SISTEM SUMBER MANUSIA

User Guide

for Employees

Front End (FIORI)

Counselling

VERSION: 1.0

INTRODUCTION

This user guide acts as a reference for **Employee (Front End User)** to manage **Counselling module.** All Company and 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 will be used frequently:

Term	Meaning
SSM	Sistem Sumber Manusia
SAP GUI	SAP Graphical User Interface/Back End
FIORI	Front End/Web Portal
ESS	Employee Self Service
MSS	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**.
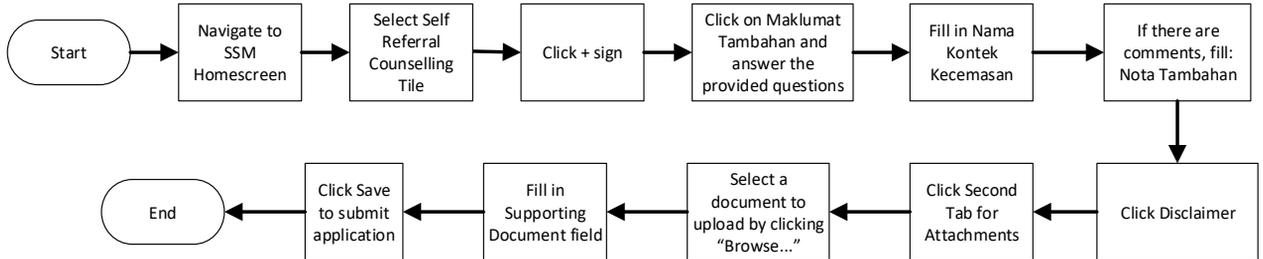
Table of Contents

Process Overview

Fill in employee details and attachment tab

```
Start → Navigate to SSM Homescreen → Select Self Referral Counselling Tile → Click + sign → Click on Maklumat Tambahan and answer the provided questions → Fill in Nama Kontek Kecemasan → If there are comments, fill: Nota Tambahan
                                                                                                                                                                                                                                    ↓
End ← Click Save to submit application ← Fill in Supporting Document field ← Select a document to upload by clicking "Browse…" ← Click Second Tab for Attachments ← Click Disclaimer
```
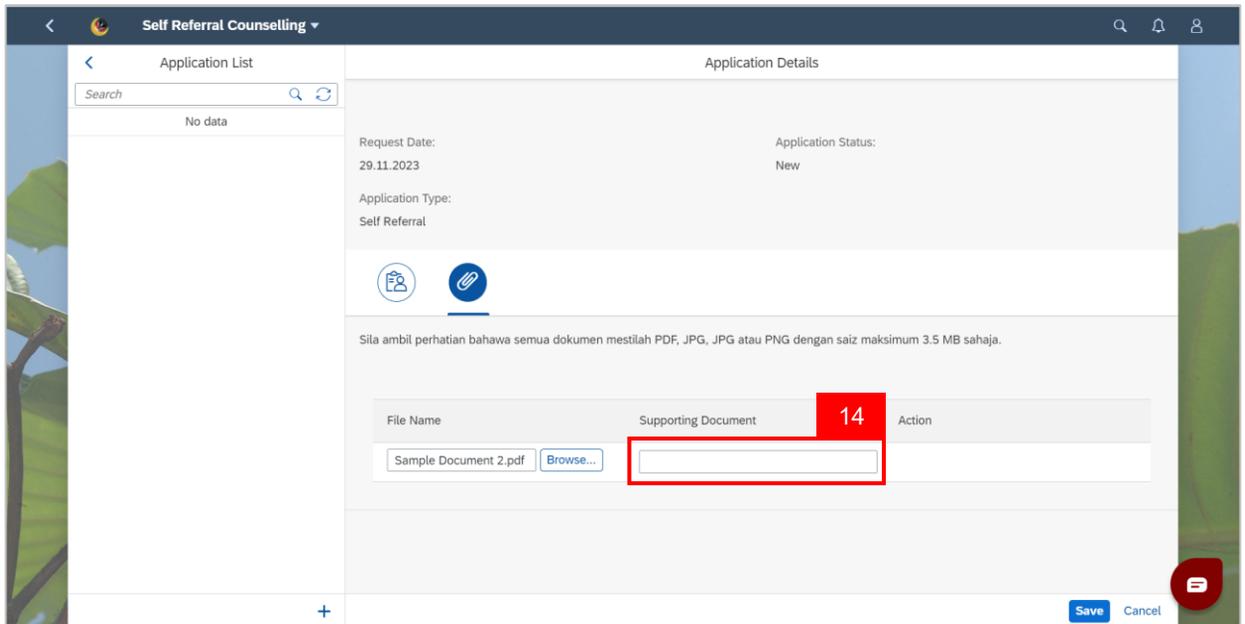
Select Counselling Status

```
Start → Navigate to SSM Homescreen → Select Self Referral Counselling Tile → Click Application with "Approved" status → Click Clock Tab → Select session that employee is able to attend → End
```

View Confirmed Schedule

```
Start → Navigate to SSM Homescreen → Select Councelling Schedule → Click Go → View Schedule Councelling Sessions → End
```

Fill Feedback Form

```
Start → Navigate to SSM Homescreen → Select Employee Feedback → Click + Sign → Fill in Tarikh Counseling by clicking → Fill in Nama Counselor
                                                                                                                                        ↓
End ← Click Save ← Select Declaration Box ← Fill in Komen Lain ← Click on Penilaian ke Atas Kaunselor and answer the counselor evaluation questions
```

View Completed Feedback Form

```
Start → Select Employee Feedback → View Employee Feedback → End
```

Fill Communications Page

```
Start → Navigate to SSM Homescreen → Select Communications page → Click + Sign → Select Personnel Number
                                                                                           ↓
End ← Click Save ← Select Browse and find the document that would be uploaded ← Fill in Dokumen ← Fill in Komen if needed
```

View Communications

```
Start → Select Communications Page → Select the Communications that would like to be viewed → End
```

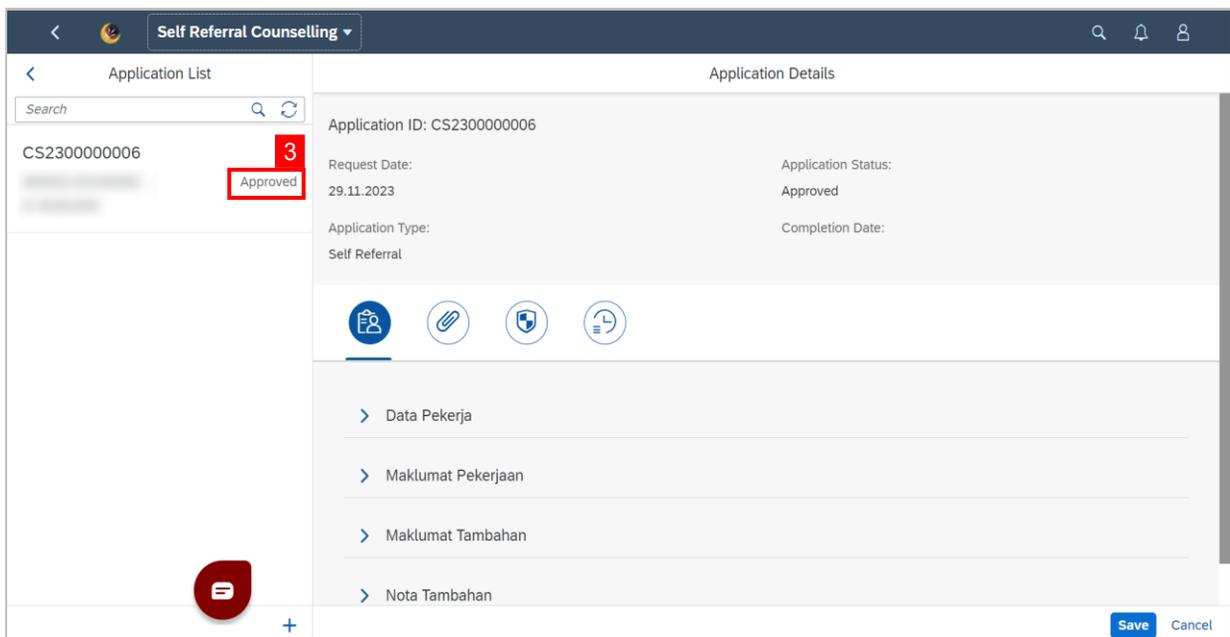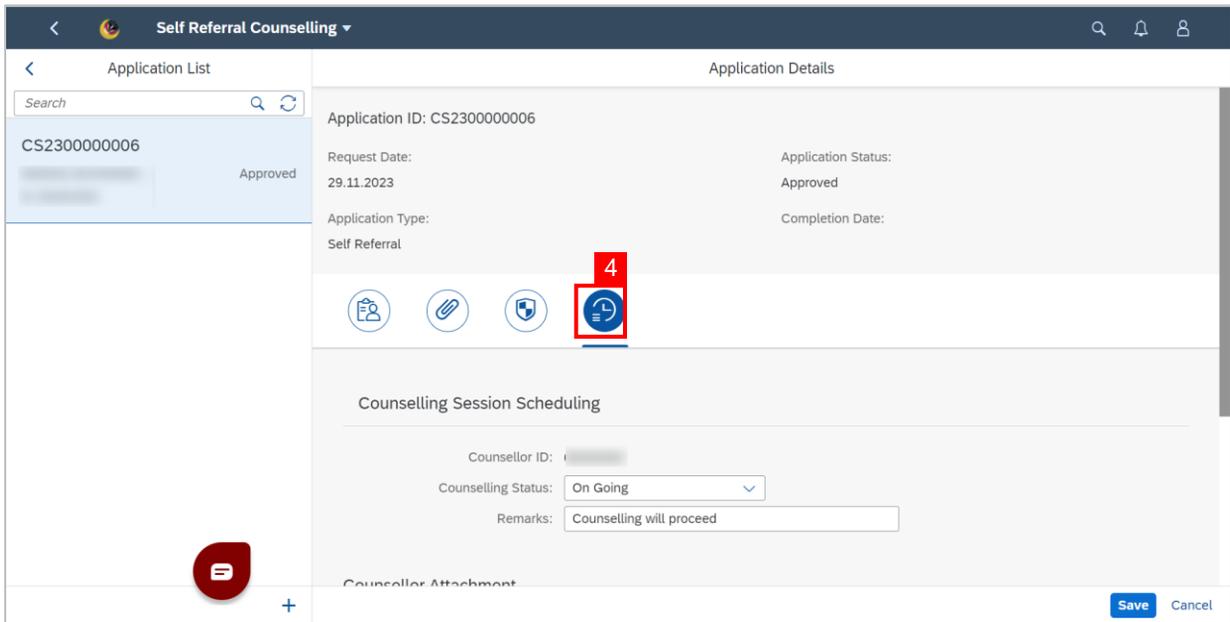| FILL IN EMPLOYEE DETAILS AND ATTACHMENT TAB	Front-End User
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.

