



# **SISTEM SUMBER MANUSIA**

**User Guide**

**for BPK Admin**

**Front End (FIORI) & Back End (SAP GUI)**

**Counselling**

VERSION: 1.0

## INTRODUCTION

This user guide acts as a reference for **BPK Admin (Front End & Back 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
<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**.

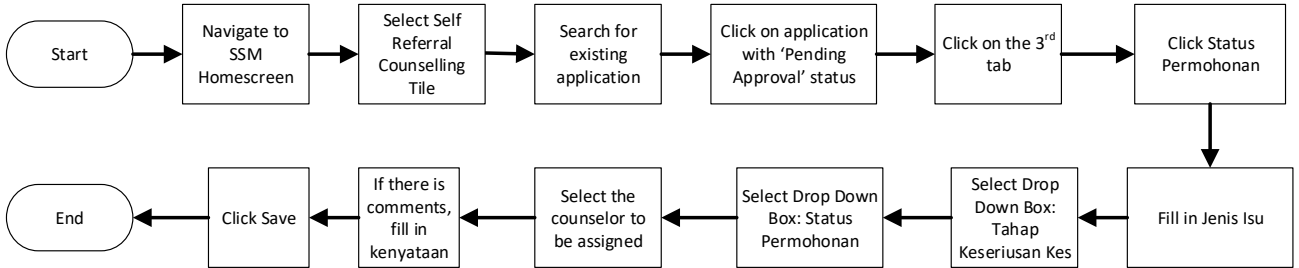


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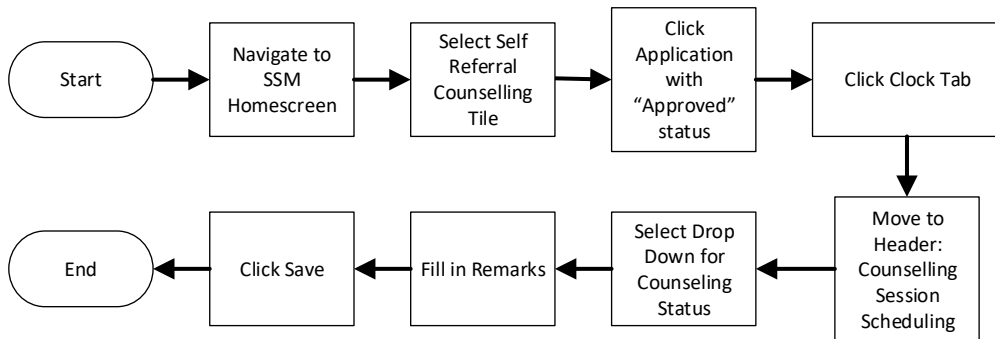
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## Process Overview

