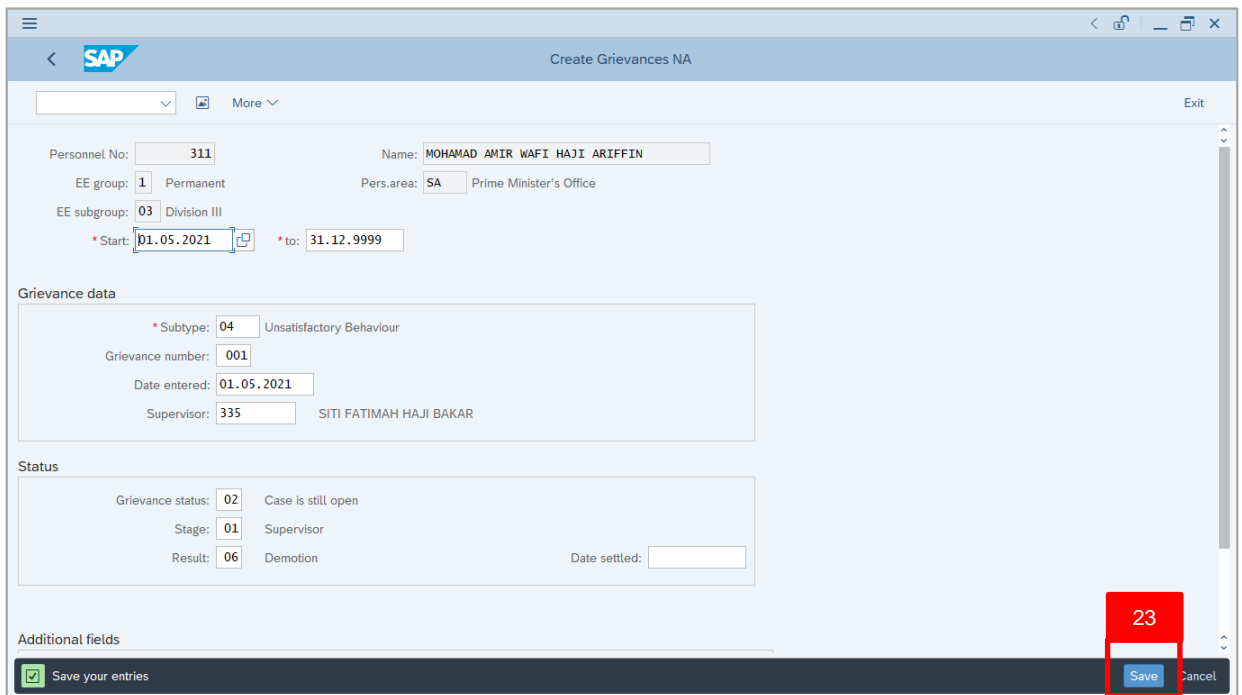
Save Cancel

22. Select No if the personnel is not eligible for Benefits. Select Yes if otherwise.



## Note:

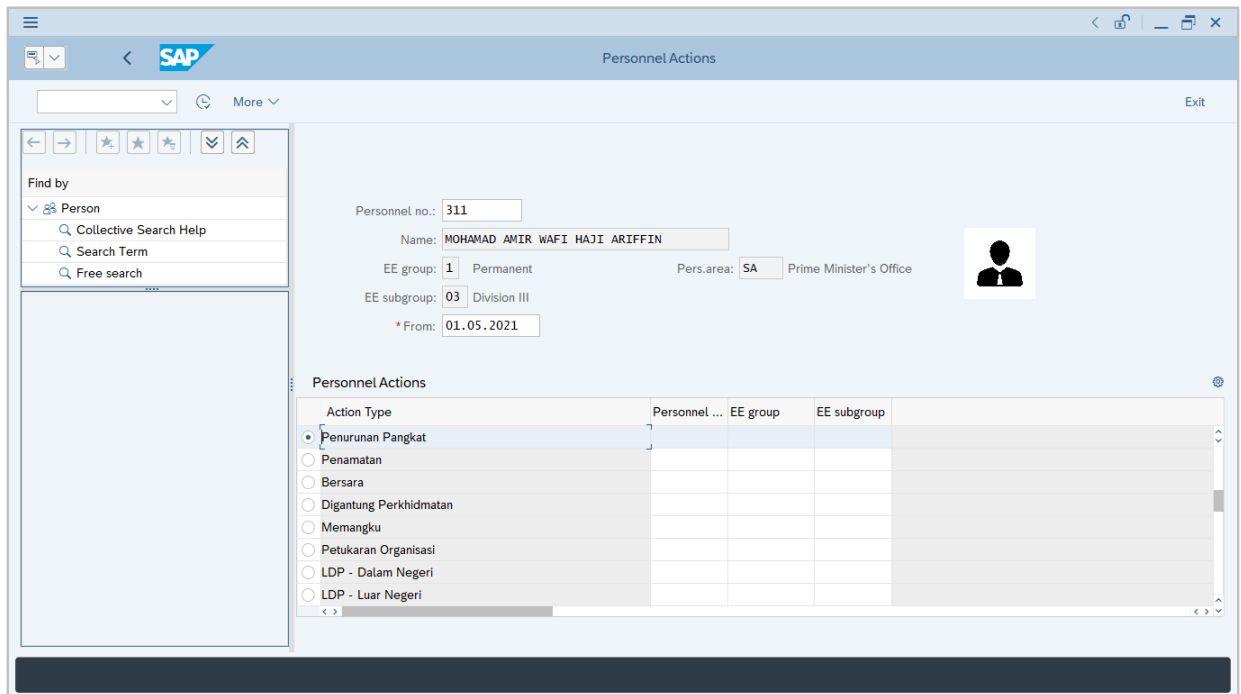
- User may edit the Grievance information such as the Grievance end date, its result and date settled via Grievance Infotype in **Maintain HR Master (PA30)** page.



23. Press **Enter** on the keyboard and click 

Outcome: Record is created.

The **Personnel Actions (PA40)** page will be displayed.



The screenshot shows the SAP Personnel Actions (PA40) interface. The top bar displays the SAP logo and the title 'Personnel Actions'. Below the top bar, there is a search area with a search icon and a 'More' dropdown. On the left side, there is a 'Find by' section with a search icon and a 'Person' dropdown. Below this, there are three search options: 'Collective Search Help', 'Search Term', and 'Free search'. The main area of the interface displays the following information:

- Personnel no.: 311
- Name: MOHAMAD AMIR WAFI HAJI ARIFFIN
- EE group: 1 Permanent
- Pers.area: SA Prime Minister's Office
- EE subgroup: 03 Division III
- \* From: 01.05.2021

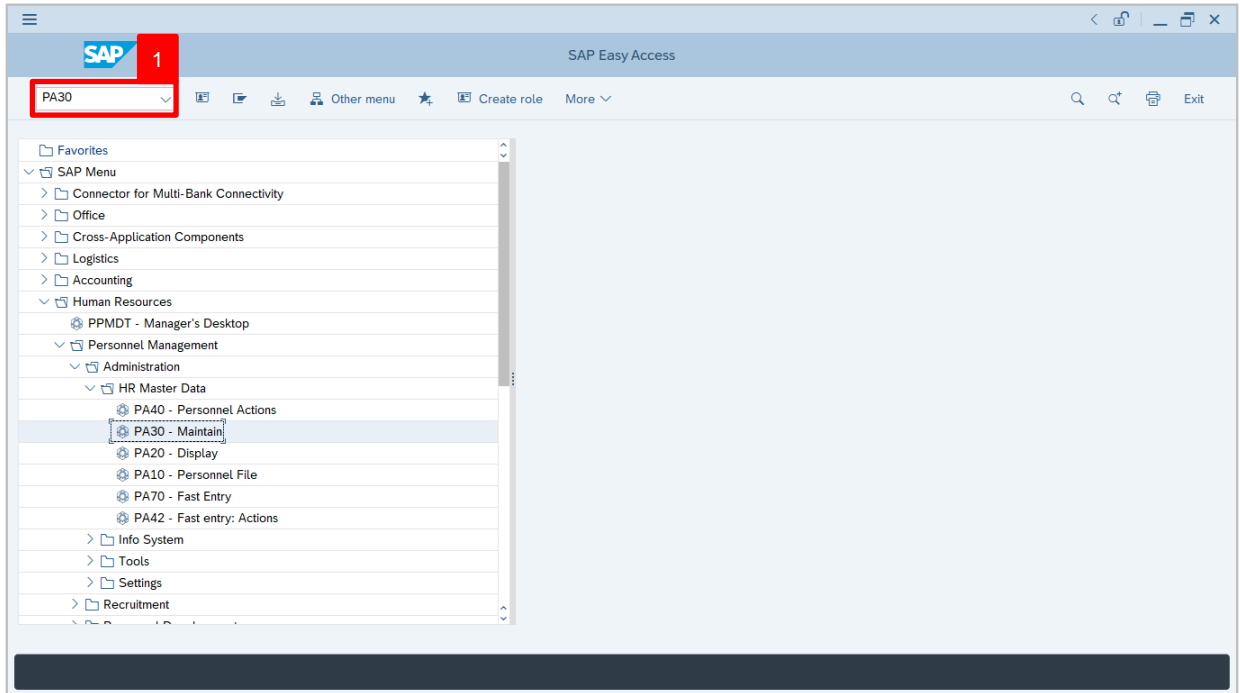
Below this information, there is a table titled 'Personnel Actions' with the following columns: Action Type, Personnel ..., EE group, and EE subgroup. The table contains the following data:

Action Type	Personnel ...	EE group	EE subgroup
<input checked="" type="radio"/> Penurunan Pangkat			
<input type="radio"/> Penamatan			
<input type="radio"/> Bersara			
<input type="radio"/> Digantung Perkhidmatan			
<input type="radio"/> Memangku			
<input type="radio"/> Petukaran Organisasi			
<input type="radio"/> LDP - Dalam Negeri			
<input type="radio"/> LDP - Luar Negeri			