2. Click on the **Self-Referral Counselling Application** tile**.**
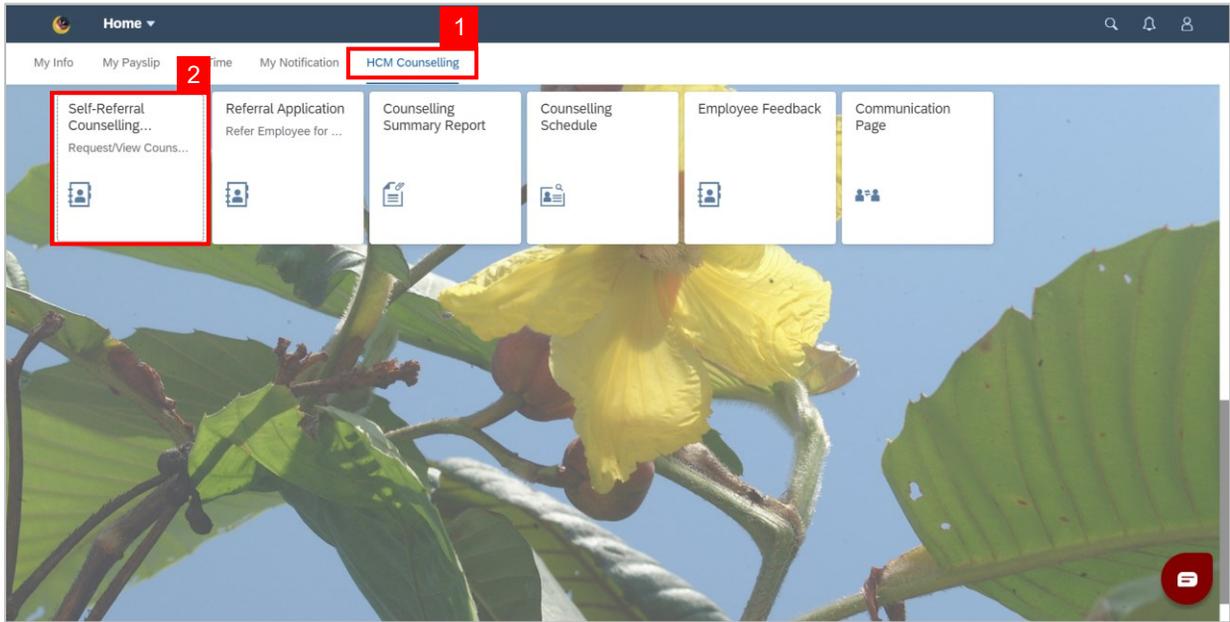
3. Click on the [+] button to create a new **Self-Referral application**.
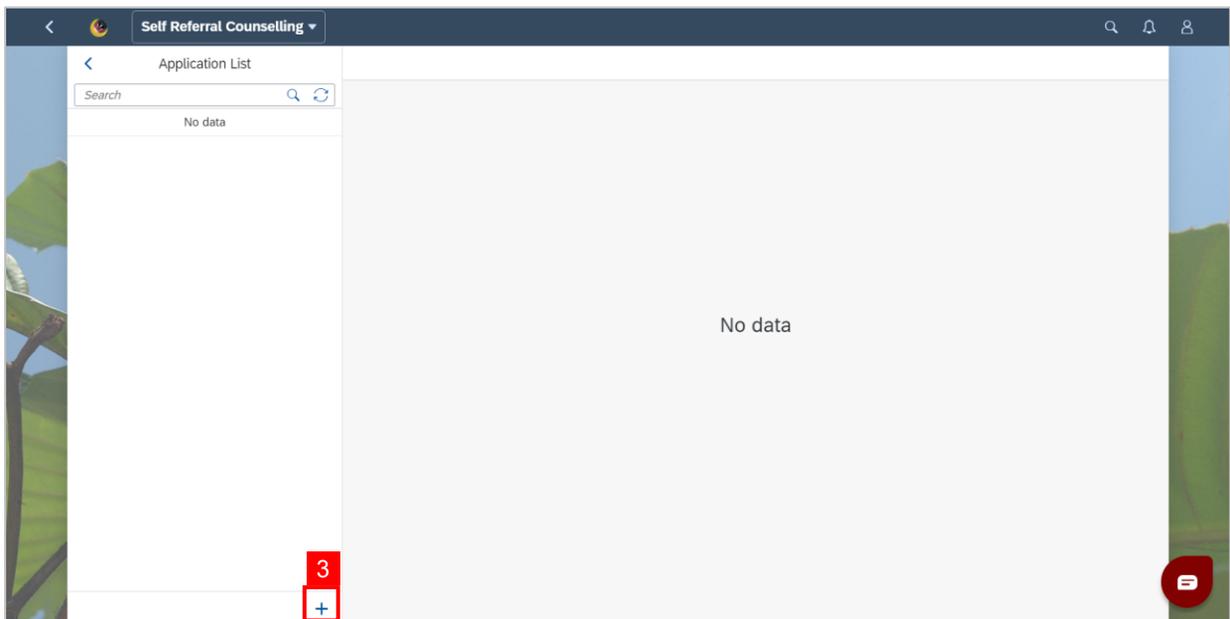
Note:

i.   A new **Self-Referral Application** will be created.

ii.   Employees may check their own details by clicking the arrow next to **Data Pekerja**.

iii. Employees may check their job details by clicking the arrow next to **Maklumat Pekerjaan**.
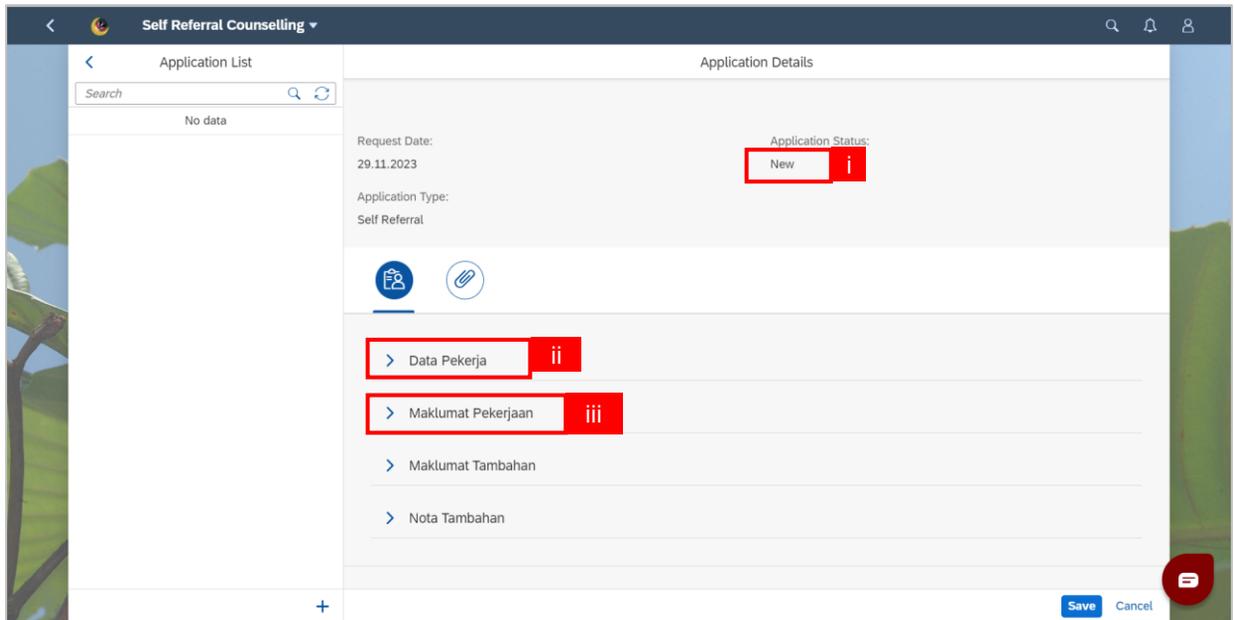
4. Click on the ▶ arrow next to **Maklumat Tambahan** to expand it.
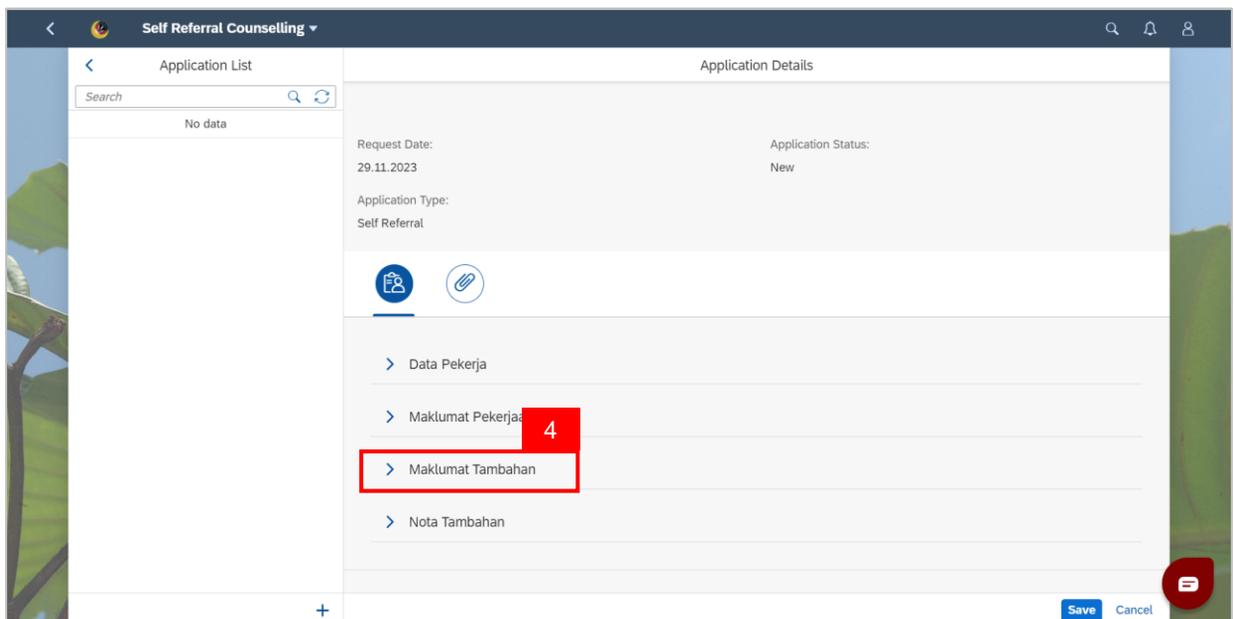
5. Once **Maklumat Tambahan** has been expanded, answer the questions revealed under

Maklumat Tambahan.

Note: Questions with **Ya/Tidak** Answers will require another question **Sila Nyatakan** to be

answered if Ya was selected.

6. After answering the questions, fill in the **Nama**, **Hubungan**, **Nombor Telefon** of the

Nama Kontek Kecemasan.

7. Click on the ⟩ arrow next to Nota Tambahan to expand it.
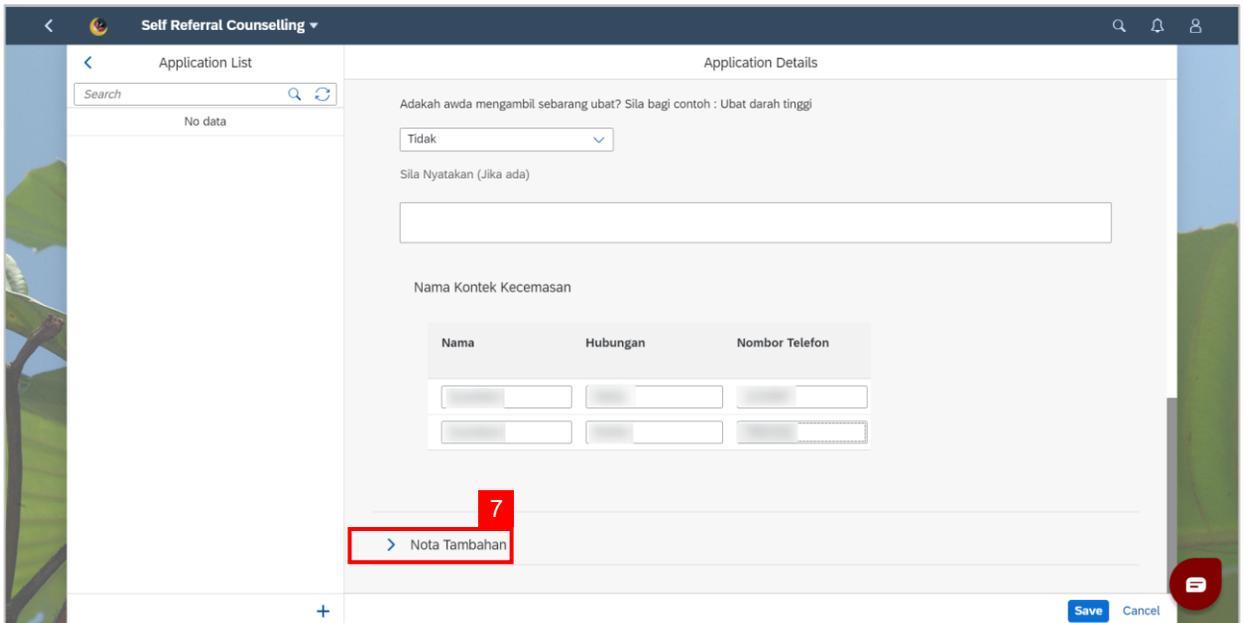
8. Fill in **Nota Tambahan** (The large white box).