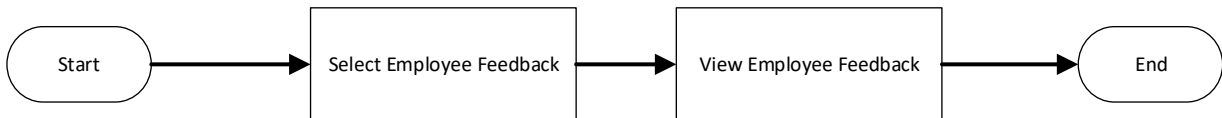
### Approve Application



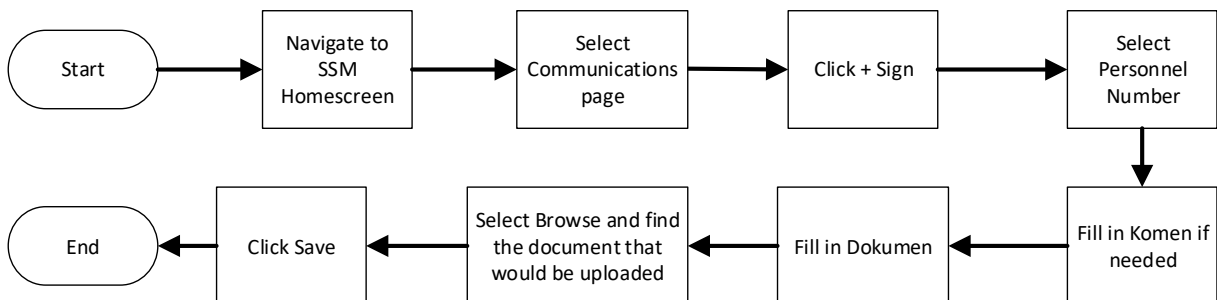
### Change Counselling Status



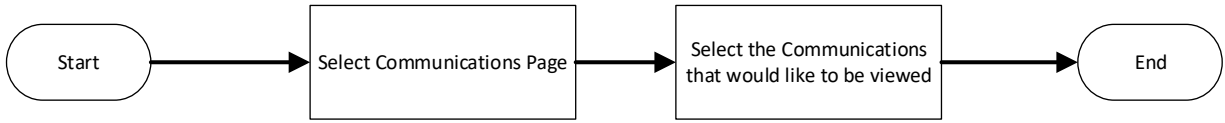
### View Completed Feedback Form



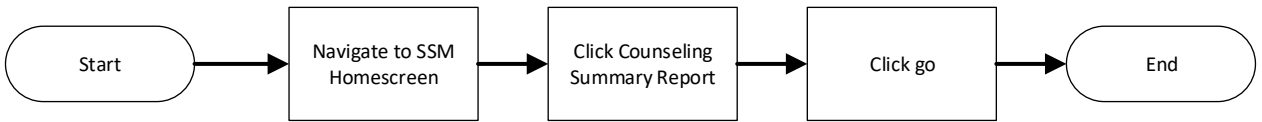
### Fill Communications Page



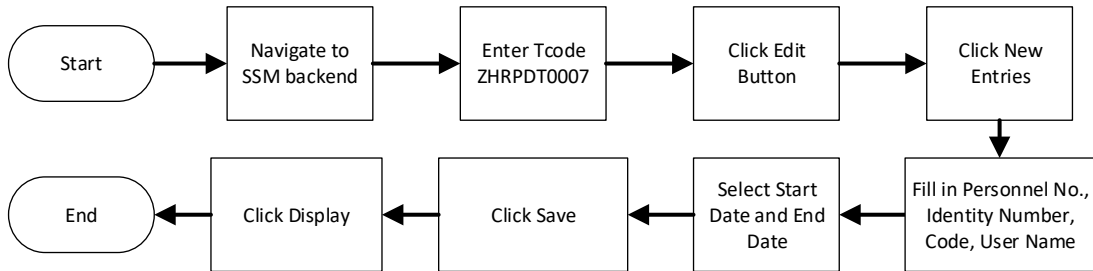
## View Communications



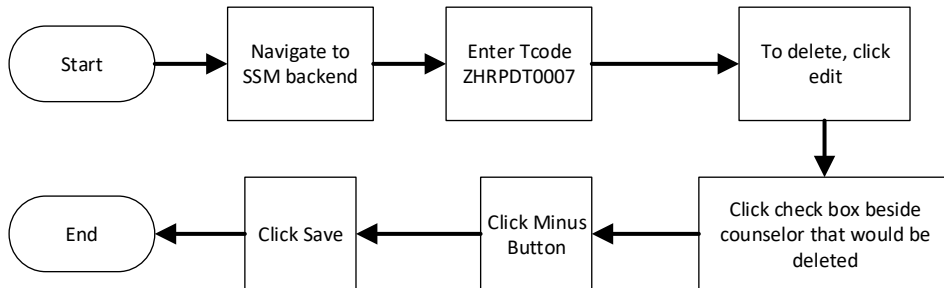
## View Counselling Report



## Add New Counsellor-User ID



## Delete Counsellor-User ID

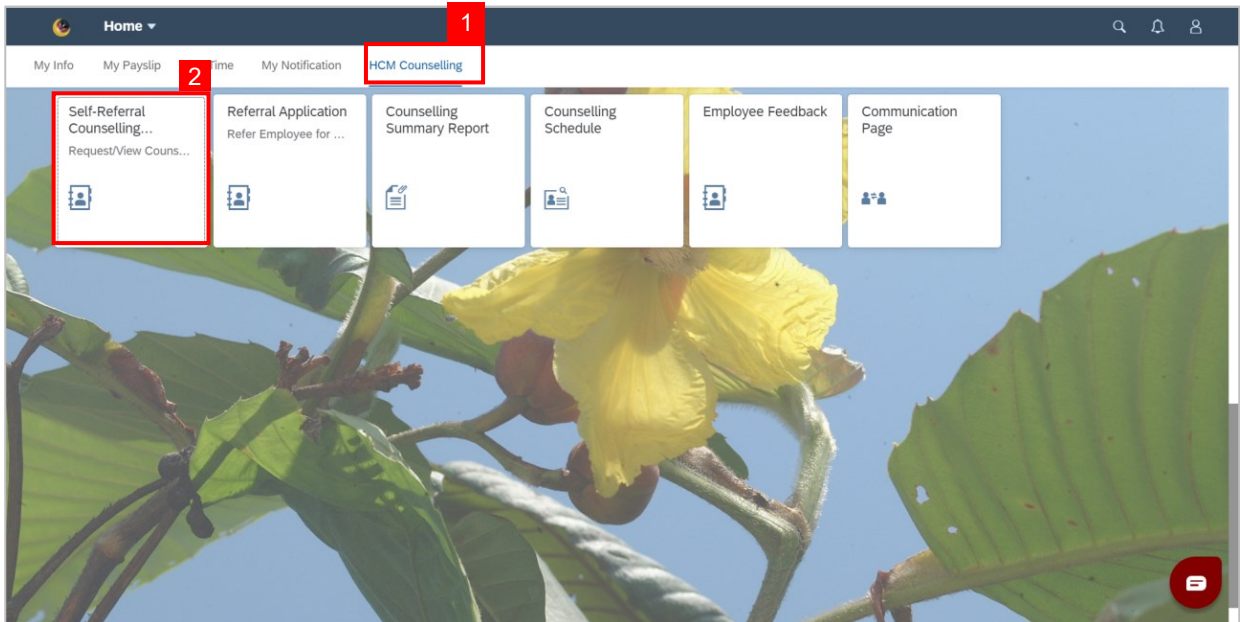


## Approve Self Referral Application

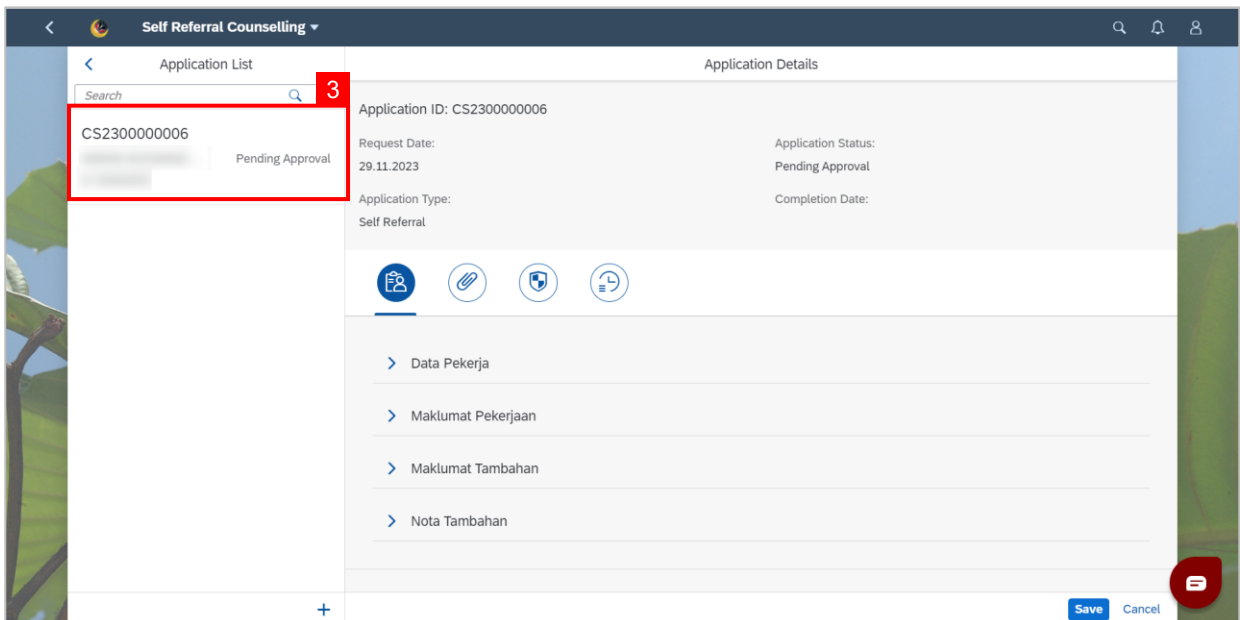
Front-End User

BPK Admin

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 application with '**Pending Approval**' status.