View Action Overview

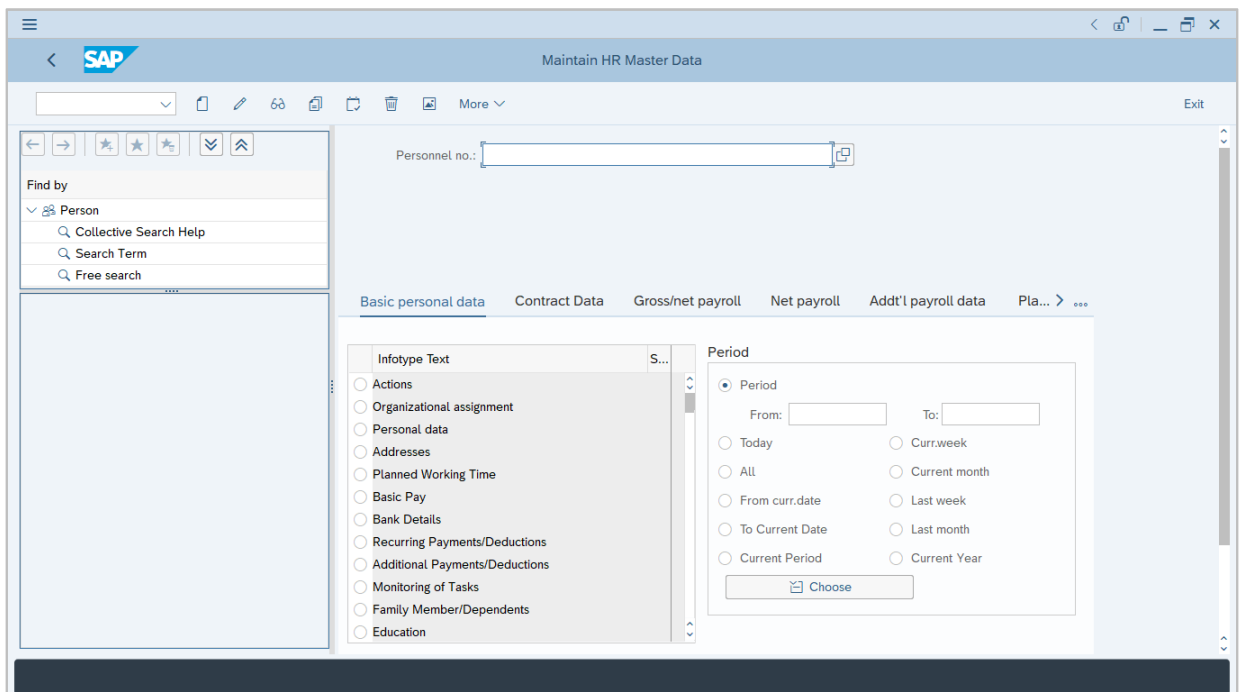
Back End User

Department HR Administrator and HR Administrator (JPA)



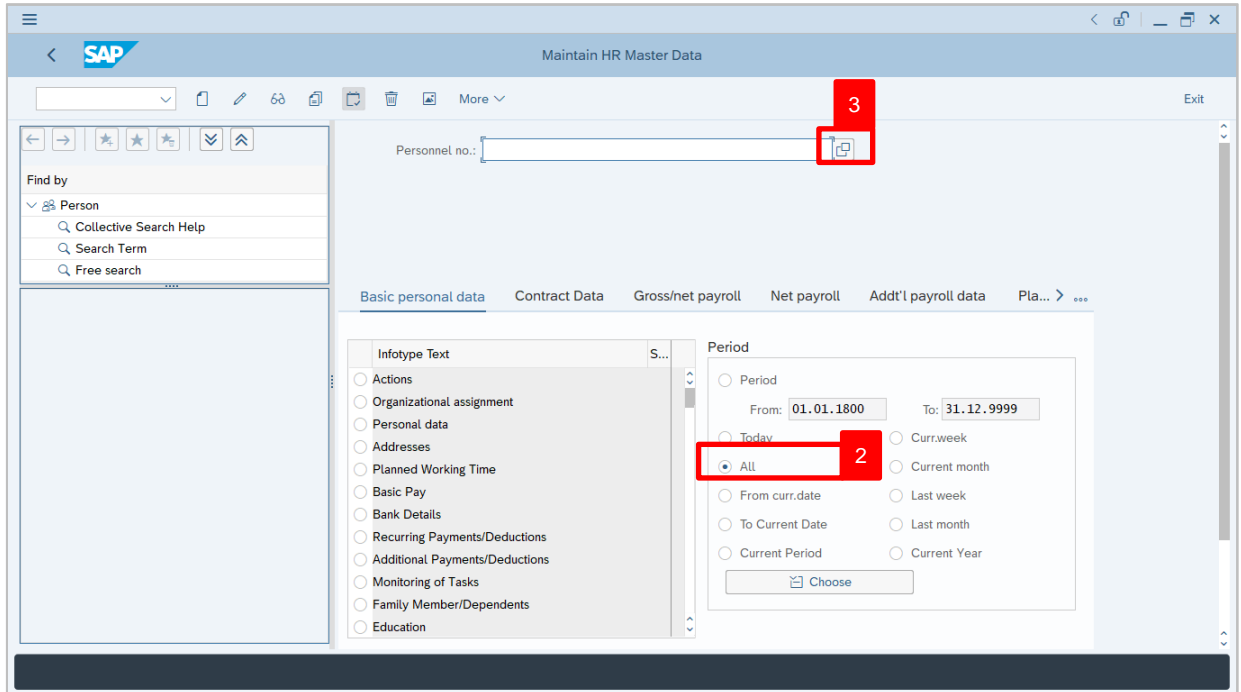
1. Navigate to **Maintain HR Master Data** page by entering transaction code, **PA30** in the Search Bar and press **Enter** button on the keyboard.

The **Maintain HR Master Data (PA30)** page will be displayed.



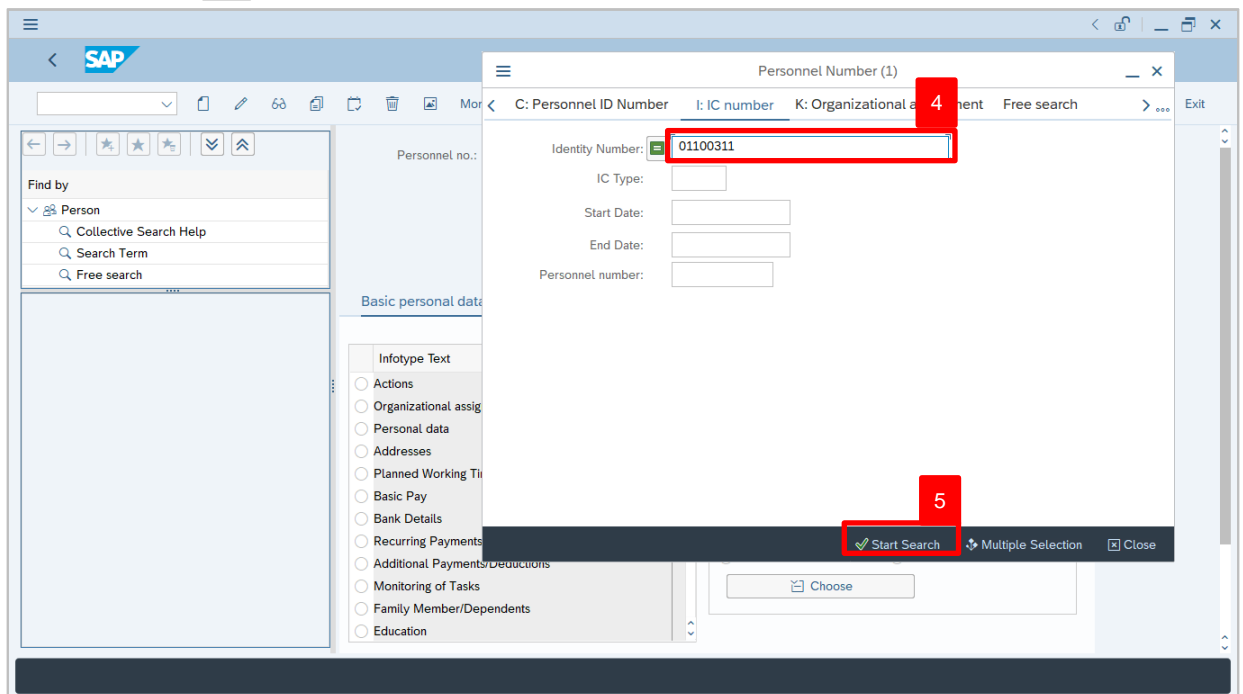
## Note:


- Click on **SAP Menu > Human Resources > Personnel Management > Administration > HR Master Data > PA30 – Maintain**
- User may search for the personnel using their IC number via the Lookup icon.

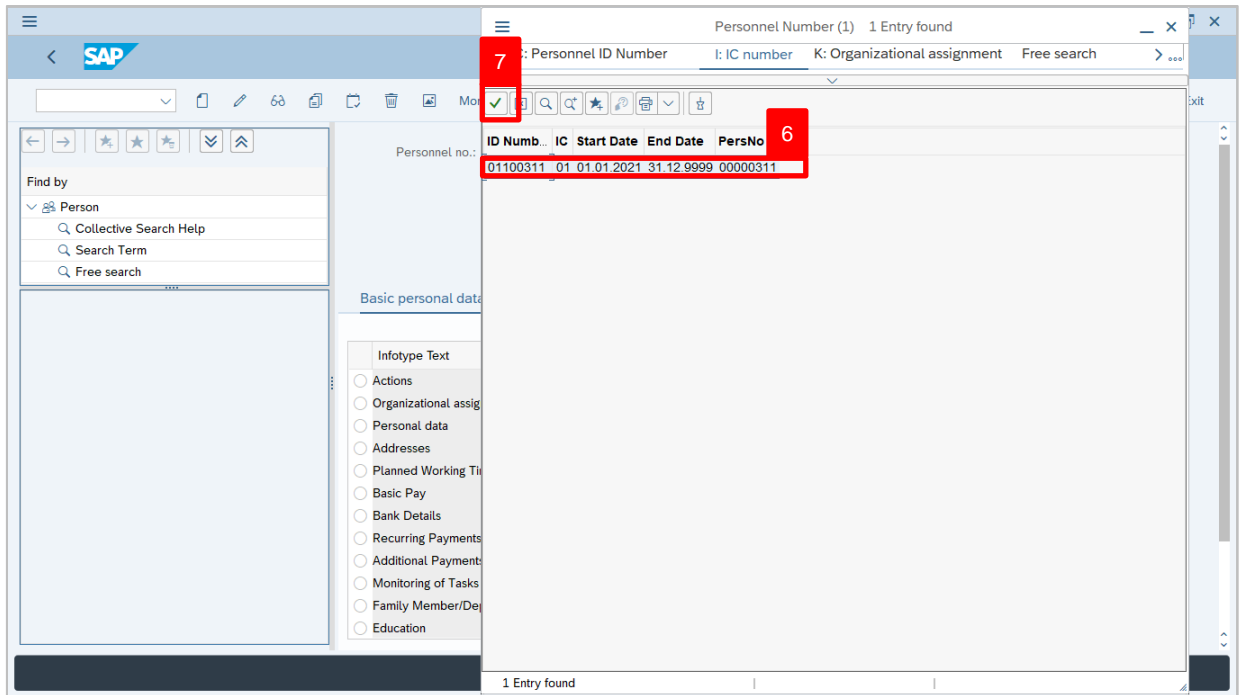



2. Under **Period** section, click on  and select **All**  
 All data within this timeframe (From **01.01.1800** to **31.12.9999**) will be available.