9. Tick the **declaration** checkbox.
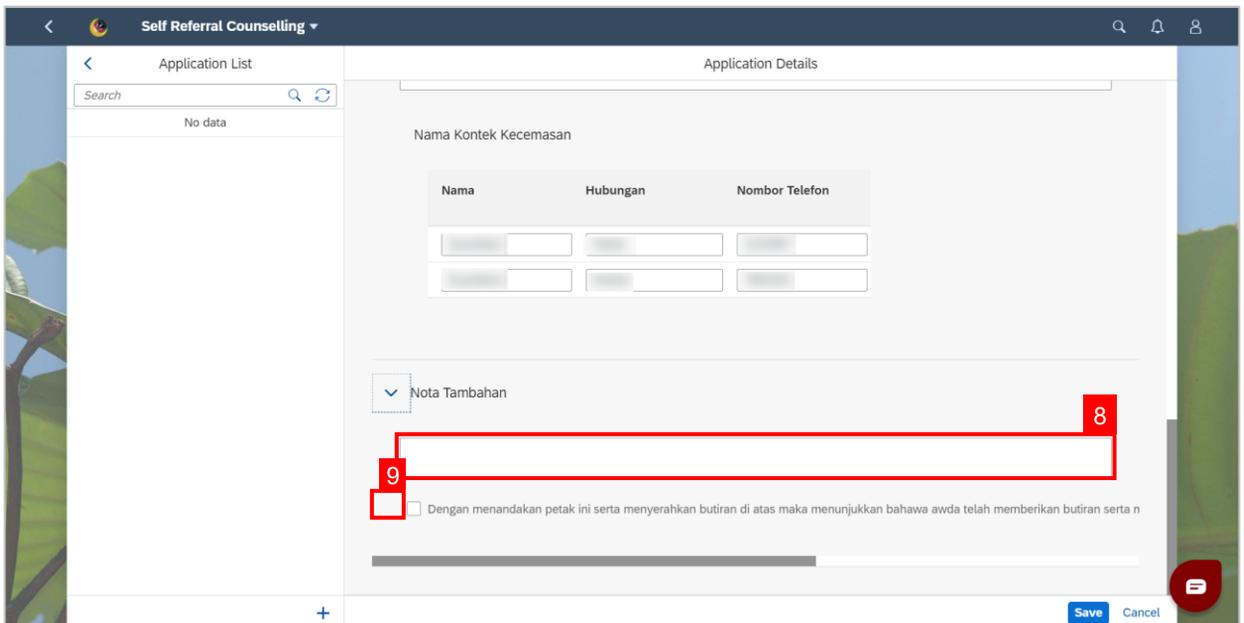
10. Navigate to the **Attachments** tab (second tab) to attach any documents.

11. Click **Browse…** to select a document to be attached.
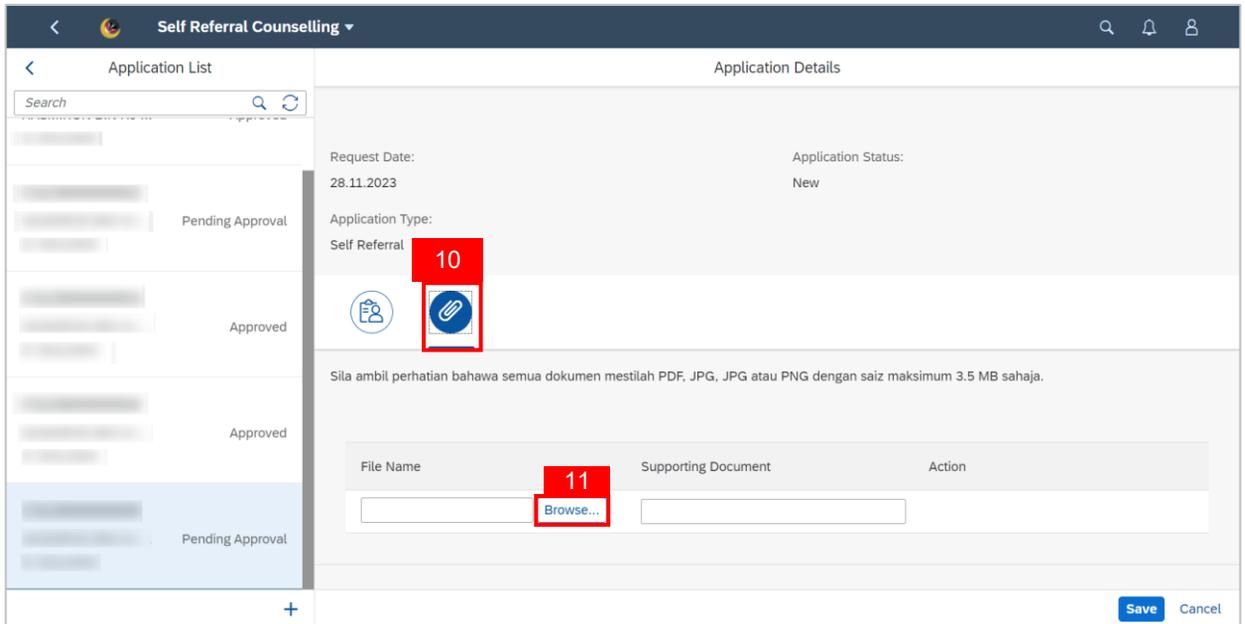
Note: A file explorer window will be opened.

12. Find and select the document to be attached.

13. Click **Open** to attach the selected document.
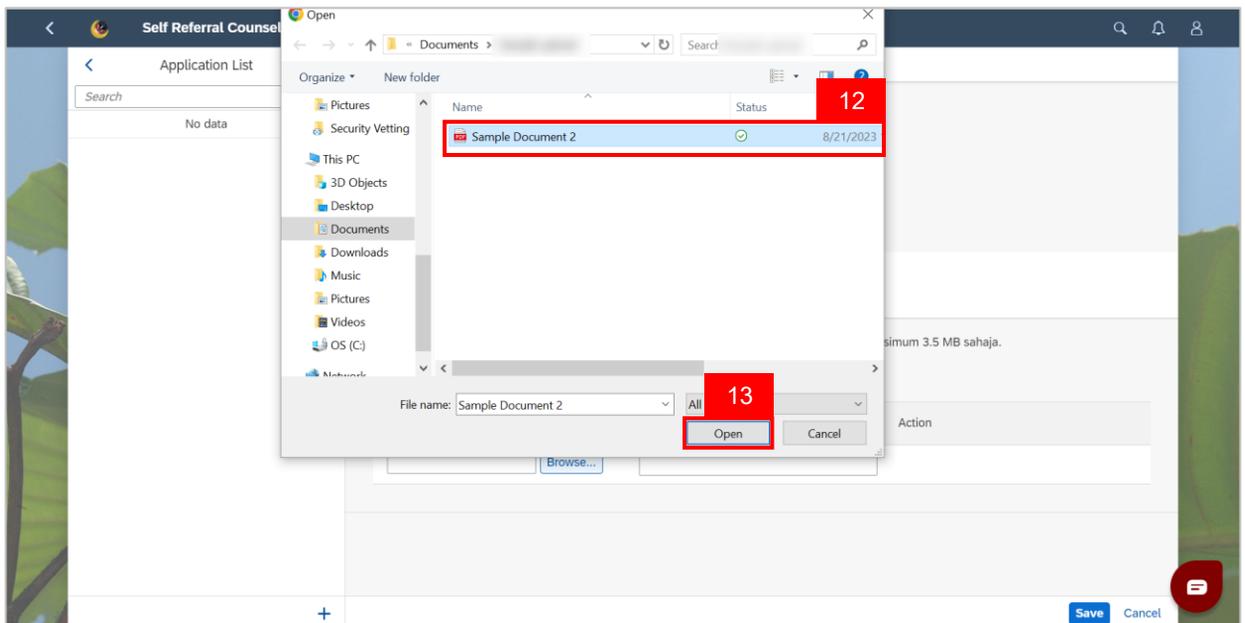
14. Fill in the description of the attachment in the **Supporting Document** field.

Note: The application will not save until **Nama Kontek Kecemasan** is filled and the box next to the disclaimer is ticked as they are **mandatory**.

15. Click the **Save** button.

Note: A **Success** notification window will be displayed

16. Click **OK** if it does not automatically go away.
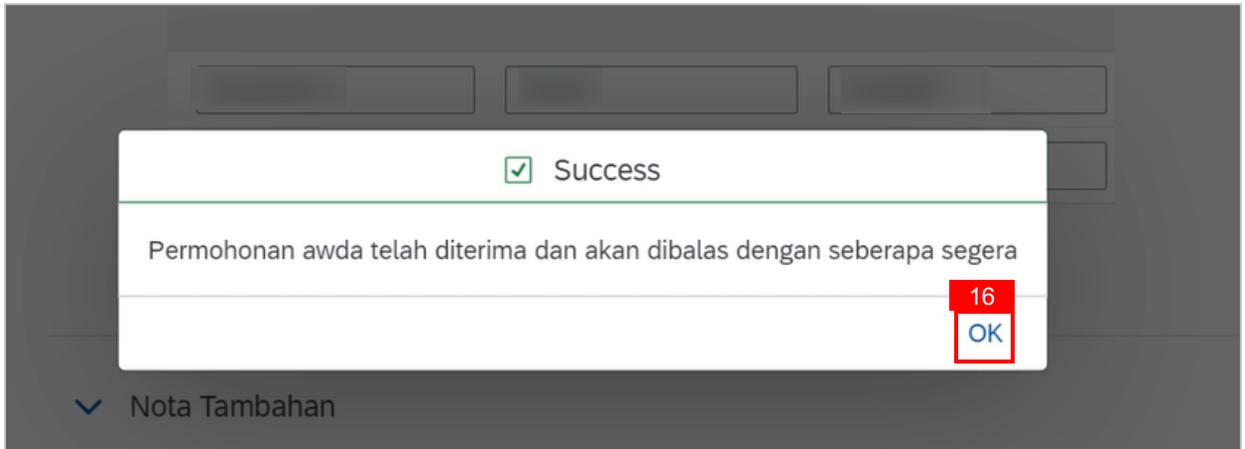
Outcome: The new Self Referral Application is saved and is Pending Approval from