**Note:** For **Status Permohonan**, select “**Approved**” to approve the application or select “**Rejected**” to reject the application.

8. Select “**Approved**” from the drop-down box for **Status Permohonan**.

Self Referral Counselling

Application List

Search

CS2300000006 Pending Approval

Application Details

Self Referral

Status Permohonan

Jenis Isu: Disiplin

Tahap Kes: Rendah

Status Permohonan: Rejected

Kaunselor Ditugaskan: Approved 8

Kenyataan: Rejected

Save Cancel

9. Click the lookup button to select the **Kaunselor Ditugaskan**.

Self Referral Counselling

Application List

Search

CS2300000006 Pending Approval

Application Details

29.11.2023 Pending Approval

Application Type: Self Referral

Completion Date:

Status Permohonan

Jenis Isu:

Tahap Kes: Rendah

Status Permohonan: Rejected

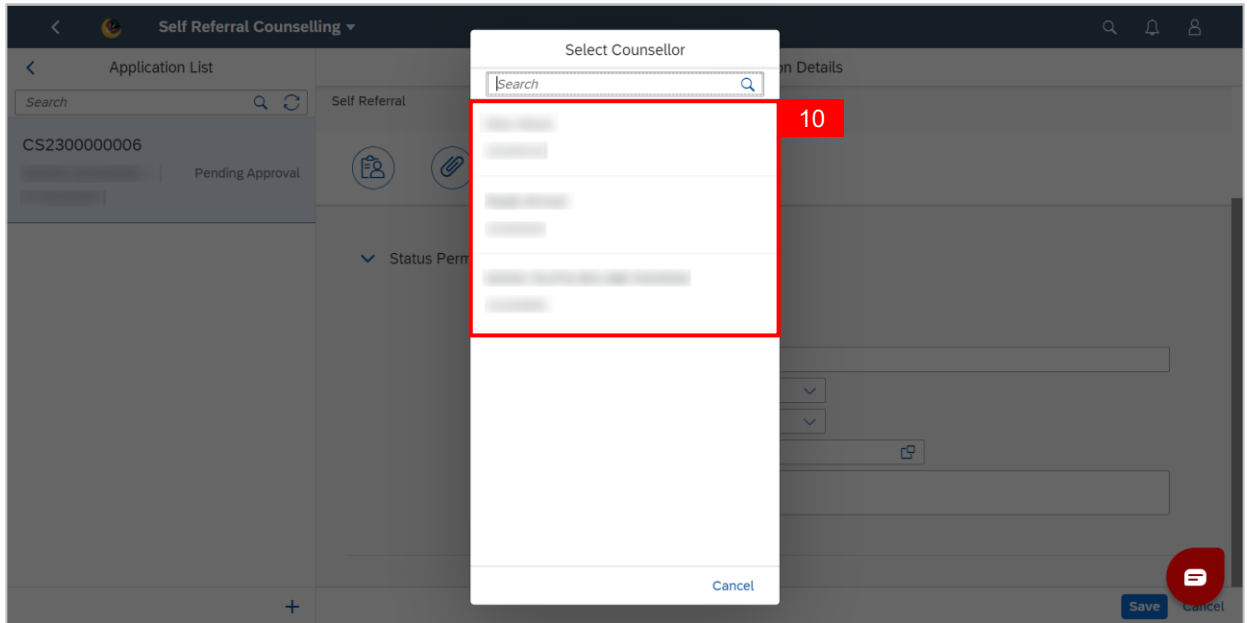
Kaunselor Ditugaskan: 00000000 9

Kenyataan:

Save Cancel

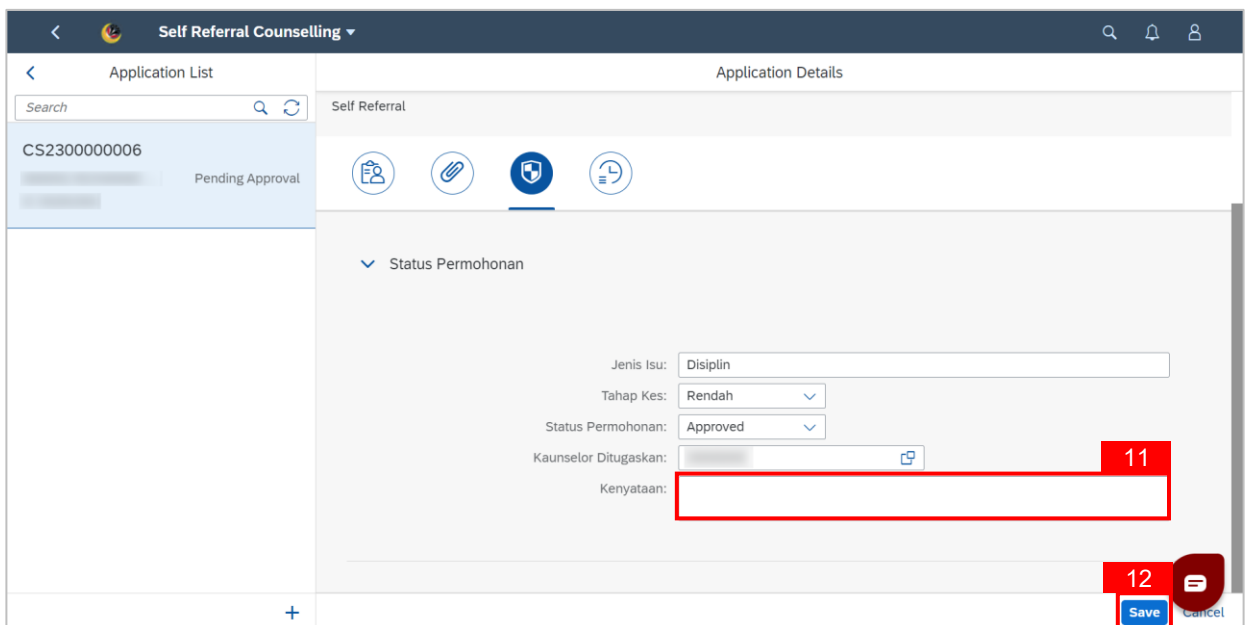
**Note:** A list of counsellors will be displayed.

10. Click on a counsellor to assign them to the request.



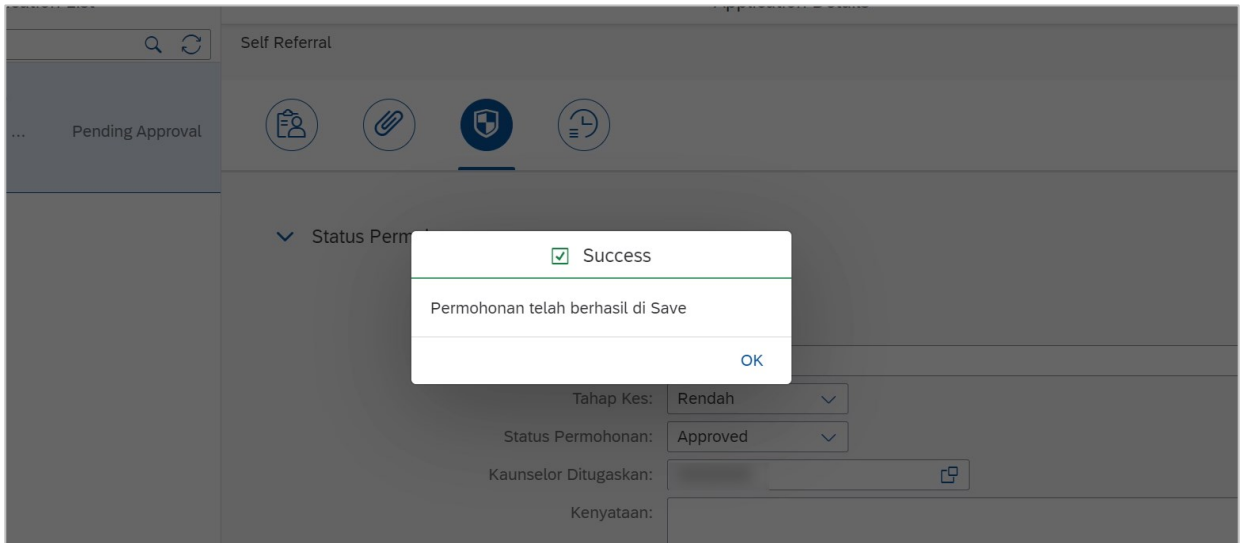
11. Fill in **Kenyataan** if there are any remarks.