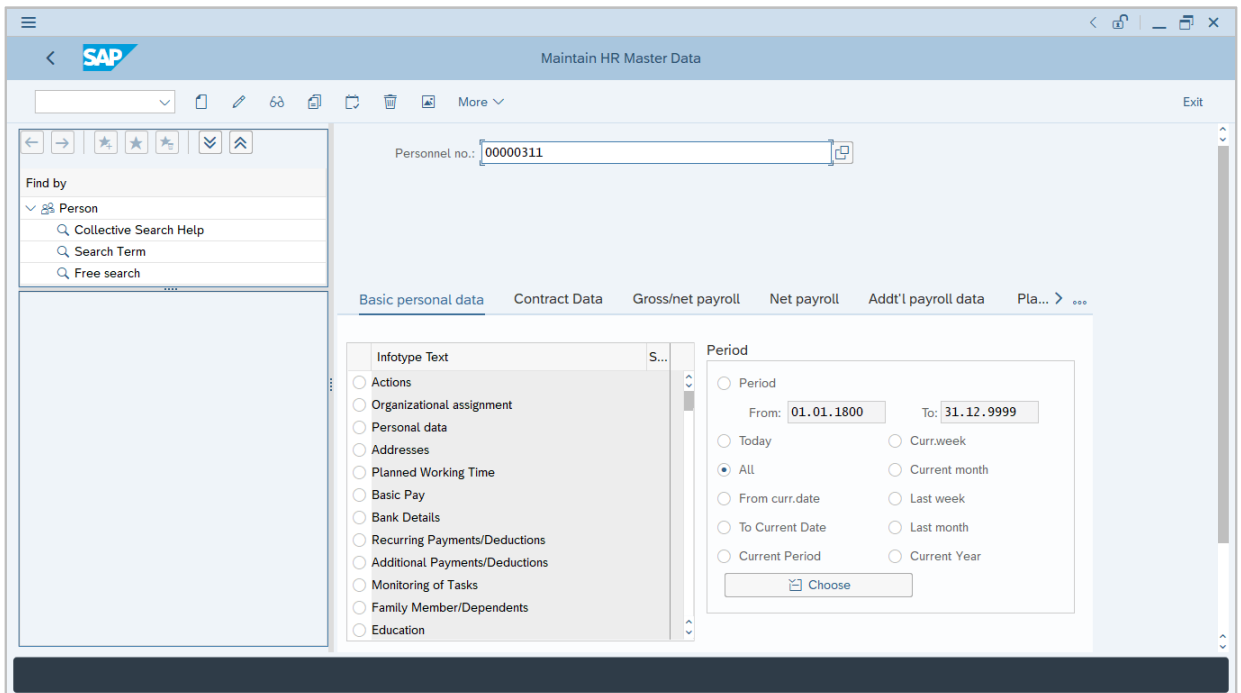
3. Click on  icon for Personnel No.



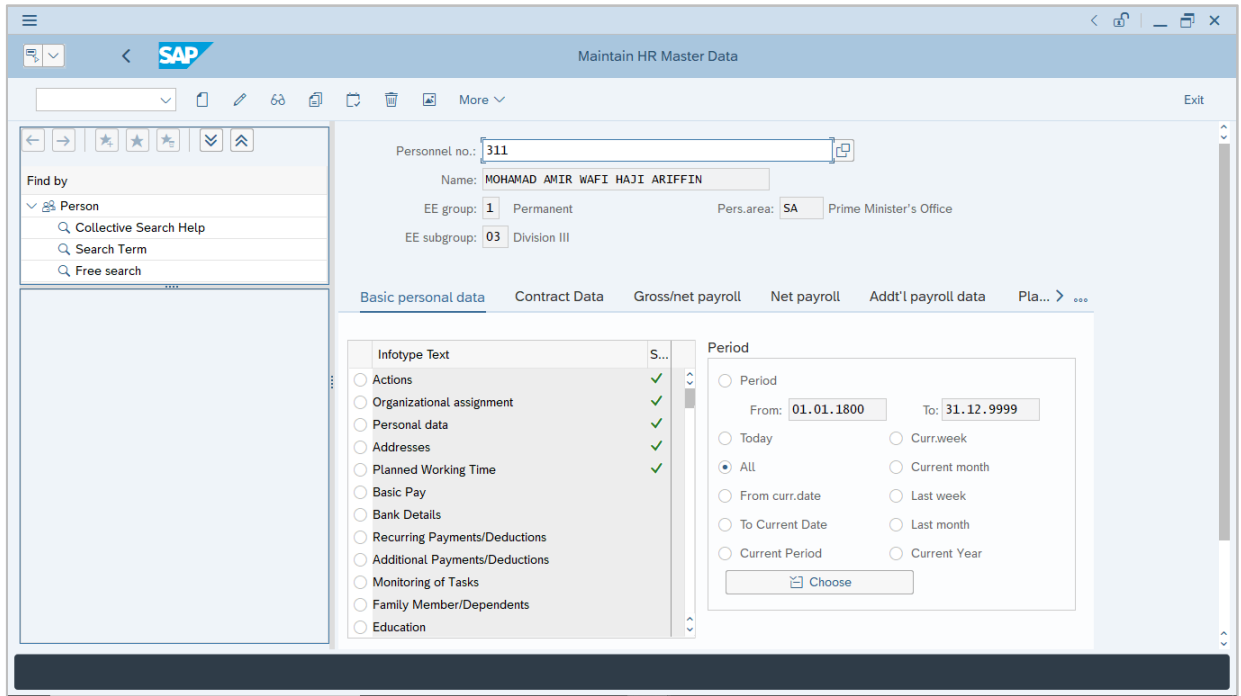
4. Enter the personnel IC Number.
5. Click on  icon.



6. Select the searched personnel.
7. Click on  icon.

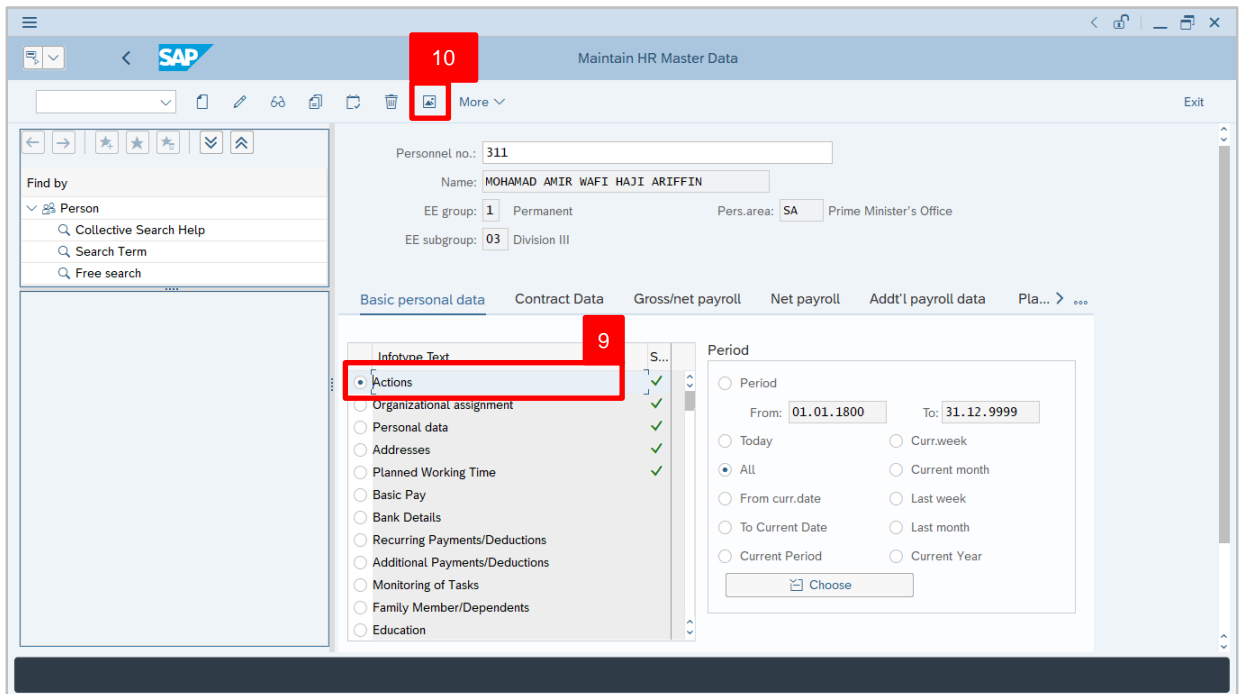



8. Press **Enter** button on the keyboard.




## Note:

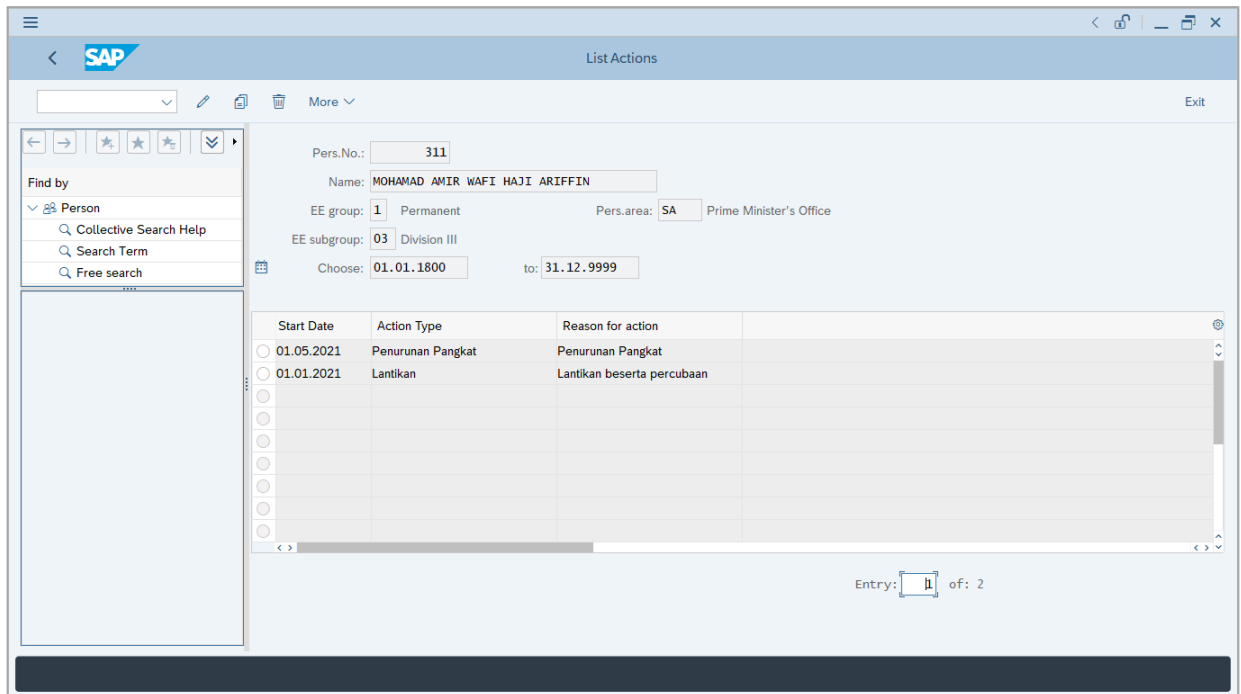
- The personnel information will be displayed.



9. Under **Basic personal data**, click on  and select **Actions**

10. Click on  icon.

The **List Actions** page will be displayed.



The screenshot shows the SAP List Actions page for a specific employee. The interface includes a search sidebar on the left, a header with the SAP logo and 'List Actions' title, and a main content area with search filters and a data table.