BPK Admin.
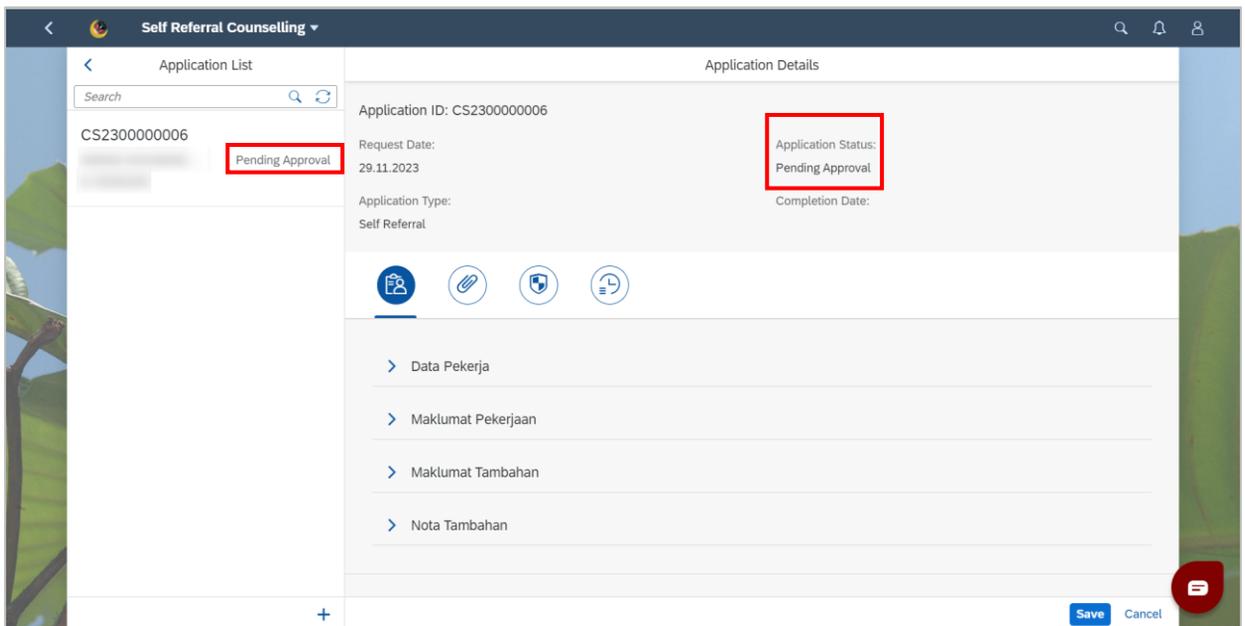
SELECT COUNSELLING STATUS	Front-End User
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
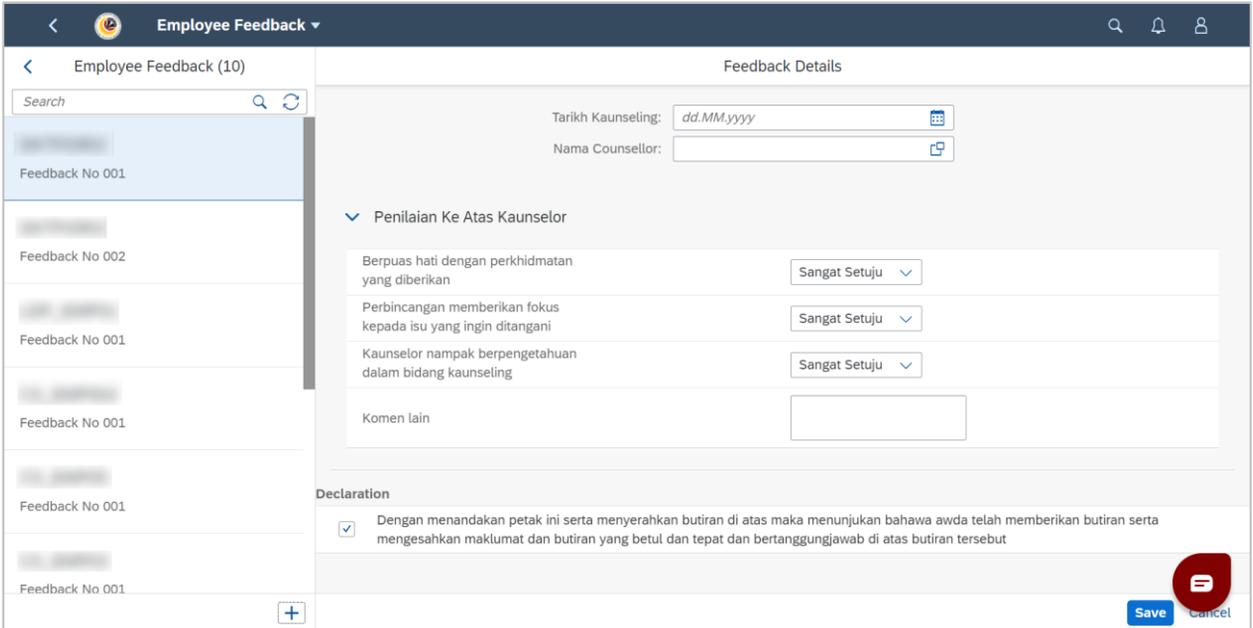
2. Click on the **Self-Referral Counselling Application** tile**.**
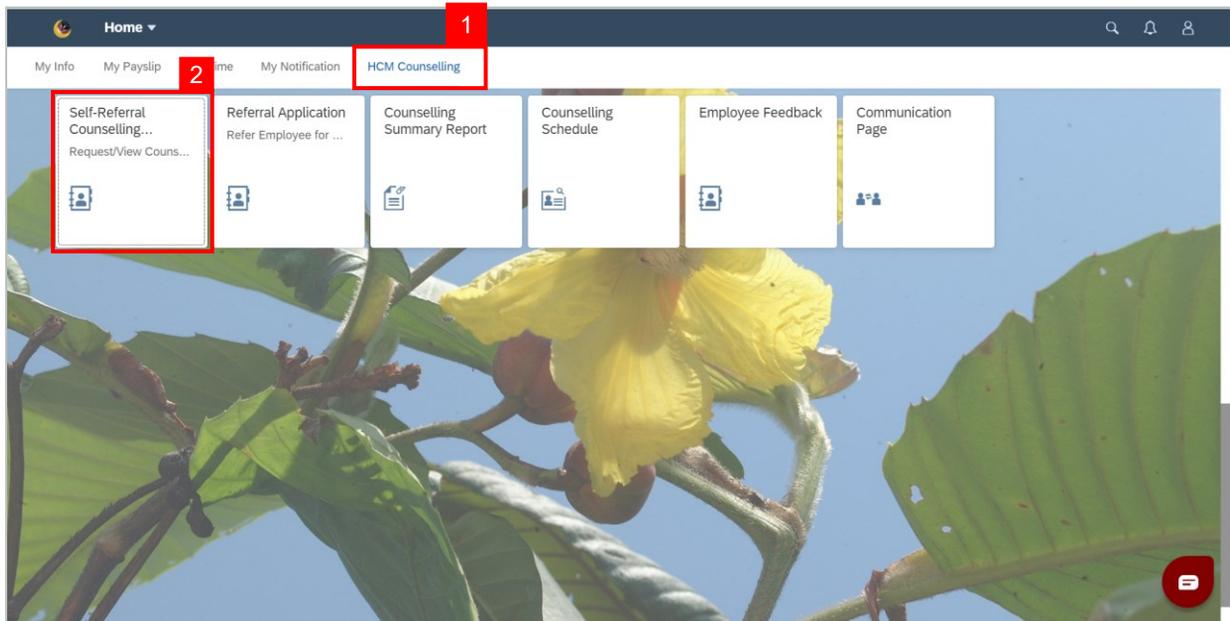
3. Select an application with **Approved** status.

4. Click **Clock** tab.

5. Scroll down to **Sisa Kounseling**.

6. Tick the **checkbox** next to a session to confirm employee's attendance.

Note:

i.   Employee can edit both **Alasan** and **Kenyataan**. However, **Kenyataan** that has been

       filled by **BPK Admin** or **Counselor** is not editable.

ii.   If a session cannot be attended by employee (checkbox not ticked), fill in the **Alasan**.

Note: If the 1st, 2nd, and 3rd pilihan are unable to be attended by employee he/she may add

their own pilihan/session where all details are editable.

4. Click the **Save** button.

Outcome: Sessions confirmed/selected for attendance by employee is saved.

Sistem Sumber Manusia - Counselling

VIEW CONFIRMED SCHEDULE	Front-End User
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.

2. Click on the **Counselling Schedule** tile**.**
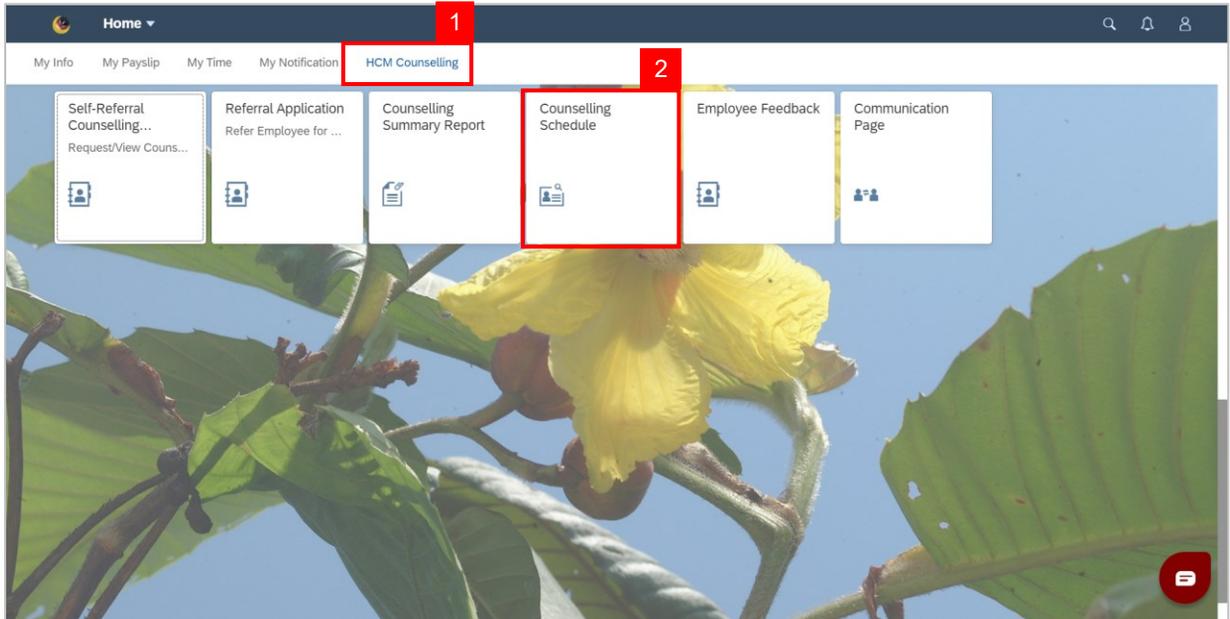
Note: Counseling Schedule page will be shown.

3. Click the **Go** button.
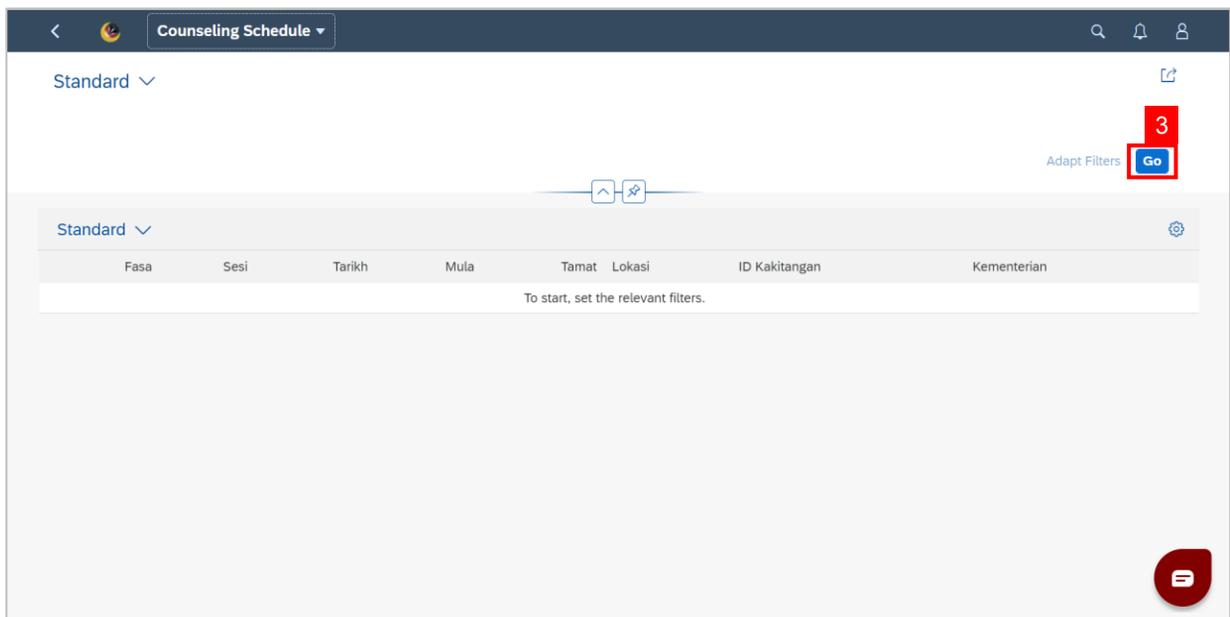
Outcome: Scheduled counselling sessions will be shown.