12. Click the **Save** button.

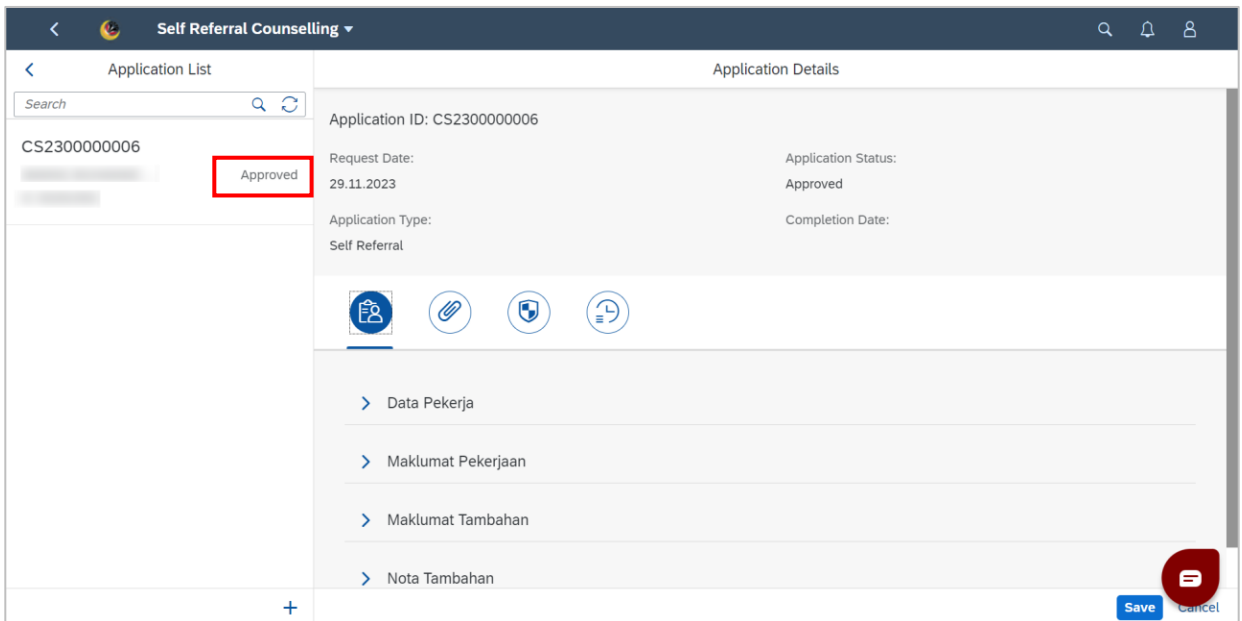




**Note:** A **Success** message will be displayed.



**Outcome:** Application has successfully been approved.

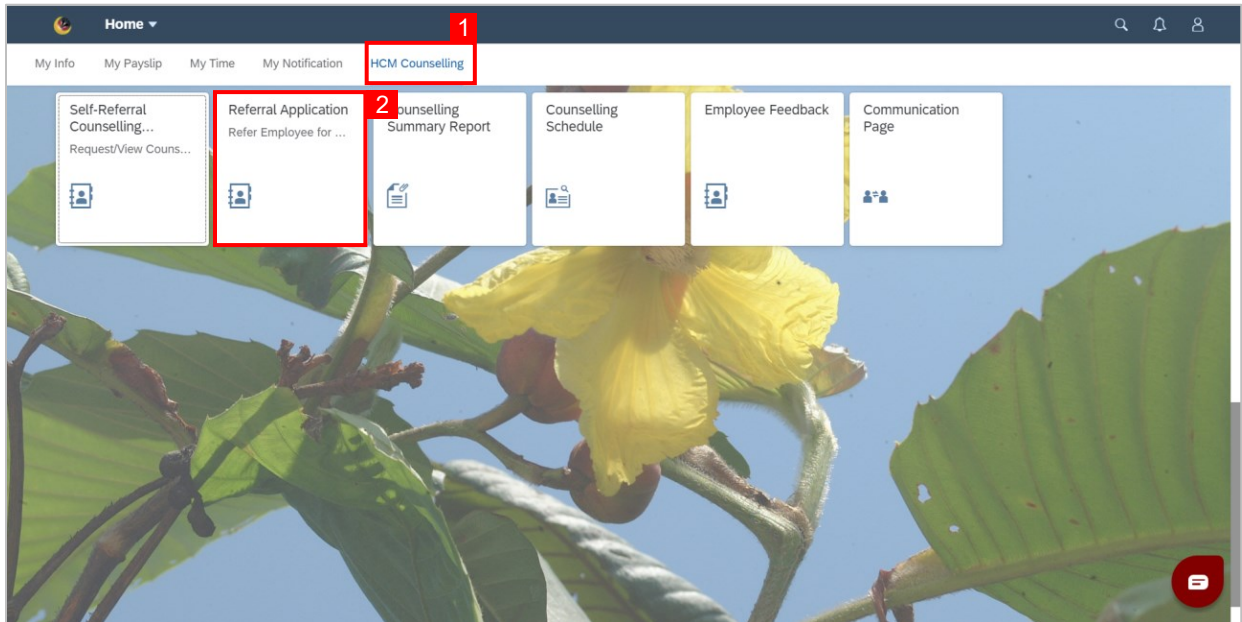


**Approve Referral Application**

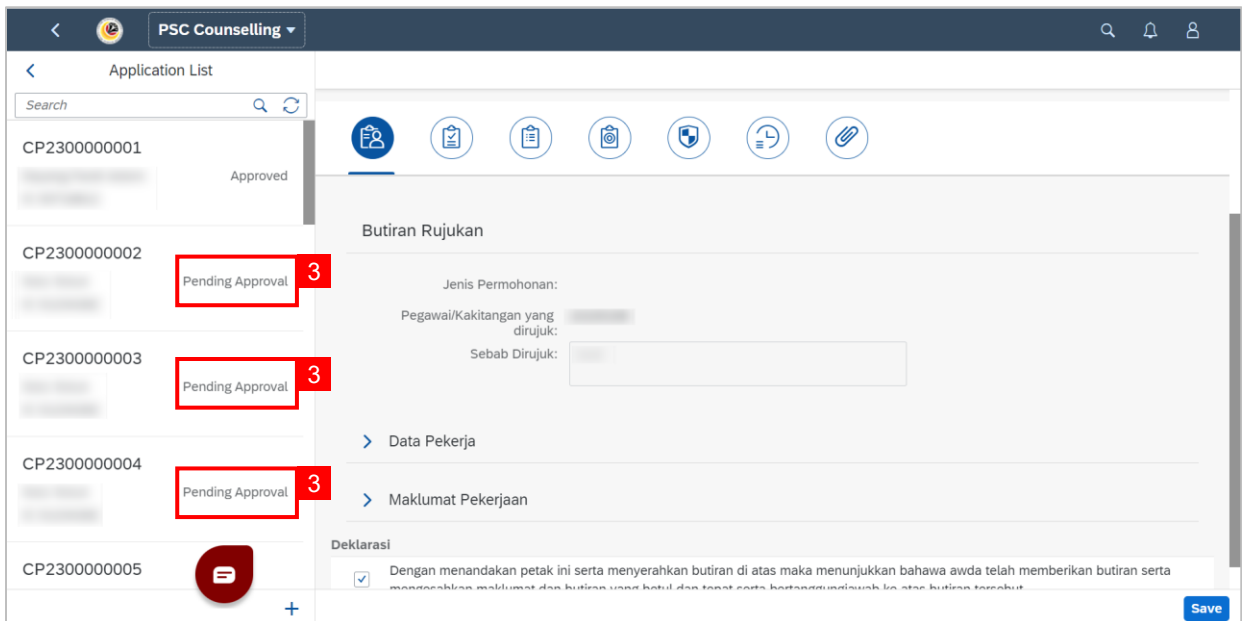