**Search Filters:**

- Pers.No.: 311
- Name: MOHAMAD AMIR WAFI HAJI ARIFFIN
- EE group: 1 Permanent
- Pers.area: SA Prime Minister's Office
- EE subgroup: 03 Division III
- Choose: 01.01.1800 to: 31.12.9999

**Data Table:**

Start Date	Action Type	Reason for action
<input type="radio"/> 01.05.2021	Penurunan Pangkat	Penurunan Pangkat
<input type="radio"/> 01.01.2021	Lantikan	Lantikan beserta percubaan
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		

Entry: 1 of: 2

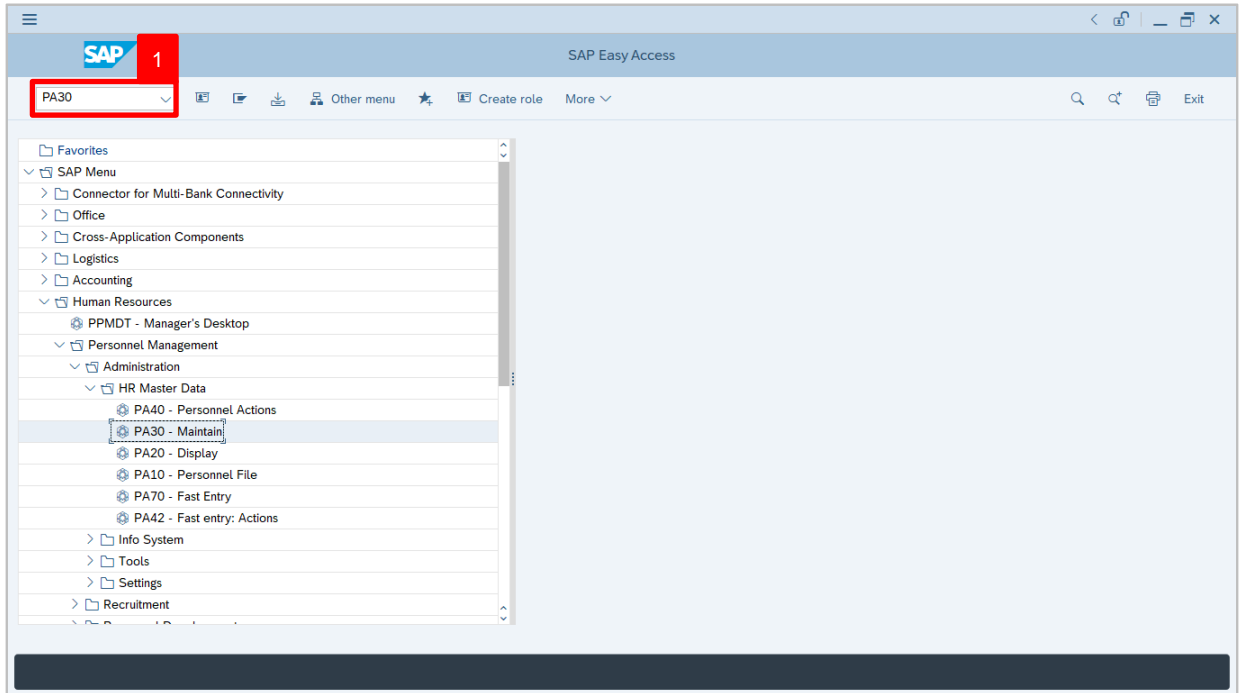
User can view the personnel actions in this page.



**Maintain Grievances  
NA Infotype in PA30**

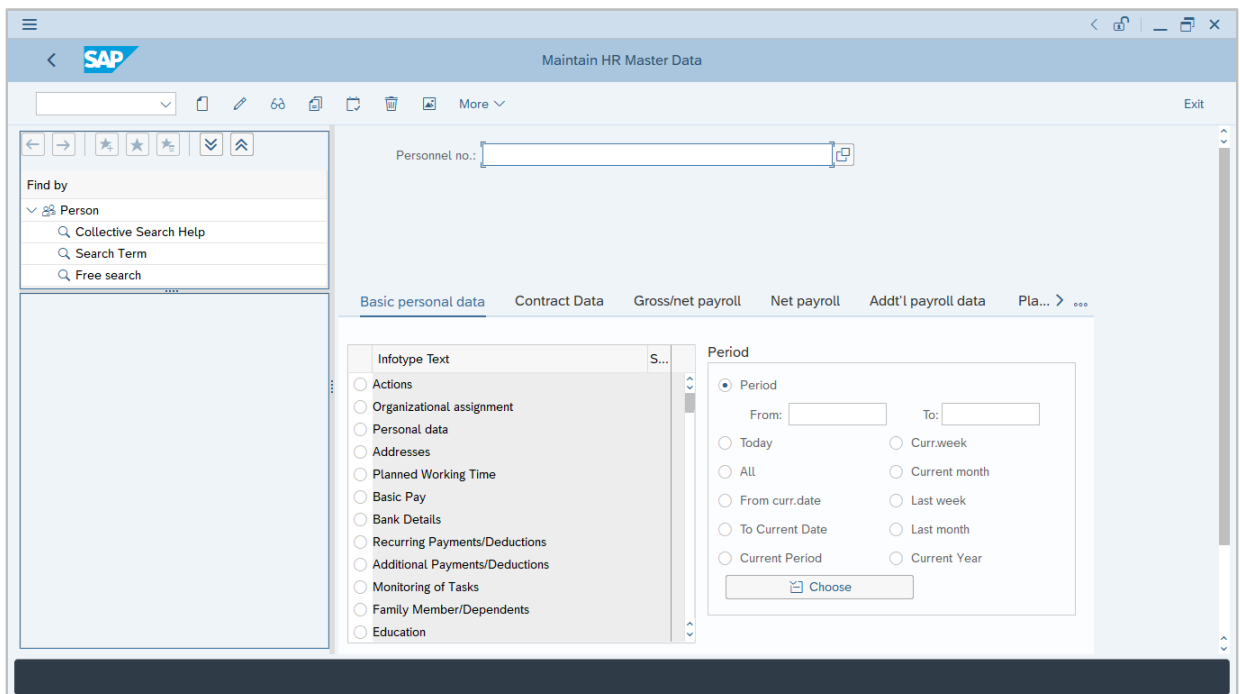
**Back End User**

Department HR Administrator and HR Administrator (JPA)



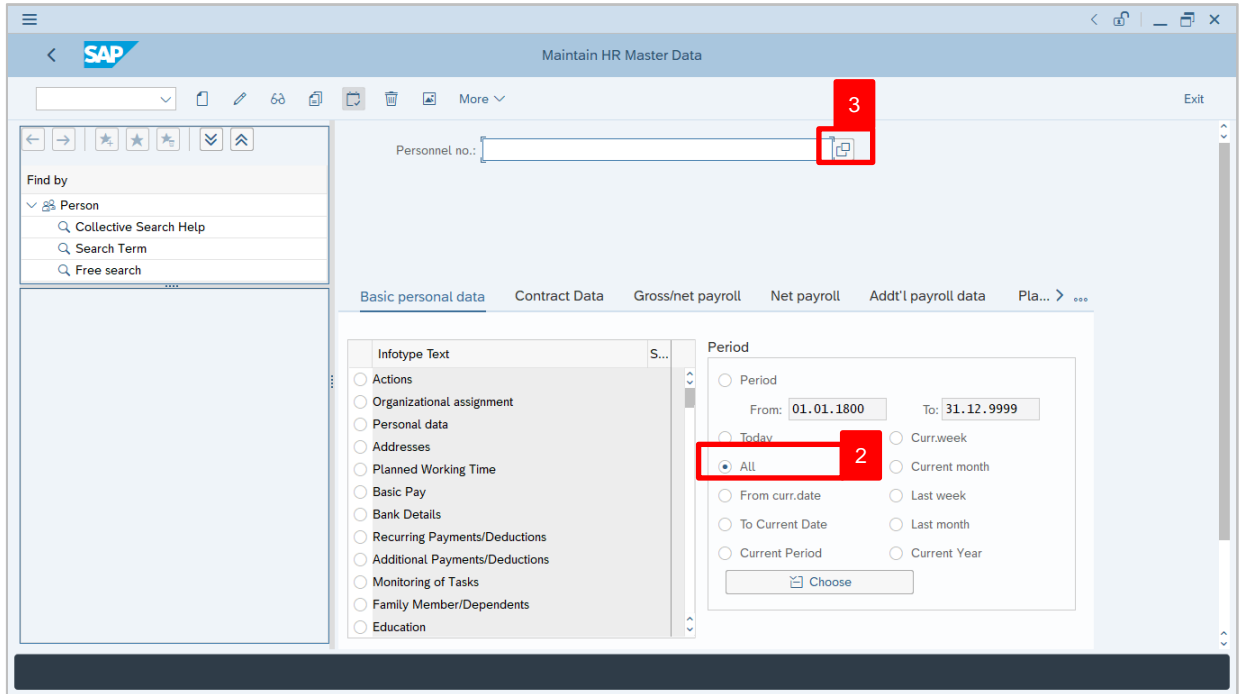
1. Navigate to **Maintain HR Master Data** page by entering transaction code, **PA30** in the Search Bar and press **Enter** button on the keyboard.

The **Maintain HR Master Data (PA30)** page will be displayed.




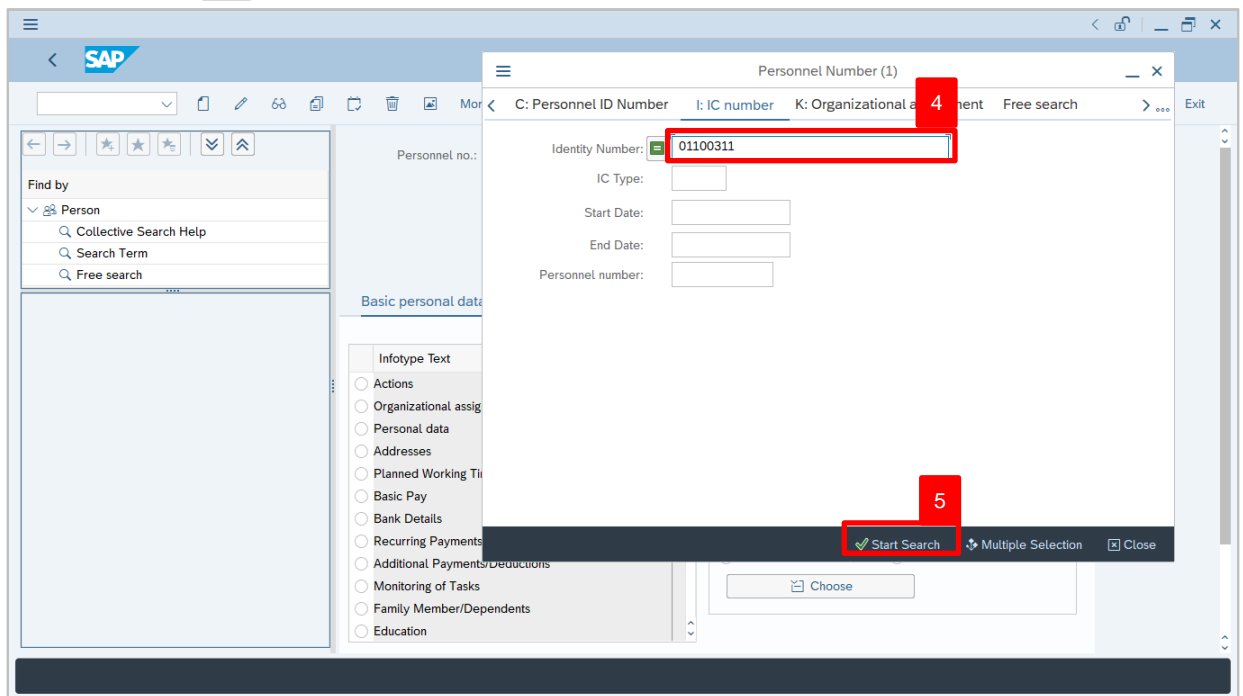
## Note:

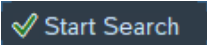
- Click on **SAP Menu > Human Resources > Personnel Management > Administration > HR Master Data > PA30 – Maintain**
- User may search for the personnel using their IC number via the Lookup icon.