	Counseling Schedule ▾						Q ⏷ 8
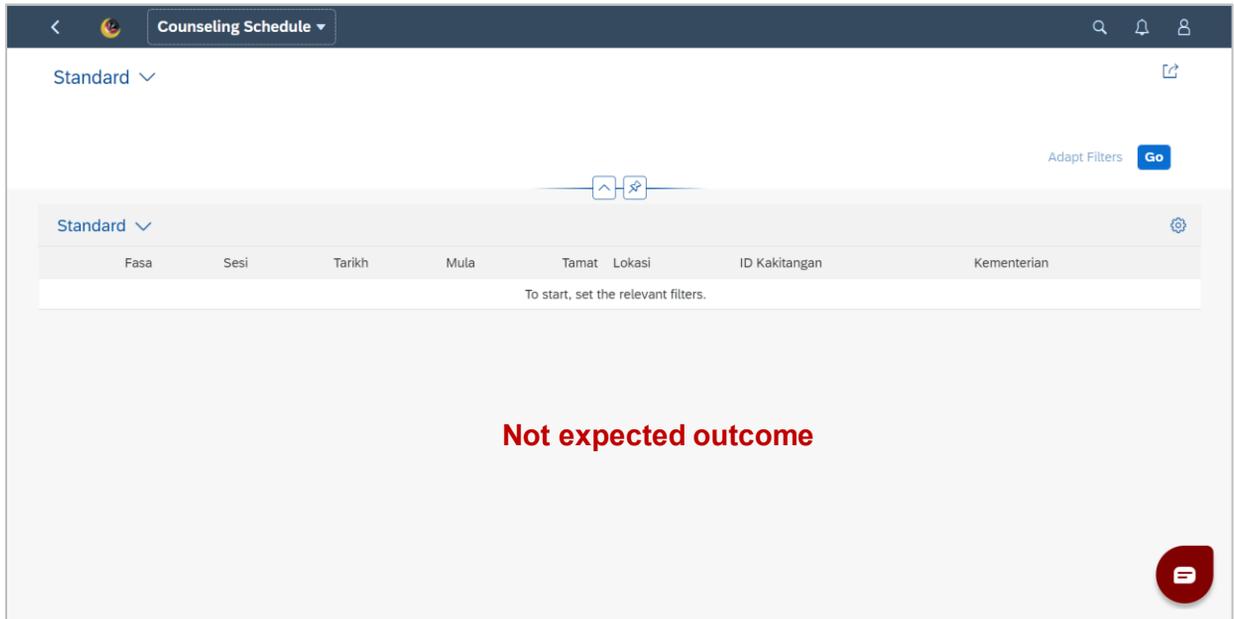
Standard ⌄

Adapt Filters **Go**

Standard ⌄

Fasa	Sesi	Tarikh	Mula	Tamat	Lokasi	ID Kakitangan	Kementerian
			To start, set the relevant filters.				

Not expected outcome

Fasa	Sesi	Tarikh	Mula	Tamat	Lokasi	ID Kakitangan	Kementrian	Jabatan	
1	1	20.10.2023, 08:00:00	01:26:00	22:26:00	Bilik Al-Mu'min	10100112	Min. of Health	Kem. Kesihatan	›
1	1	21.10.2023, 08:00:00	21:15:00	22:15:00	Bilik Al-Mu'min	10100177	Prime Minister's Office	Audit	›

Actual expected outcome

FILL FEEDBACK FORM	**Front-End User**
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
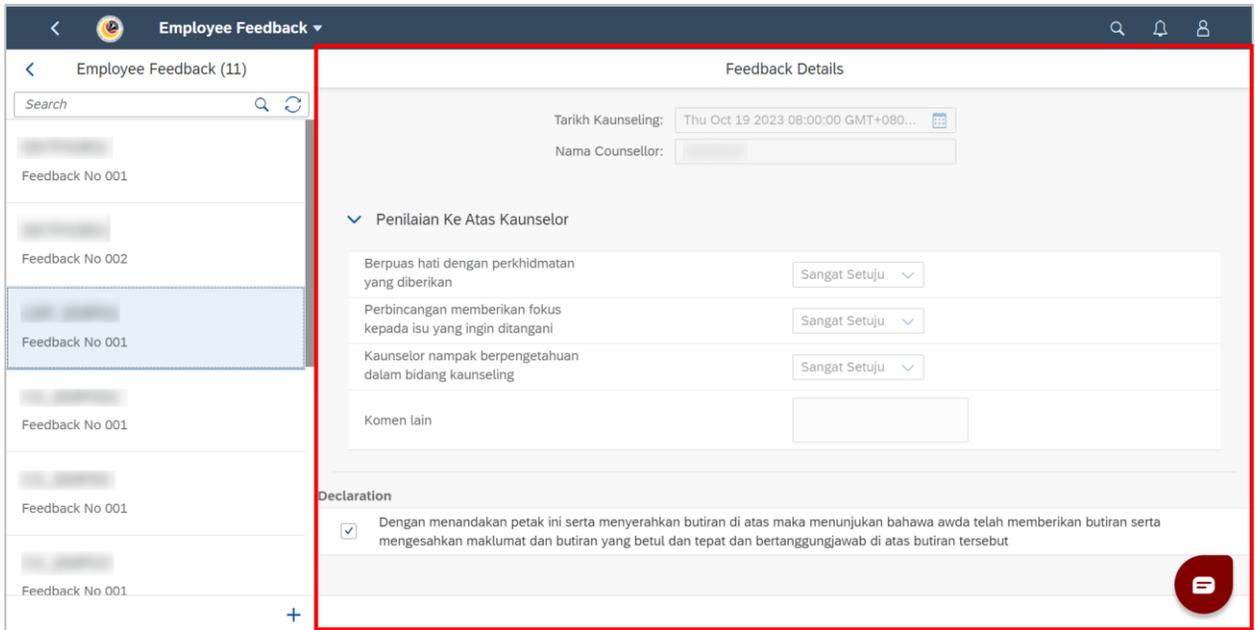
2. Click on the **Employee Feedback** tile**.**
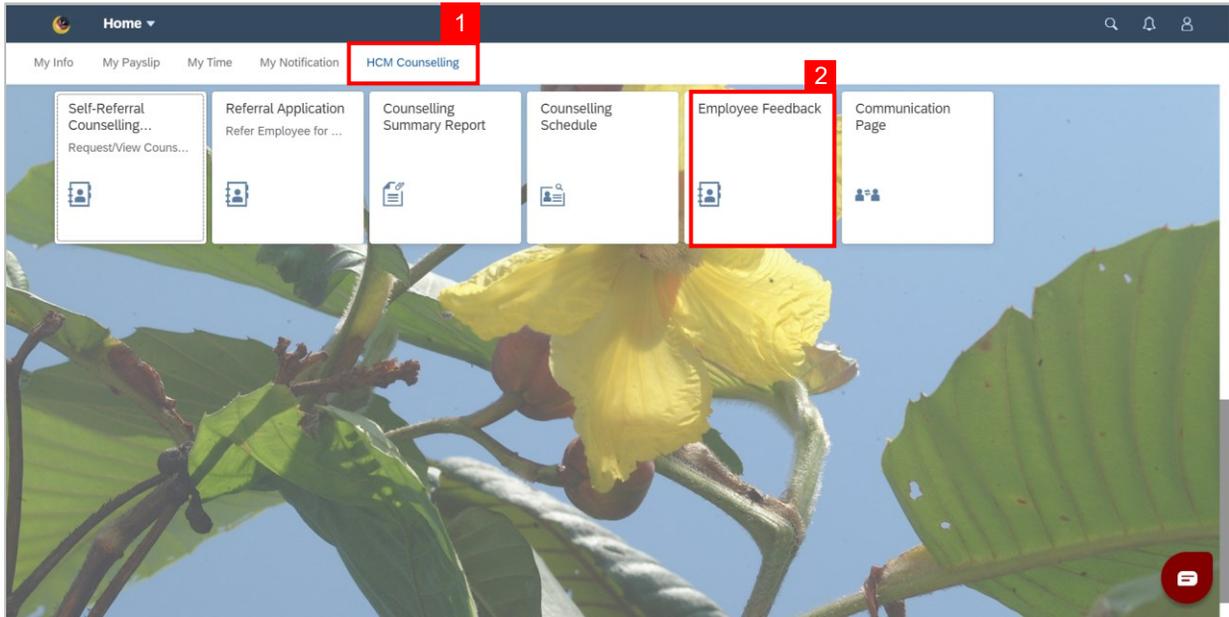
Note: Employee Feedback screen will be shown.

3. Click the ⊞ button.
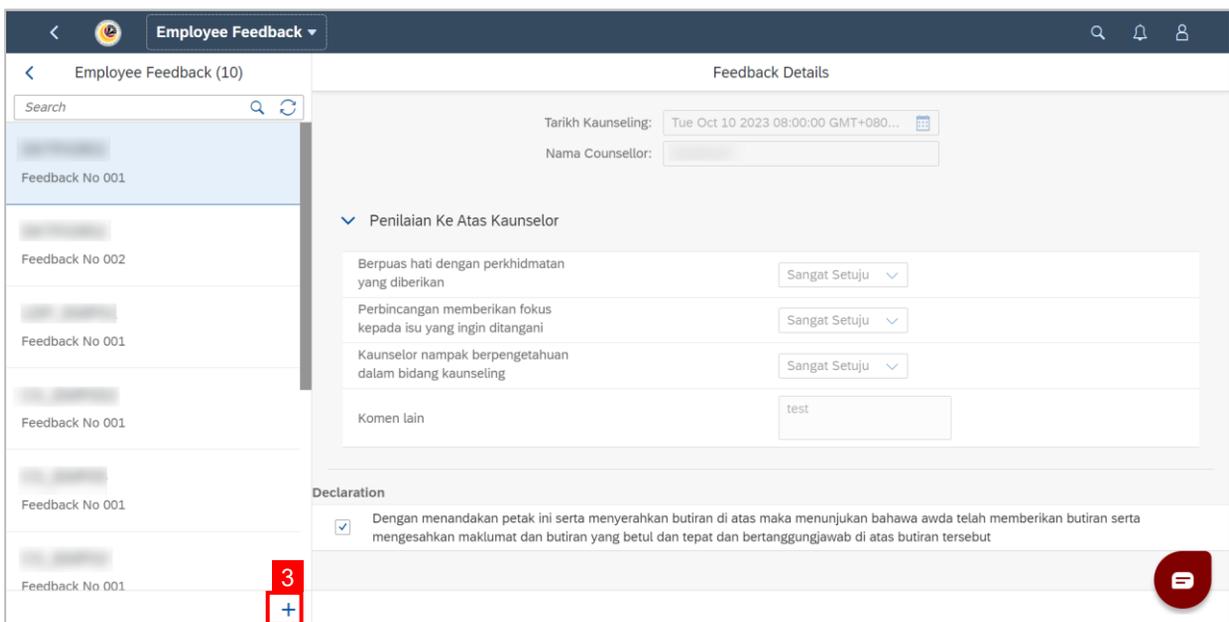
Note: A new **Employee Feedback** Form will be made**.**

4. Type in or Select a date for **Tarikh Kaunseling** by clicking the **calendar** icon.
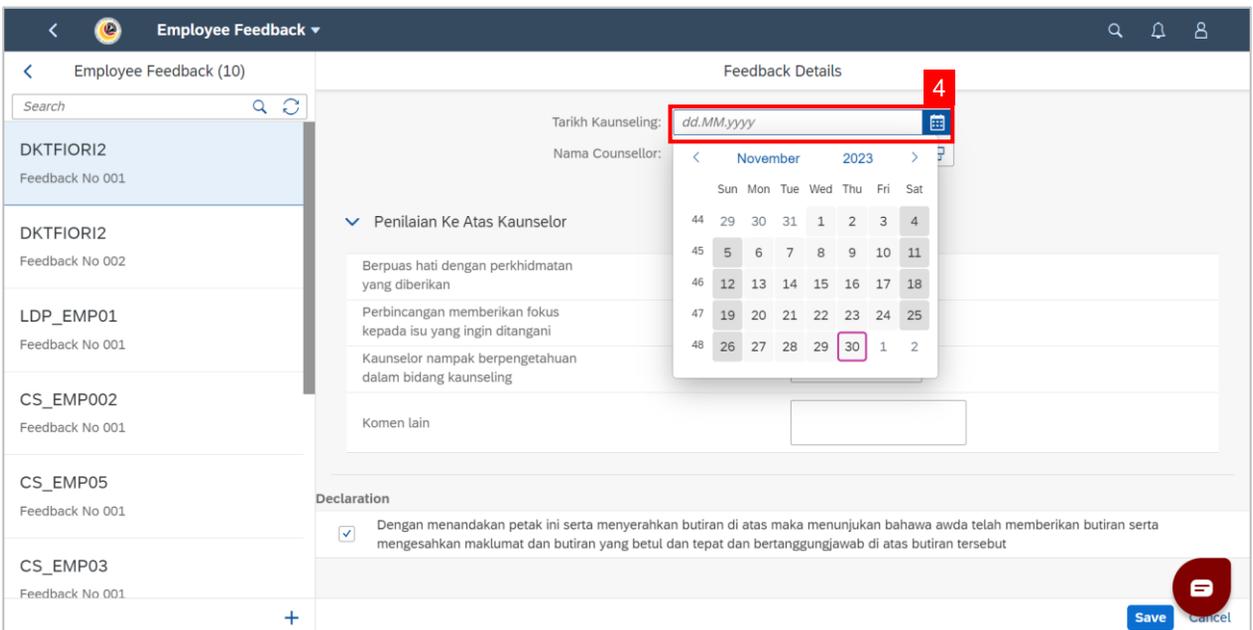
5. Click the **Lookup** button in the **Nama Counsellor** field.