**Front-End User**

BPK Admin

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

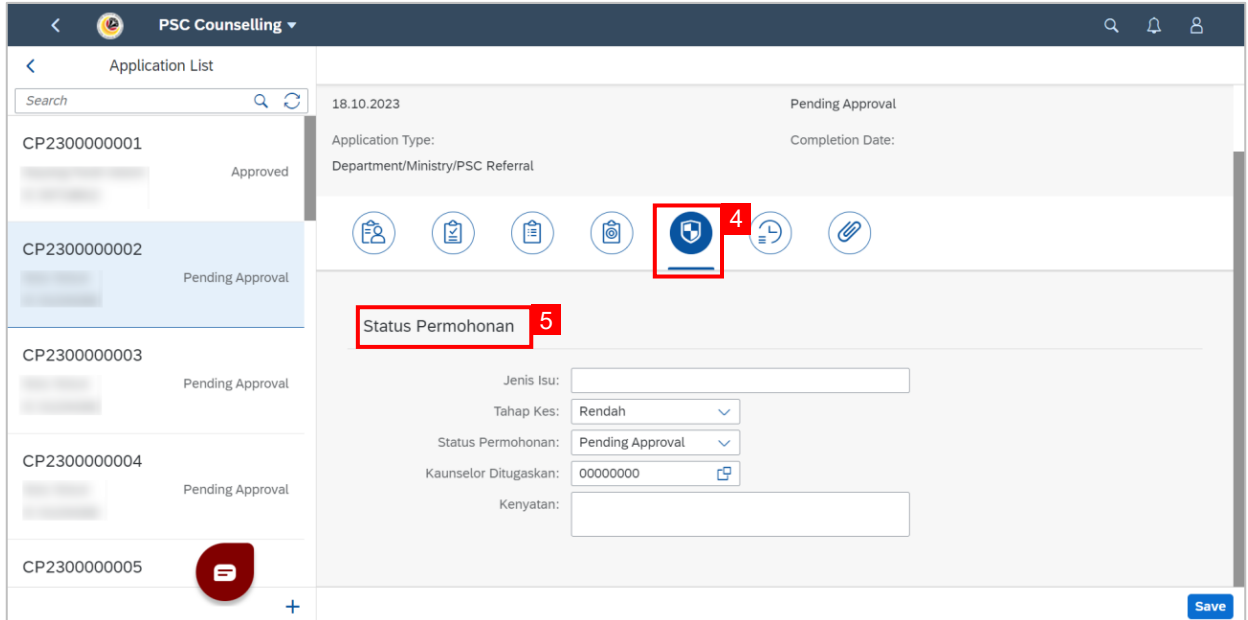


3. Click on application with '**Pending Approval**' status.



4. Click on the fifth tab.

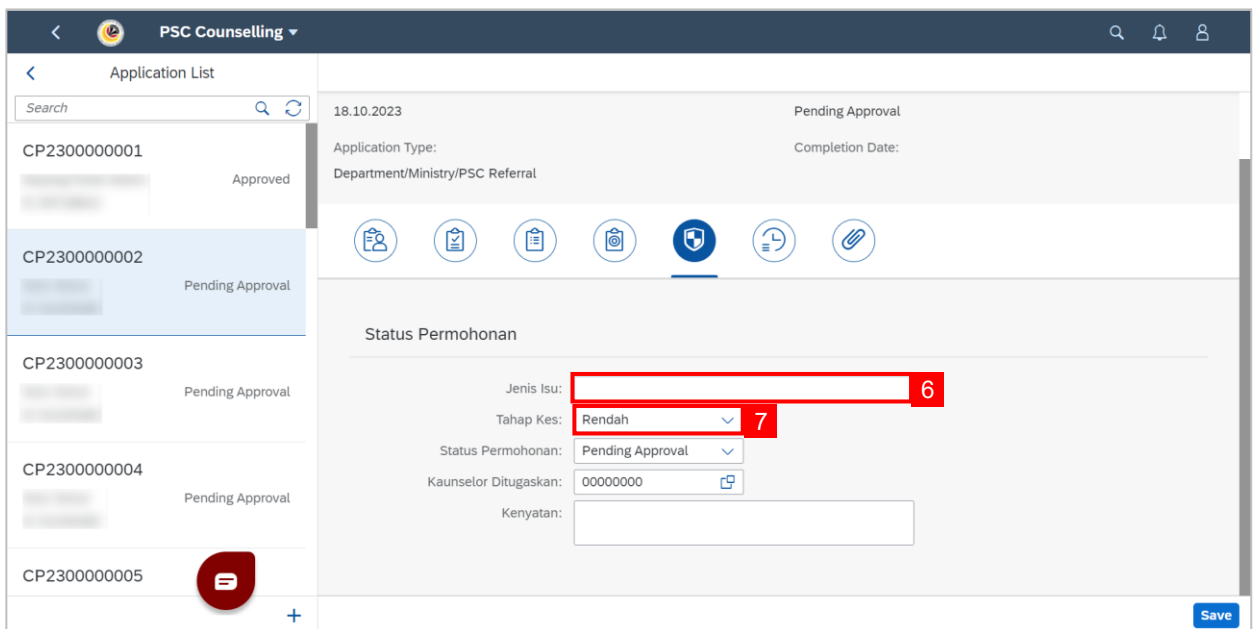
5. Navigate to **Status Permohonan**.