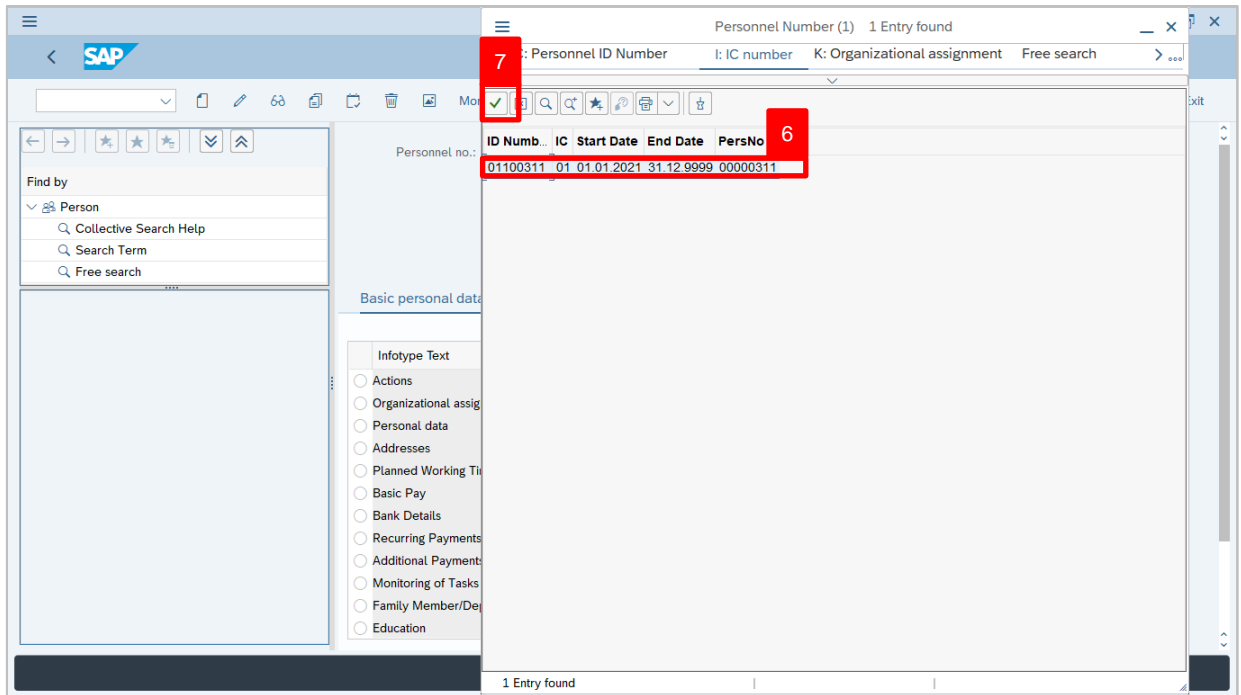



2. Under **Period** section, click on  and select **All**  
 All data within this timeframe (From **01.01.1800** to **31.12.9999**) will be available.

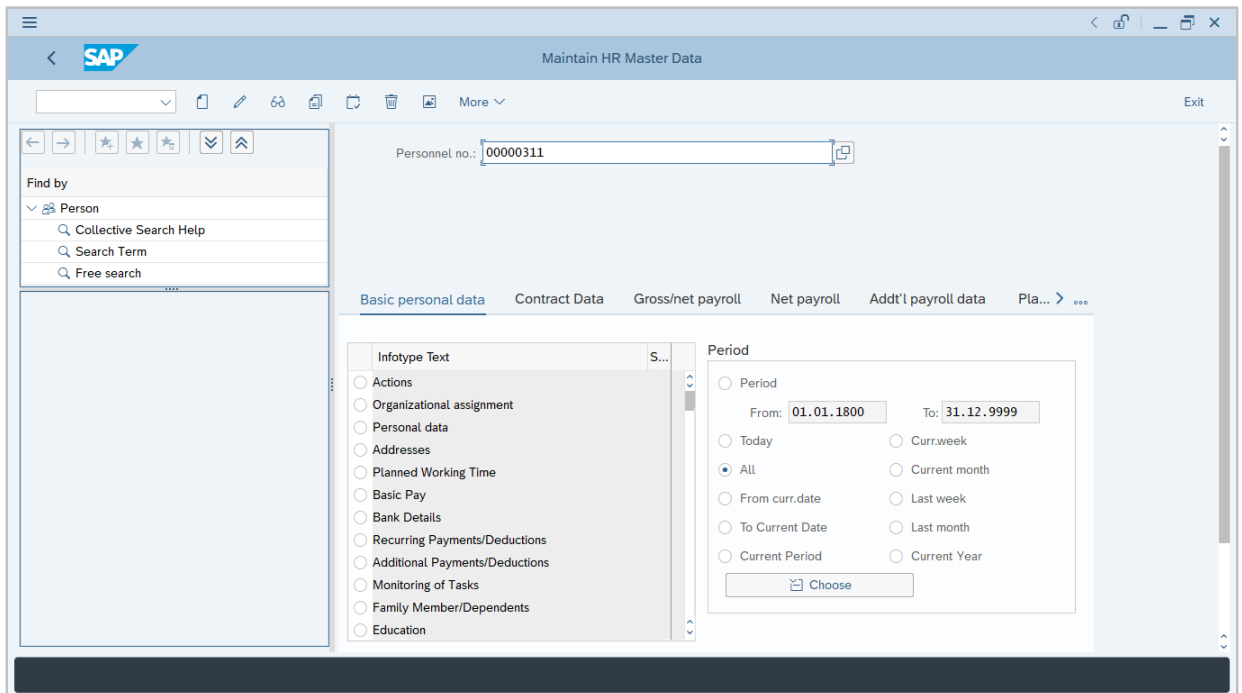
3. Click on  icon for Personnel No.



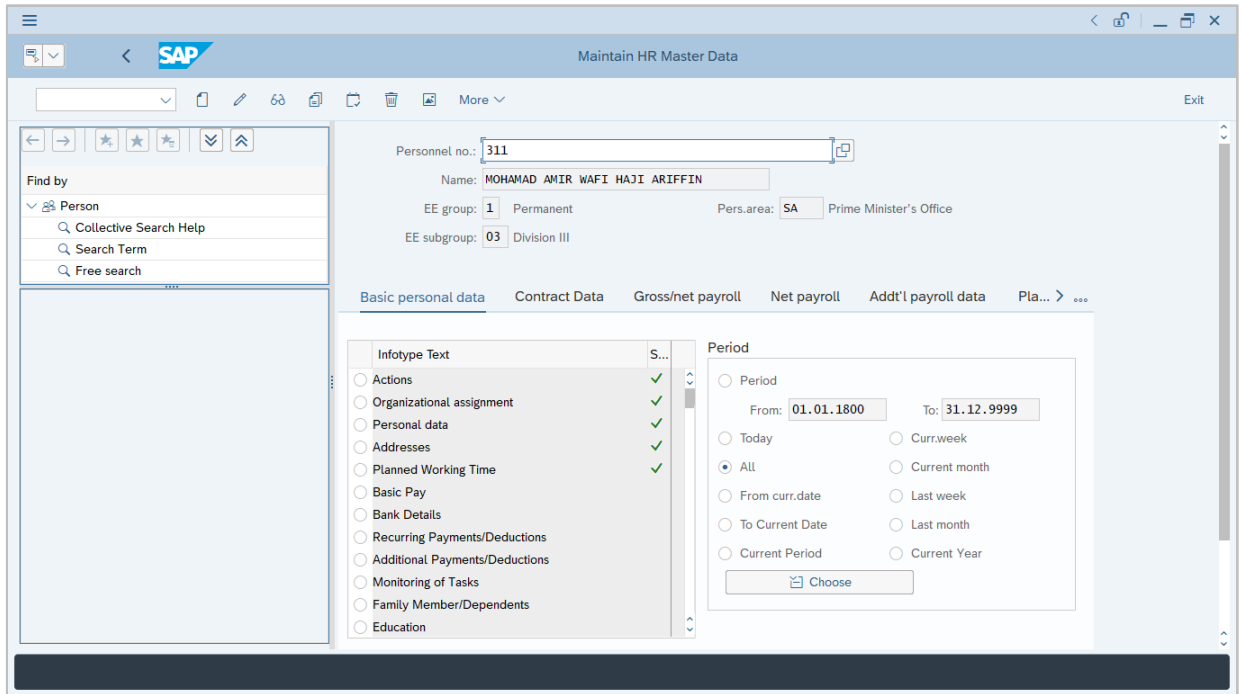
4. Enter the personnel IC Number.
5. Click on 