Note: A list of Counsellors will be displayed.

6. Click on the Counsellor to provide feedback on
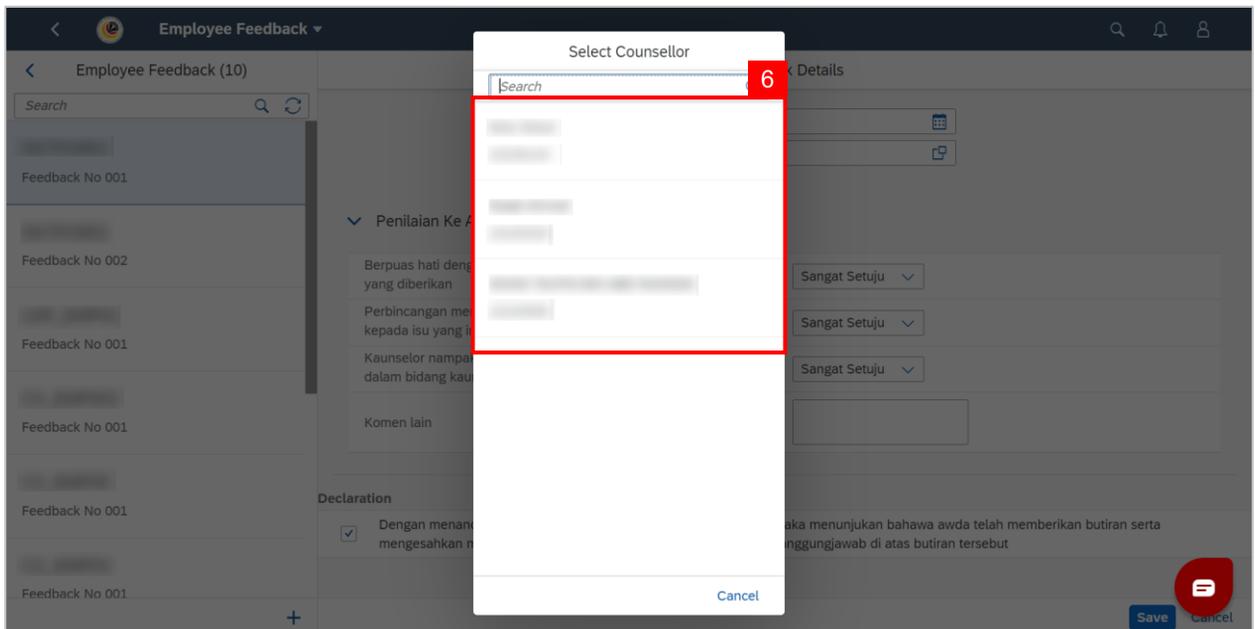
7. Answer the evaluation questions by selecting an option in the drop box.
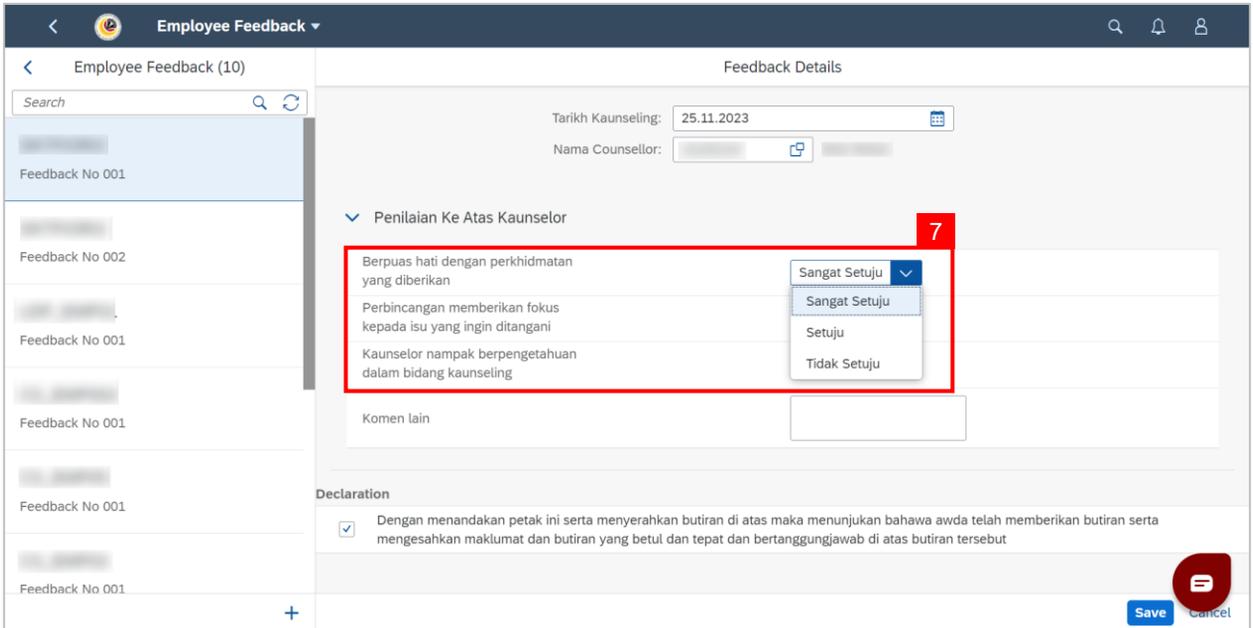
8. Type in any comments in **Komen lain.**

9. Tick the **checkbox** next to the **declaration**.

10. Click the **Save** button.
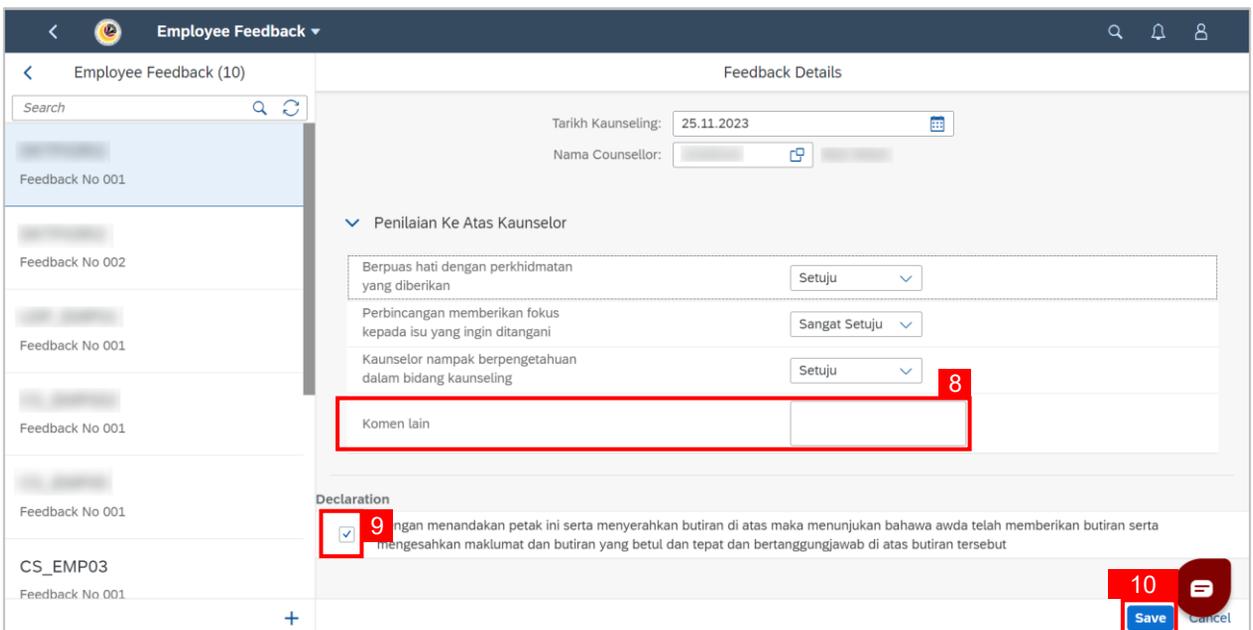
Outcome: Feedback to selected Counsellor has been saved and sent.

VIEW COMPLETED FEEDBACK FORM	Front-End User
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.
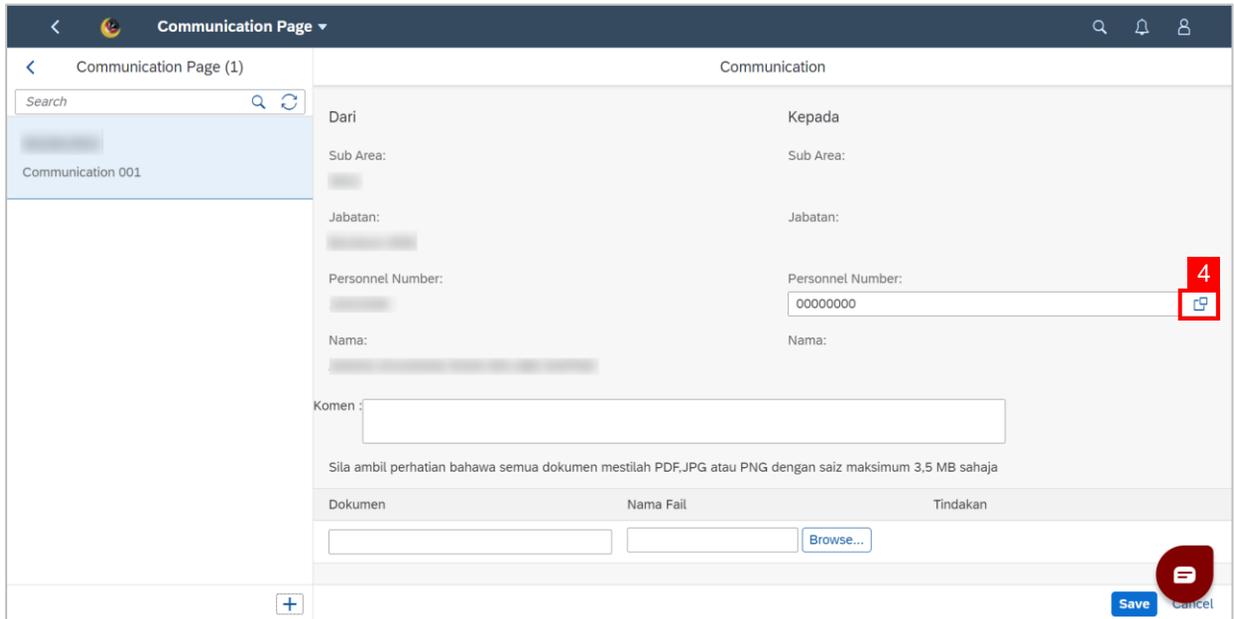
2. Click on the **Employee Feedback** tile**.**

Note: Employee Feedback screen will be shown.

3. Click on a Completed **Employee Feedback** Form.
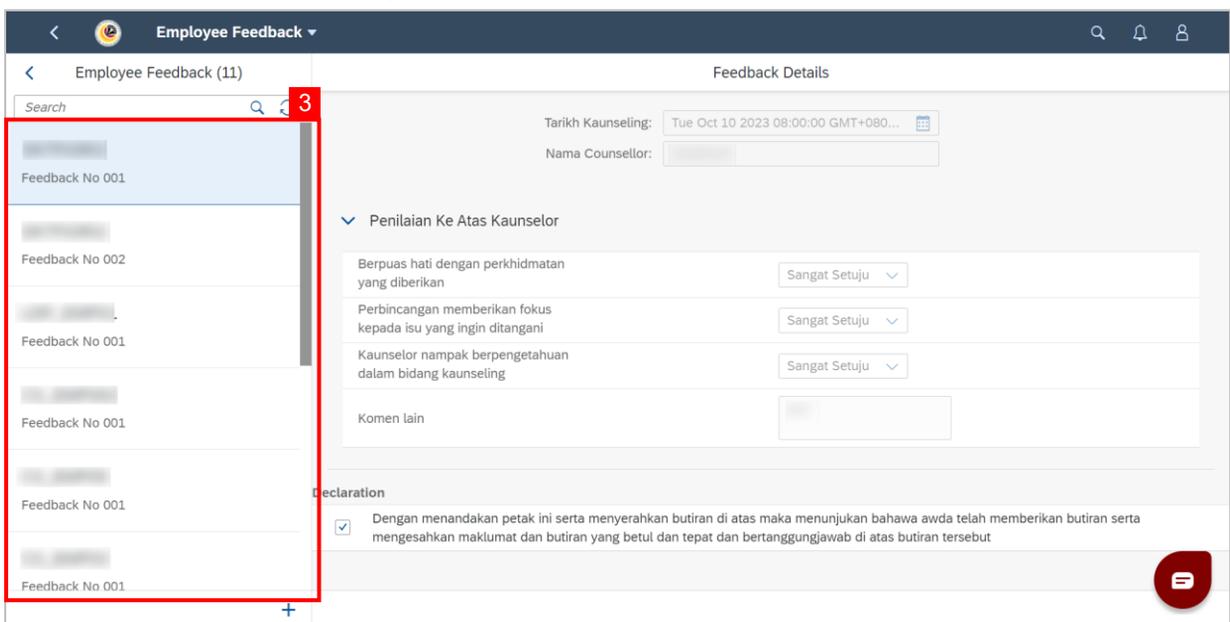
Outcome: Selected Completed Employee Feedback Form can be viewed on the right

side of the screen.