The screenshot shows the 'PSC Counselling' application form. The left sidebar lists five applications with IDs CP2300000001 to CP2300000005. The main form area displays details for application CP2300000002, which is in 'Pending Approval' status. The 'Status Permohonan' tab is selected and highlighted with a red box and the number 5. The form fields include: 'Jenis Isu' (text input), 'Tahap Kes' (dropdown menu set to 'Rendah'), 'Status Permohonan' (dropdown menu set to 'Pending Approval'), 'Kaunselor Ditugaskan' (dropdown menu set to '00000000'), and 'Kenyataan' (text input). A red box with the number 4 highlights the 'Status Permohonan' tab icon in the top navigation bar. A 'Save' button is located at the bottom right.

6. Fill in **Jenis Isu**.

7. Select **Tahap Kes** from the drop-down box (either **Rendah** or **Tinggi**).



The screenshot shows the same 'PSC Counselling' application form as above. The 'Jenis Isu' text input field is highlighted with a red box and the number 6. The 'Tahap Kes' dropdown menu is also highlighted with a red box and the number 7. The 'Status Permohonan' tab remains selected. The 'Save' button is visible at the bottom right.

**Note:** For **Status Permohonan**, select **“Approved”** to approve the application or select **“Rejected”** to reject the application.

8. Select **“Approved”** from the drop-down box for **Status Permohonan**.

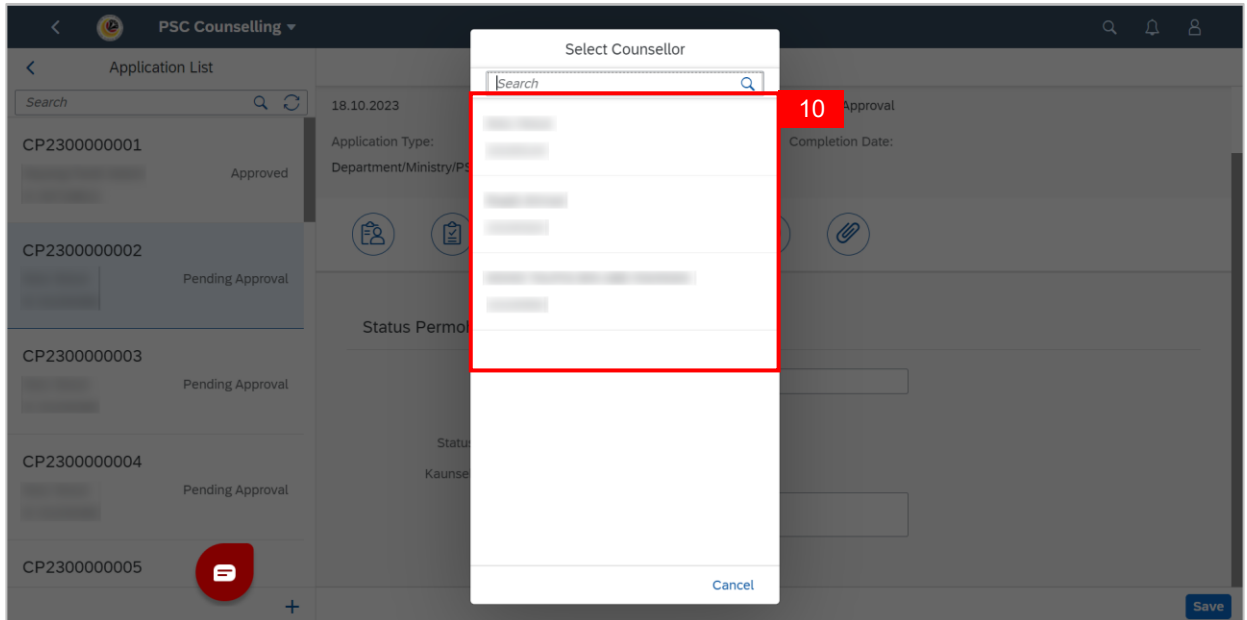
The screenshot shows the 'PSC Counselling' application form. The 'Status Permohonan' dropdown menu is open, showing options: 'Pending Approval', 'Approved', and 'Rejected'. The 'Approved' option is highlighted with a red box and a red circle containing the number 8. The form also displays application details such as '18.10.2023', 'Pending Approval', 'Application Type: Department/Ministry/PSC Referral', and 'Completion Date:'. A 'Save' button is visible at the bottom right.