6. Select the searched personnel.
7. Click on  icon.

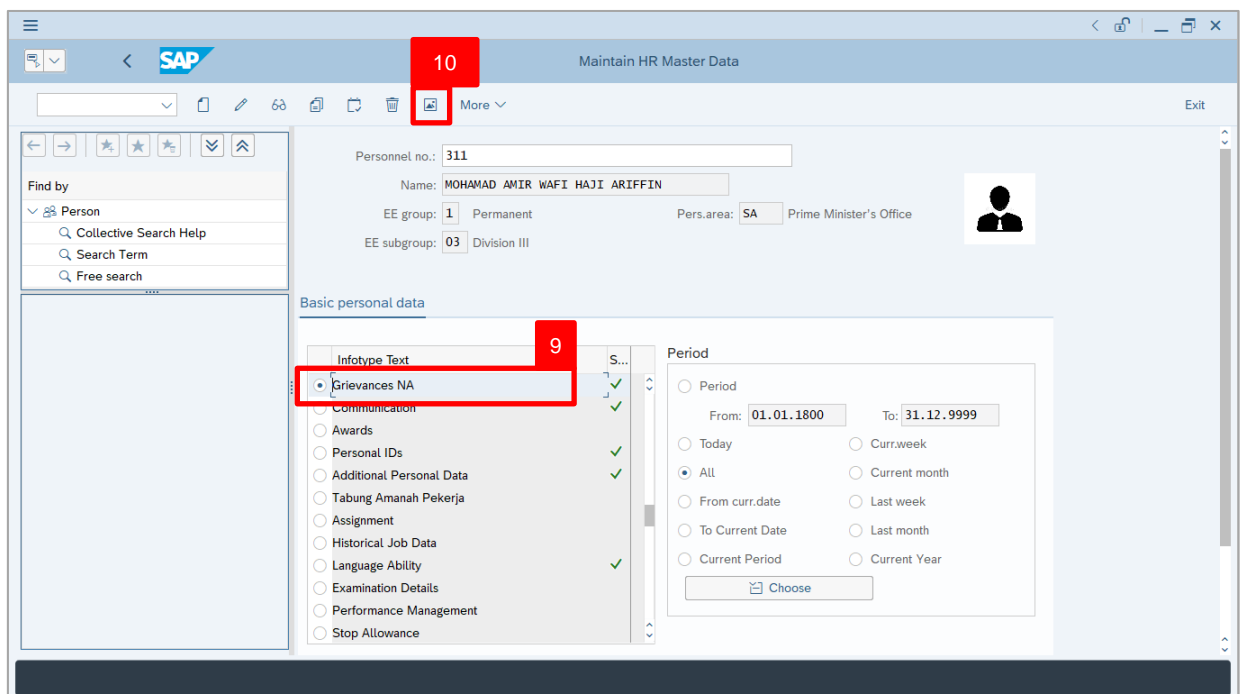



8. Press **Enter** button on the keyboard.



## Note:

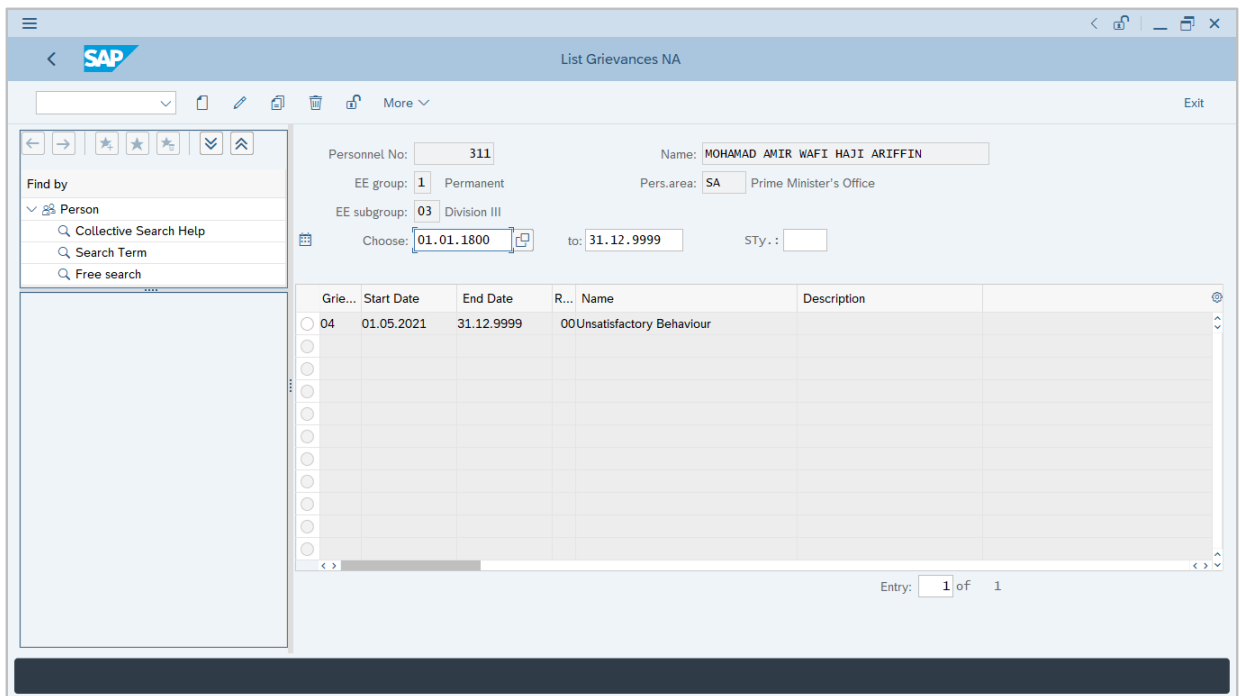
- The personnel information will be displayed.



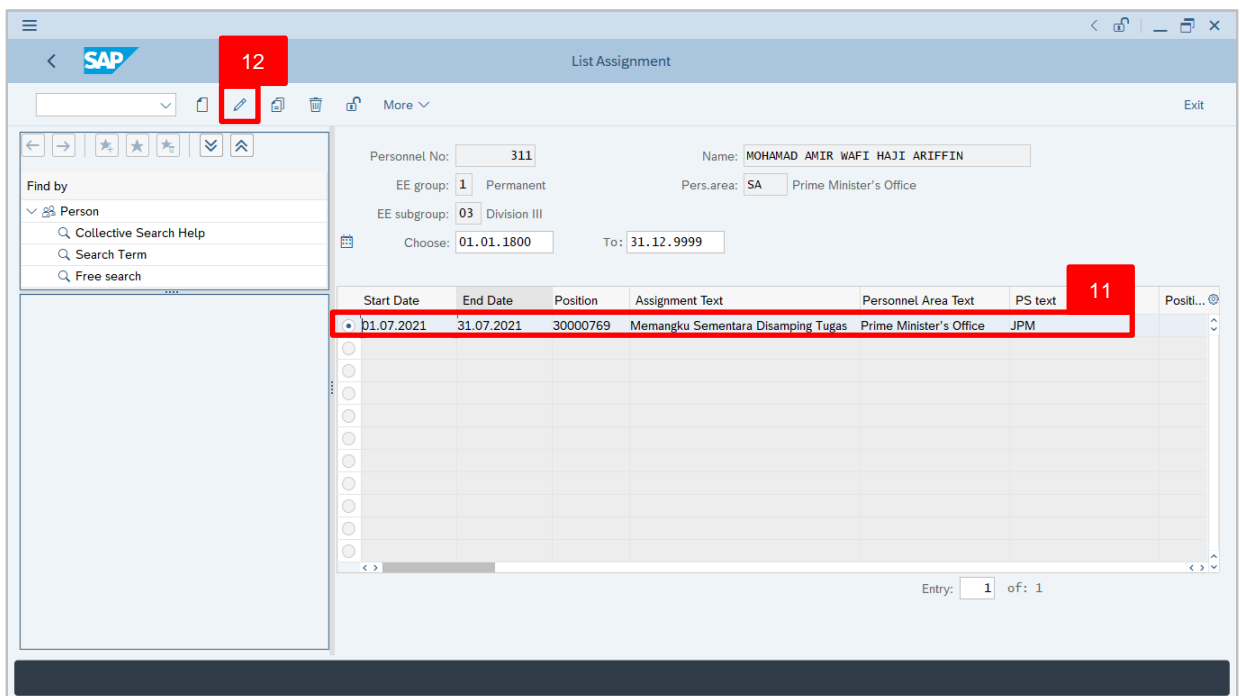
9. Under **Basic personal data** section, click on  and select **Grievances NA**

10. Click on  icon.


The **List Grievances NA** page will be displayed.



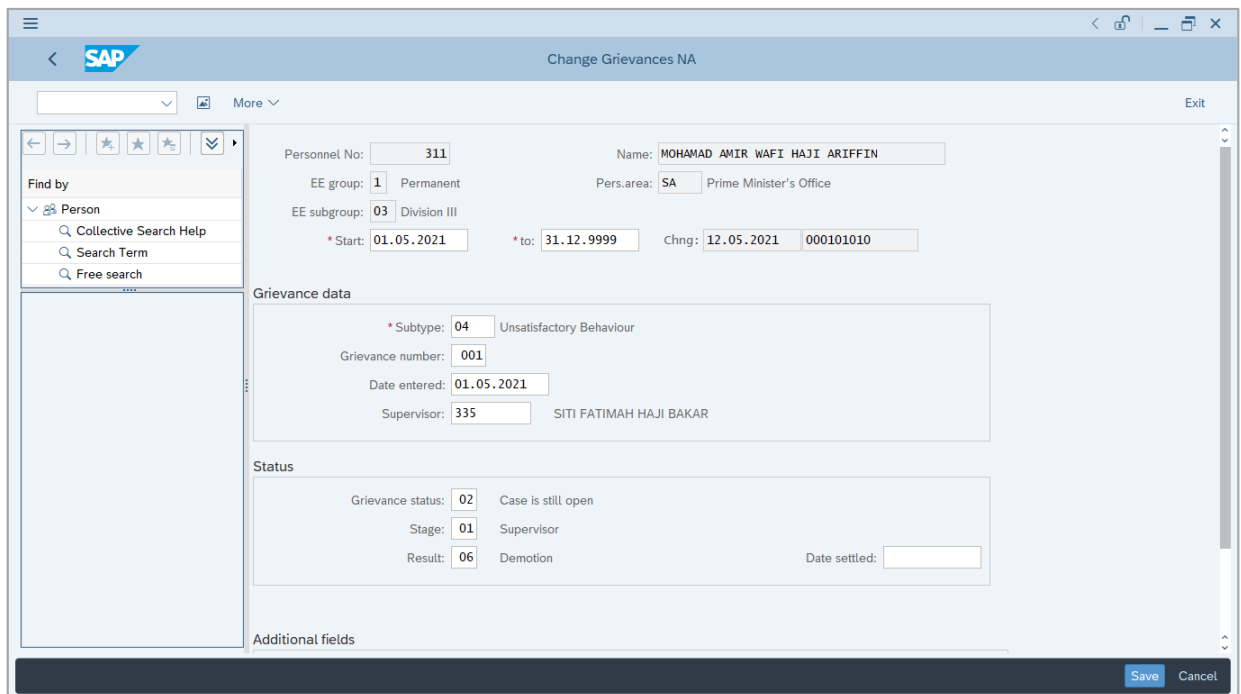
User can view the personnel Grievances in this page.



11. Select Grievance by clicking on 

12. Click on  icon

The **Change Grievances NA** page will be displayed.



The screenshot shows the SAP 'Change Grievances NA' interface. The main form contains the following data:

- Personnel No: 311
- Name: MOHAMAD AMIR WAFI HAJI ARIFFIN
- EE group: 1 Permanent
- Pers.area: SA Prime Minister's Office
- EE subgroup: 03 Division III
- \* Start: 01.05.2021
- \* to: 31.12.9999
- Chng: 12.05.2021 000101010

**Grievance data:**

- \* Subtype: 04 Unsatisfactory Behaviour
- Grievance number: 001
- Date entered: 01.05.2021
- Supervisor: 335 SITI FATIMAH HAJI BAKAR