FILL COMMUNICATIONS PAGE	Front-End User
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.

2. Click on the **Communication Page** tile**.**
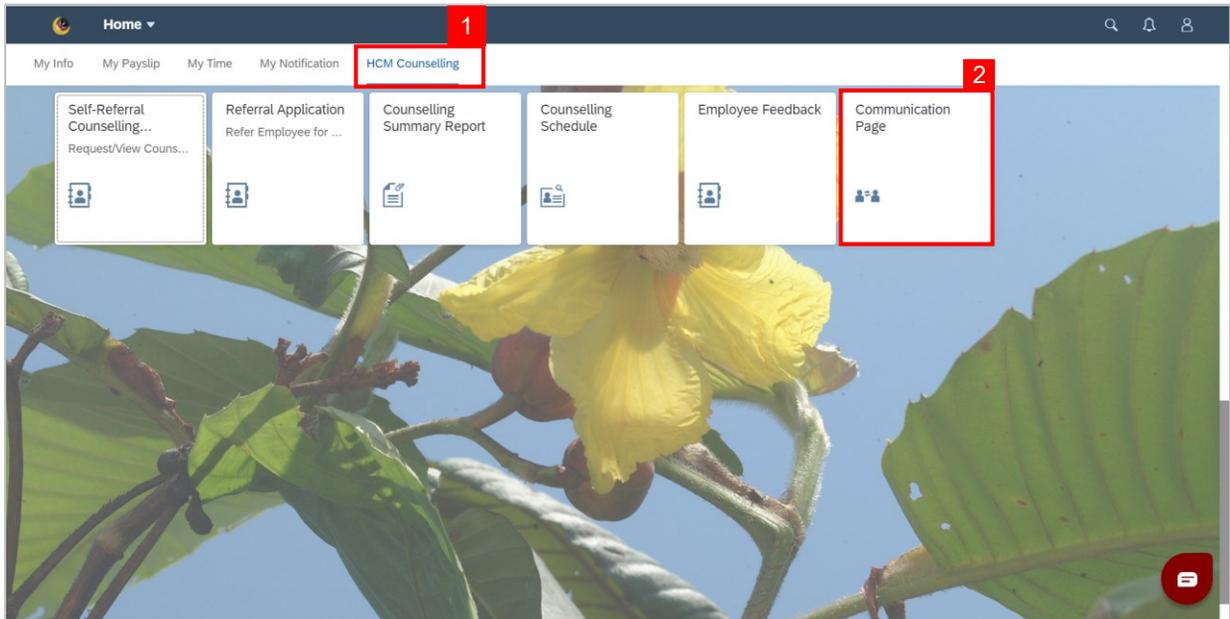
Note: Communication Page will be shown.

3. Click on the ⊞ button to create a new communication.
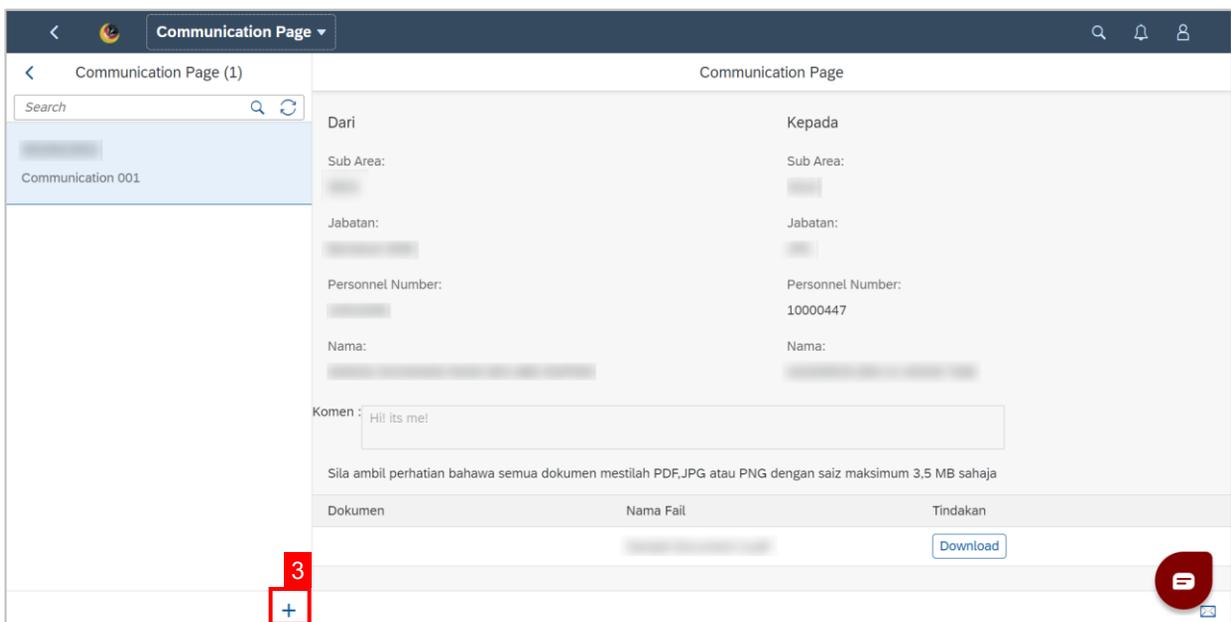
Note: A new communication is made.

4. Click on the **Lookup** button to select a **Personnel Number** to communicate with.

Note: A list of Employees with their Names and Personnel Numbers will be displayed.

5. Click on the **employee** to communicate with.

6. Fill in any comments in **Komen** if needed.
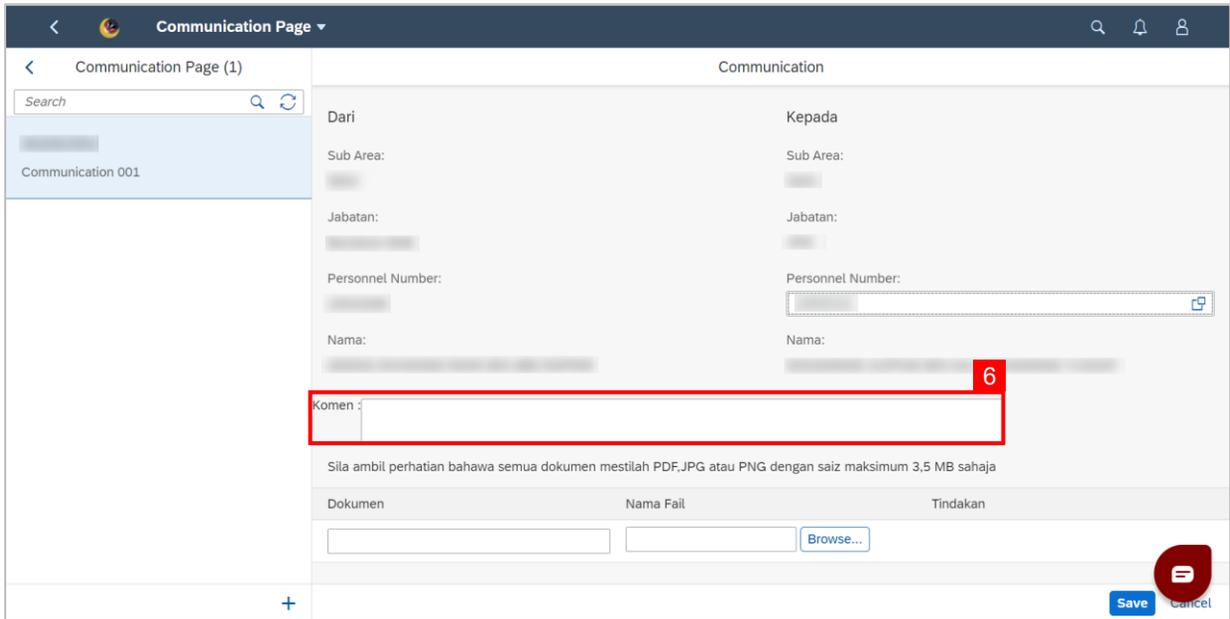
7. Fill in the document description in **Dokumen**.