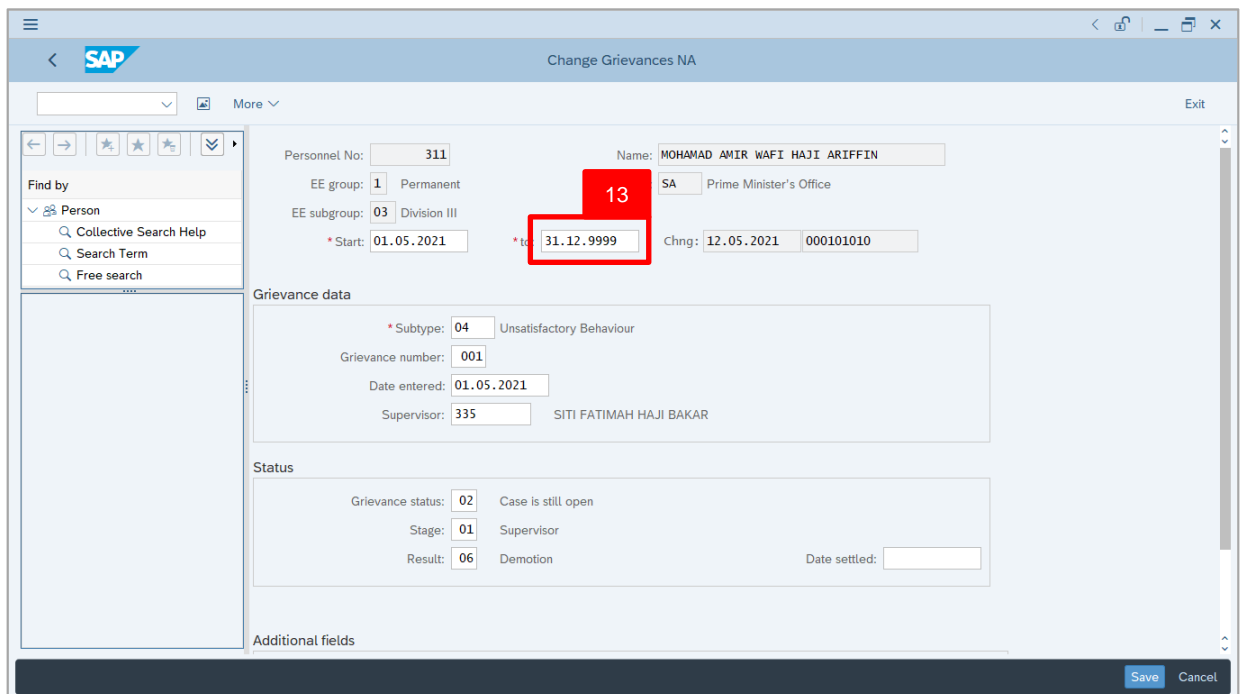
**Status:**

- Grievance status: 02 Case is still open
- Stage: 01 Supervisor
- Result: 06 Demotion
- Date settled: [Empty field]

Additional fields: [Empty section]

Buttons: Save, Cancel

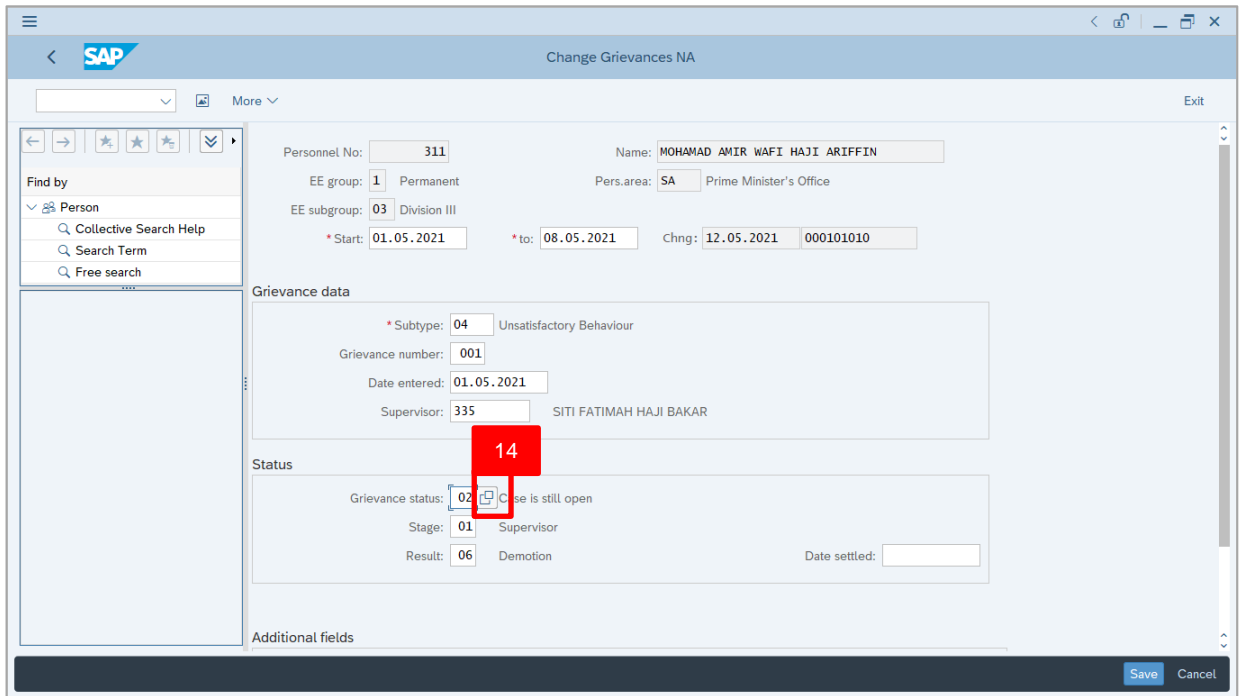
User can edit the personnel Grievance details in this page.



This screenshot is identical to the previous one, but with a red box highlighting the end date field. The value '31.12.9999' is now '13', indicating it is being edited.

\* to: 13

13. Enter the Grievance end date.



Change Grievances NA

Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN

EE group: 1 Permanent Pers.area: SA Prime Minister's Office

EE subgroup: 03 Division III

\*Start: 01.05.2021 \*to: 08.05.2021 Chng: 12.05.2021 000101010

Grievance data

\* Subtype: 04 Unsatisfactory Behaviour

Grievance number: 001

Date entered: 01.05.2021

Supervisor: 335 SITI FATIMAH HAJI BAKAR

Status


Grievance status: 02 Case is still open

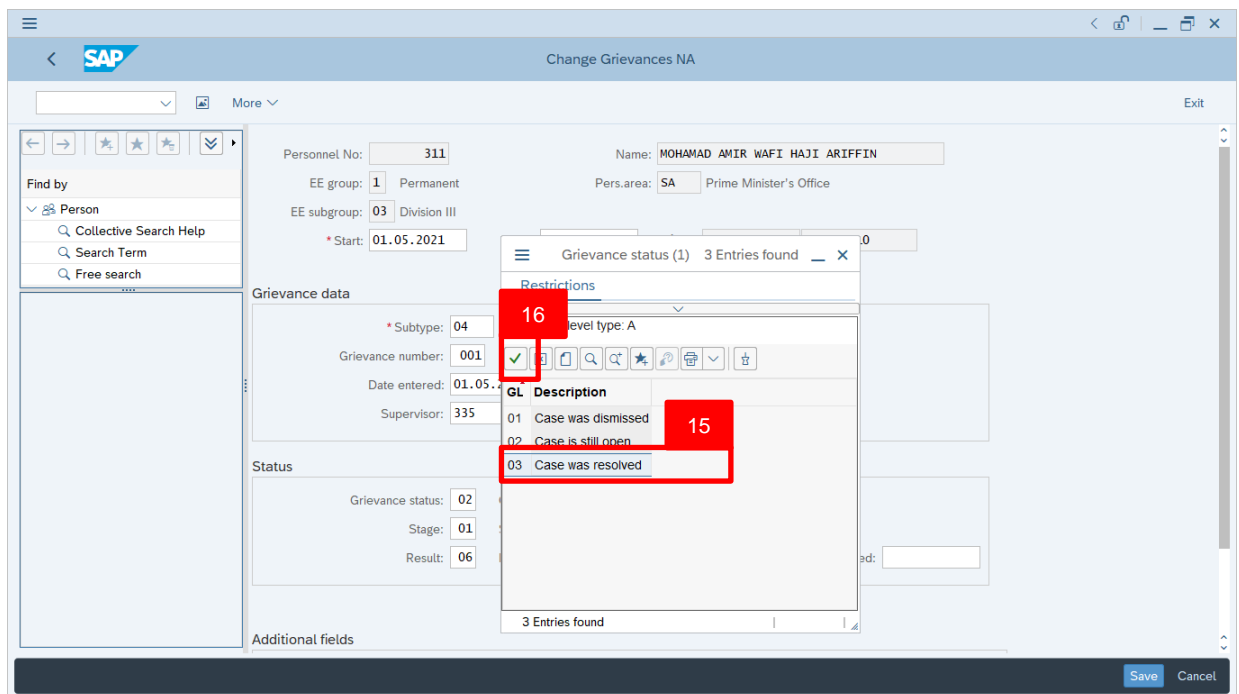
Stage: 01 Supervisor

Result: 06 Demotion Date settled:

Additional fields

Save Cancel

14. Under **Status** section, click on  for Grievance status.



Change Grievances NA

Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN

EE group: 1 Permanent Pers.area: SA Prime Minister's Office

EE subgroup: 03 Division III

\*Start: 01.05.2021

Grievance data

\* Subtype: 04

Grievance number: 001

Date entered: 01.05.2021

Supervisor: 335

Status

Grievance status: 02

Stage: 01

Result: 06

Additional fields

Save Cancel

Grievance status (1) 3 Entries found

Restrictions

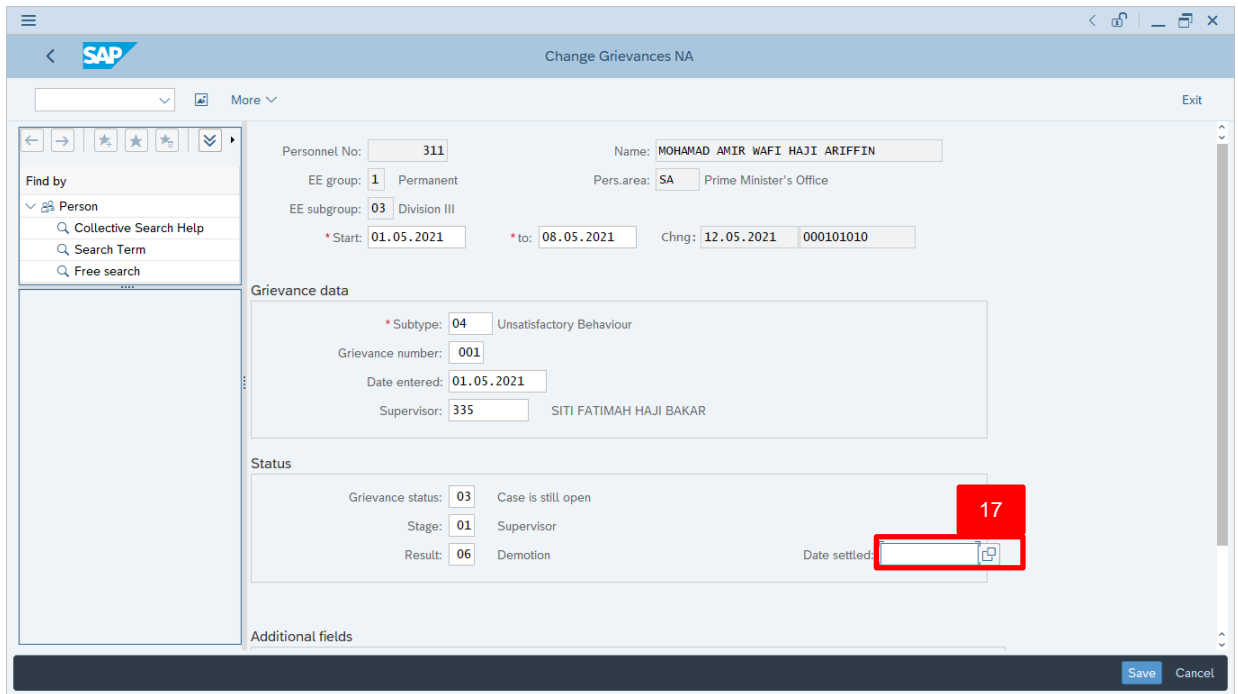
Level type: A

GL	Description
01	Case was dismissed
02	Case is still open
03	Case was resolved

3 Entries found

15. Select the relevant Grievance status whether the case is still open, dismissed or resolved.

16. Click on  icon.



**Change Grievances NA**

Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN  
 EE group: 1 Permanent Pers.area: SA Prime Minister's Office  
 EE subgroup: 03 Division III  
 \* Start: 01.05.2021 \* to: 08.05.2021 Chng: 12.05.2021 000101010

**Grievance data**

\* Subtype: 04 Unsatisfactory Behaviour  
 Grievance number: 001  
 Date entered: 01.05.2021  
 Supervisor: 335 SITI FATIMAH HAJI BAKAR

**Status**

Grievance status: 03 Case is still open  
 Stage: 01 Supervisor  
 Result: 06 Demotion  
 Date settled:   17

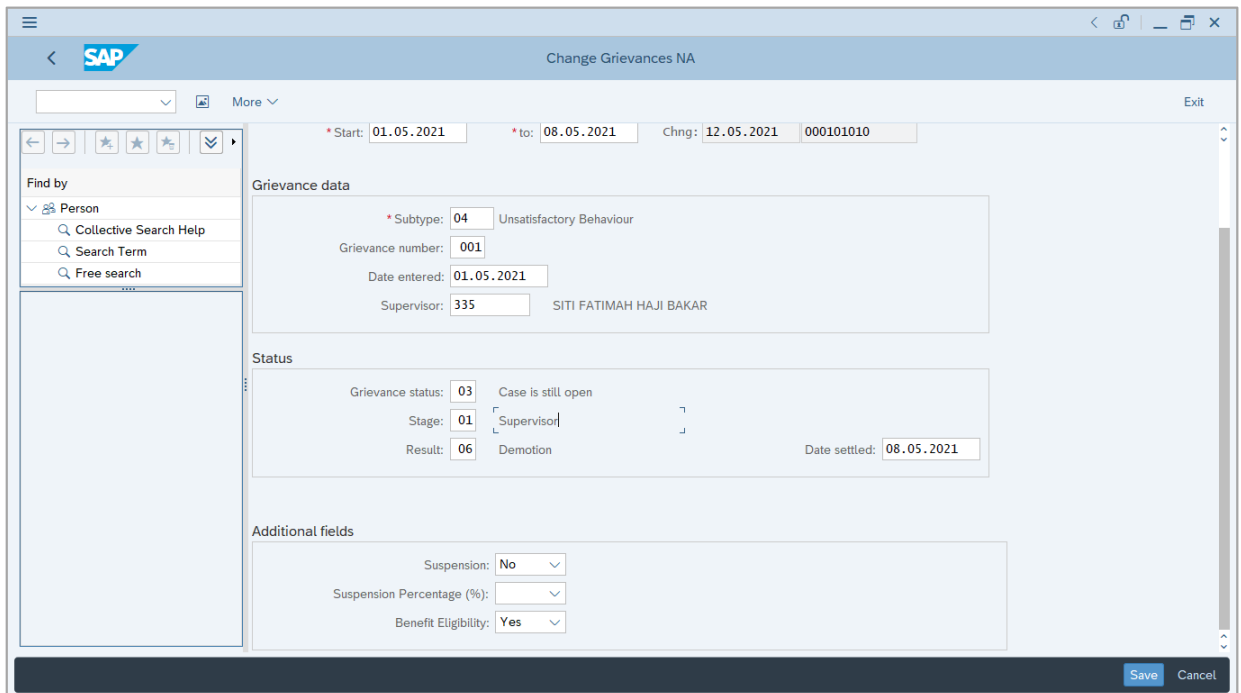
Additional fields

Save Cancel

17. Under **Status** section, enter the Grievance settled date.

**Note:**

- The Grievance settled date should be the same as its end date.



**Change Grievances NA**

\* Start: 01.05.2021 \* to: 08.05.2021 Chng: 12.05.2021 000101010

**Grievance data**

\* Subtype: 04 Unsatisfactory Behaviour  
 Grievance number: 001  
 Date entered: 01.05.2021  
 Supervisor: 335 SITI FATIMAH HAJI BAKAR

**Status**

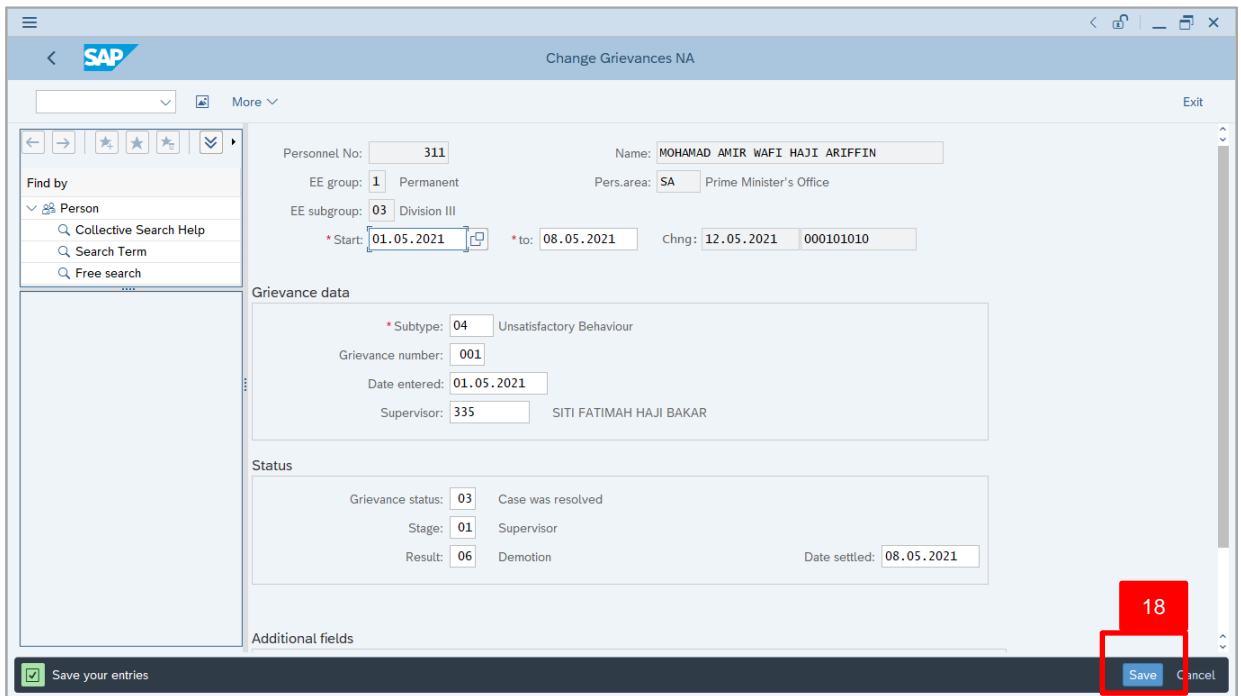
Grievance status: 03 Case is still open  
 Stage: 01 Supervisor  
 Result: 06 Demotion  
 Date settled: 08.05.2021

**Additional fields**

Suspension: No  
 Suspension Percentage (%):  
 Benefit Eligibility: Yes

Save Cancel





Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN

EE group: 1 Permanent Pers.area: SA Prime Minister's Office

EE subgroup: 03 Division III

\* Start: 01.05.2021 \* to: 08.05.2021 Chng: 12.05.2021 000101010

Grievance data

\* Subtype: 04 Unsatisfactory Behaviour

Grievance number: 001

Date entered: 01.05.2021

Supervisor: 335 SITI FATIMAH HAJI BAKAR

Status

Grievance status: 03 Case was resolved

Stage: 01 Supervisor

Result: 06 Demotion Date settled: 08.05.2021

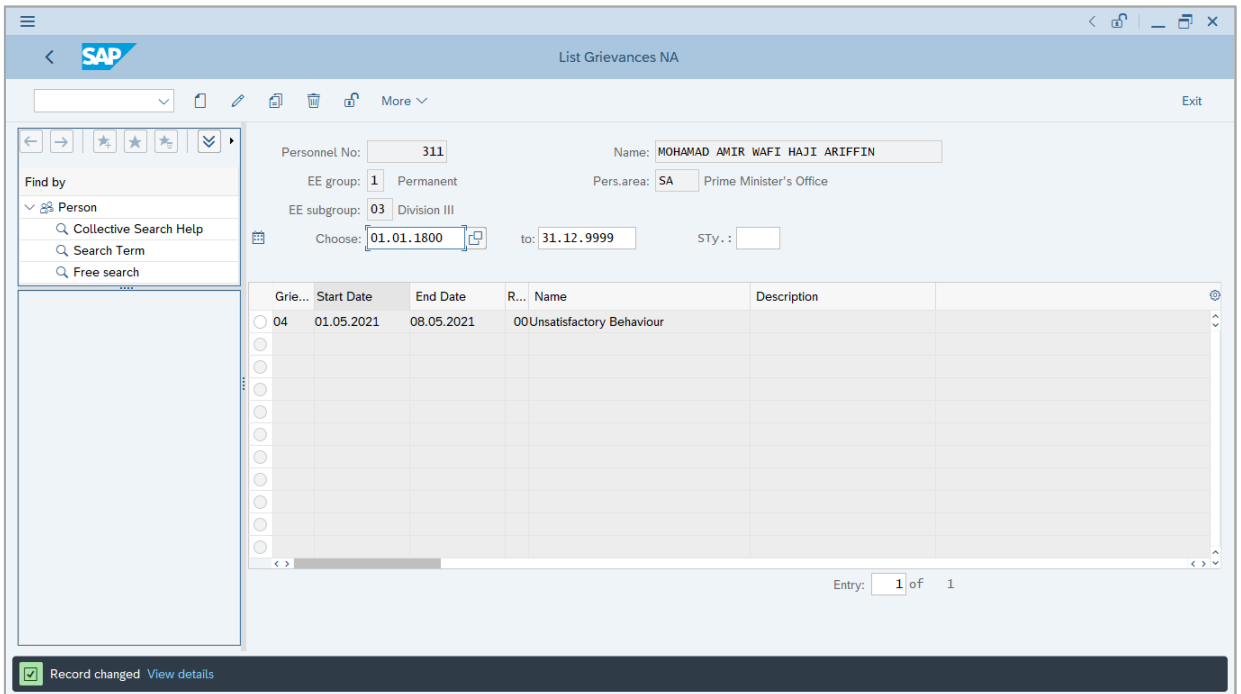
Additional fields

Save your entries Save Cancel

18. Press **Enter** on the keyboard and click Save

Outcome: Record is created.

The **List Grievances NA** page will be displayed.



Personnel No: 311 Name: MOHAMAD AMIR WAFI HAJI ARIFFIN

EE group: 1 Permanent Pers.area: SA Prime Minister's Office

EE subgroup: 03 Division III

Choose: 01.01.1800 to: 31.12.9999 STY.: :

Grie...	Start Date	End Date	R...	Name	Description
04	01.05.2021	08.05.2021	00	Unsatisfactory Behaviour	

Entry: 1 of 1

Record changed [View details](#)

The Grievances end date has been changed.