8. Click **Browse…** to select a document to be attached.
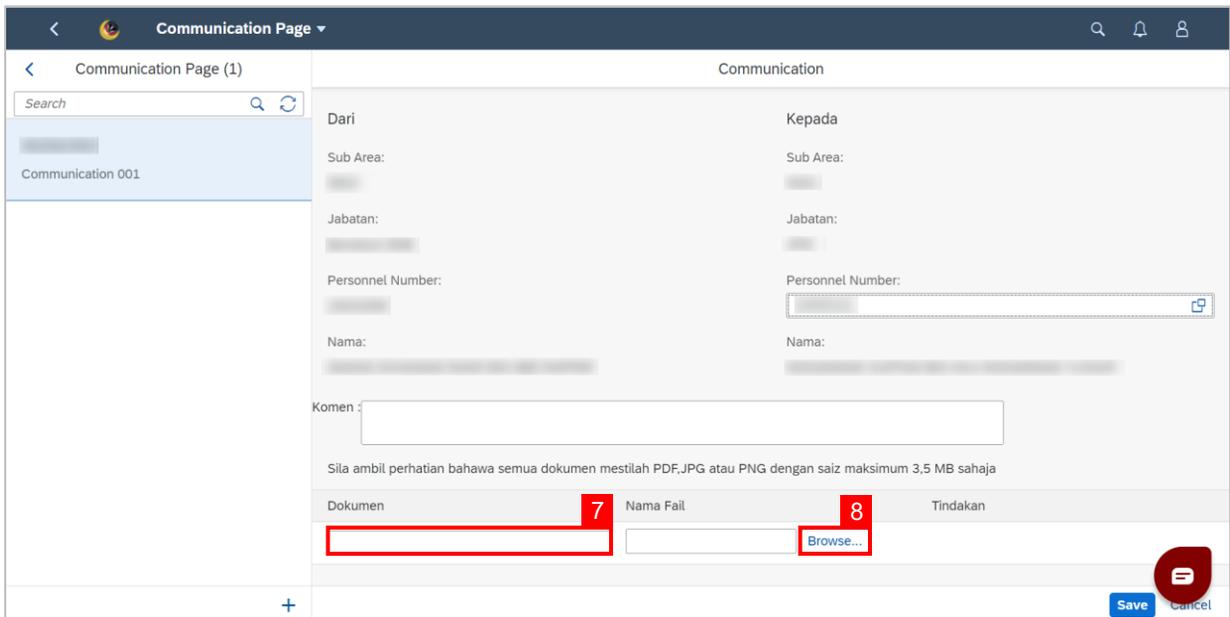
Note: A file explorer window will open.
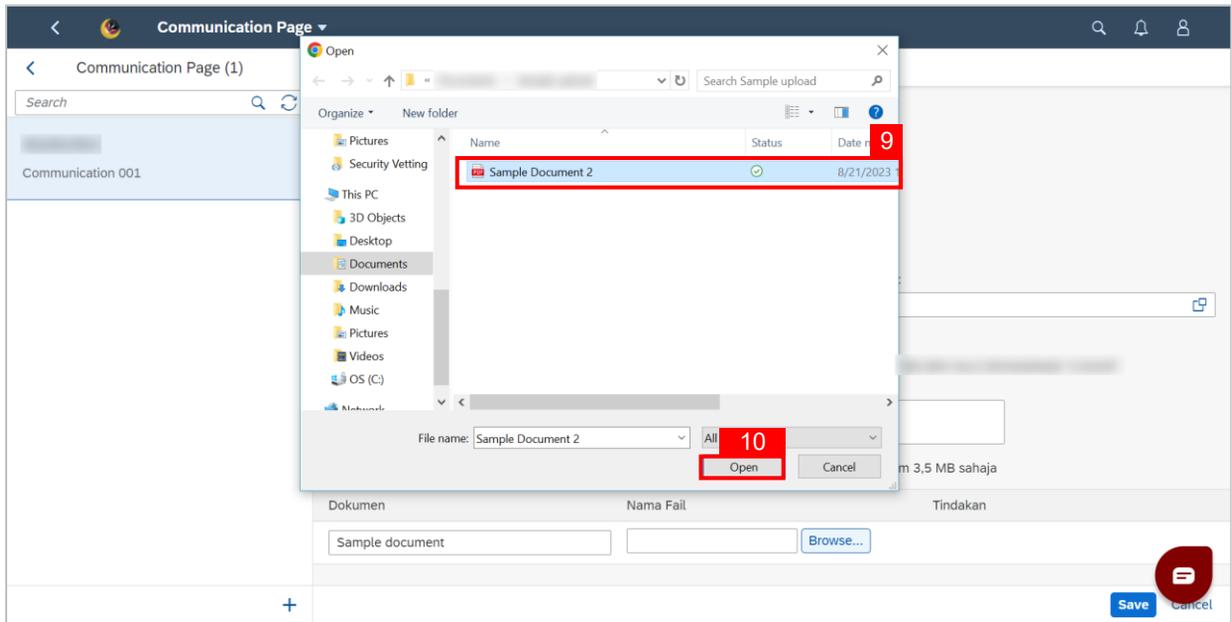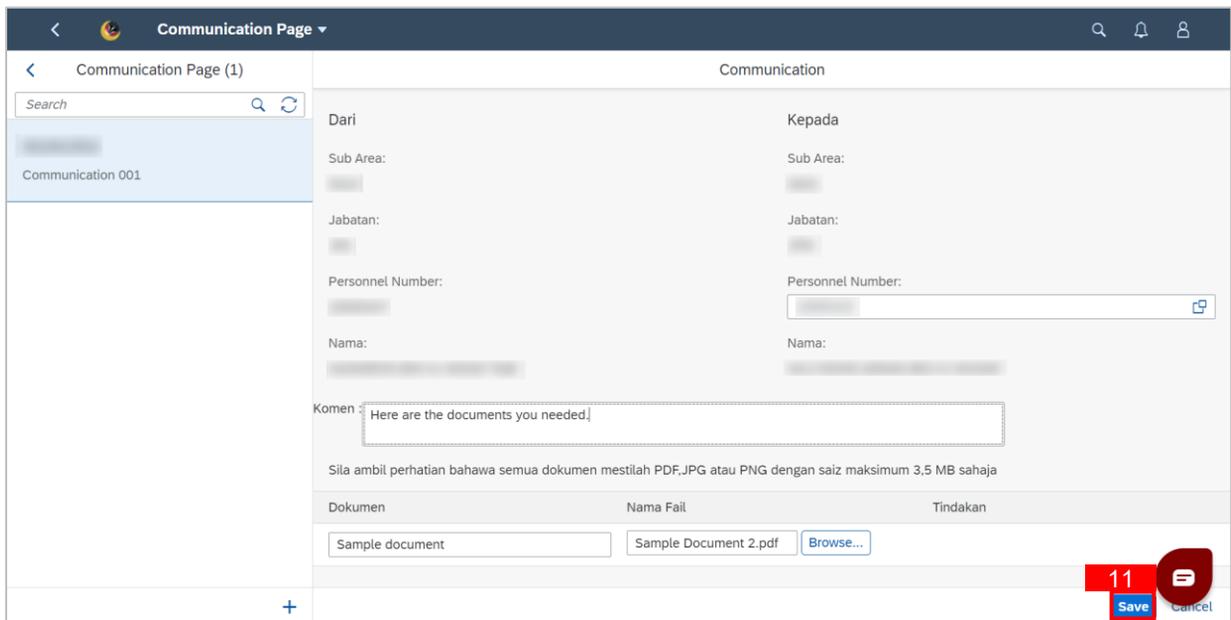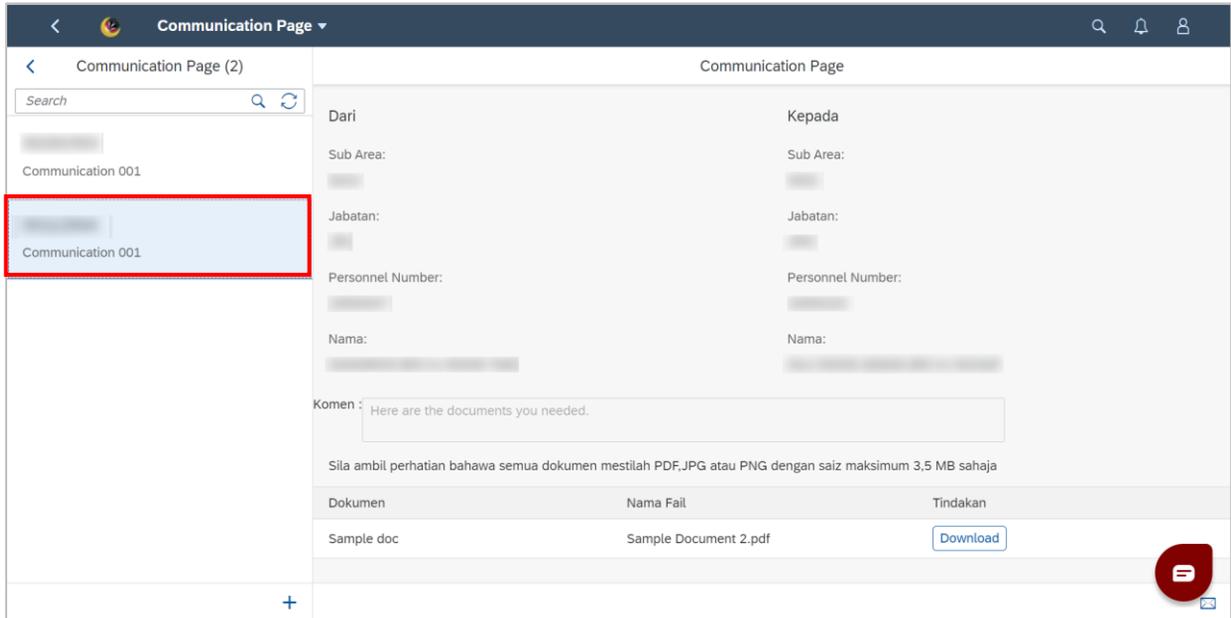
9. Find and select the document to be attached.

10. Click **Open** to attach the document.

11. Click the **Save** button to communicate with the chosen employee.

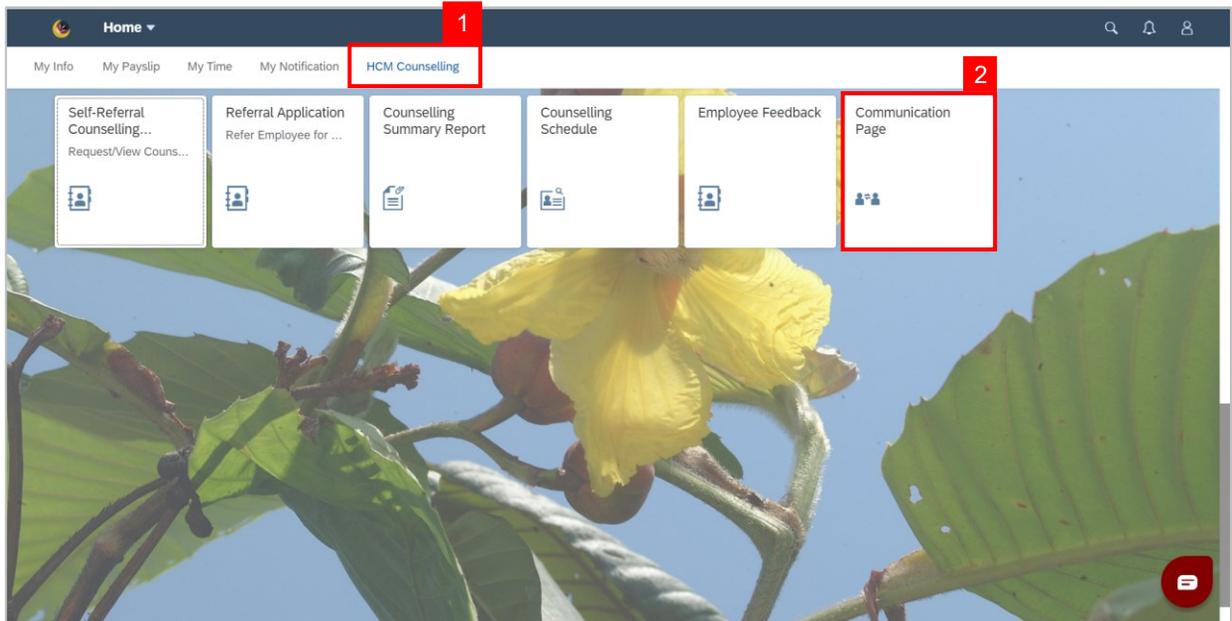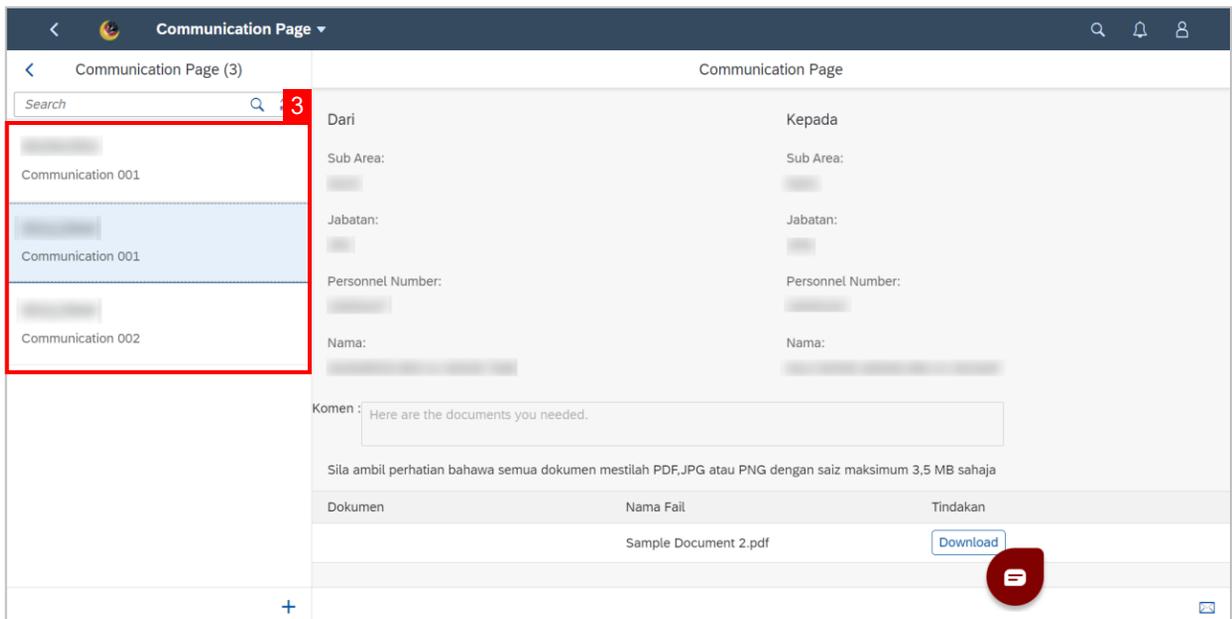**Outcome: Message has been sent to the other employee.**

VIEW COMMUNICATIONS	Front-End User
	Employee

1. Navigate to the **HCM Counselling** section by clicking on the tab with the same name.

2. Click on the **Communication Page** tile**.**

Note: Communication Page will be shown.

3. Click on a **Communication** to view.

Outcome: Selected Communications can be viewed on the right.