9. Click the lookup button to select the **Kaunselor Ditugaskan**.

The screenshot shows the 'PSC Counselling' application form. The 'Kaunselor Ditugaskan' field is highlighted with a red box and a red circle containing the number 9. A lookup icon (magnifying glass) is visible next to the field. The form also displays application details such as '18.10.2023', 'Pending Approval', 'Application Type: Department/Ministry/PSC Referral', and 'Completion Date:'. A 'Save' button is visible at the bottom right.

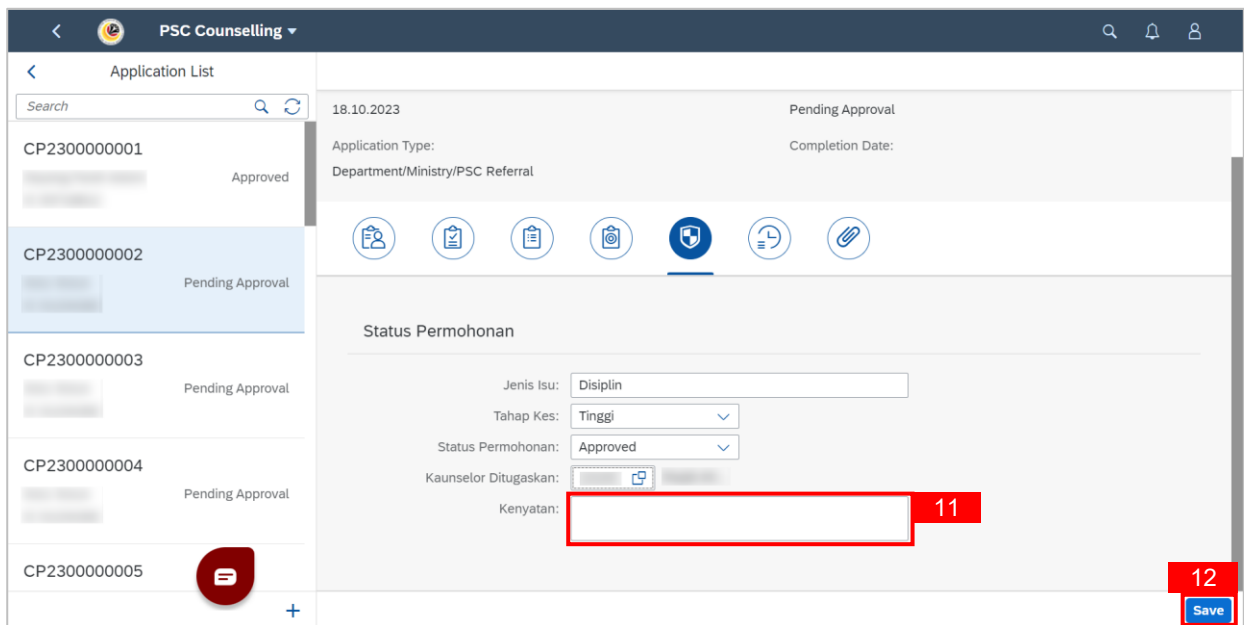
**Note:** A list of counsellors will be displayed.

10. Click on a counsellor to assign them to the request.

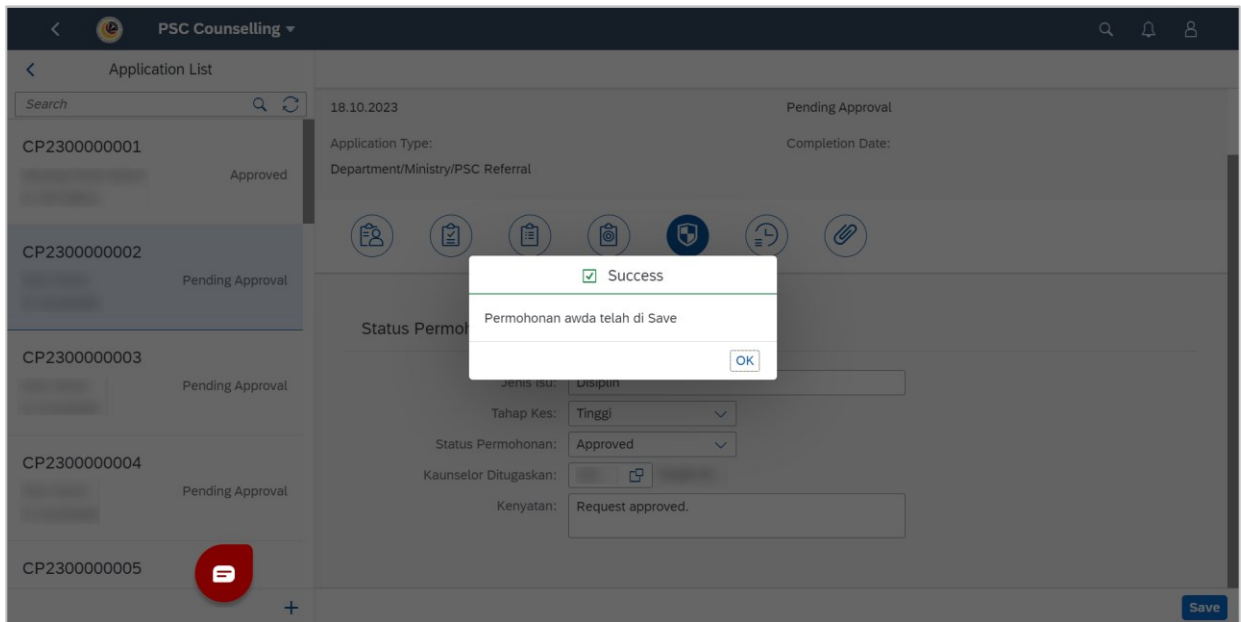


11. Fill in **Kenyataan** if there are any remarks.

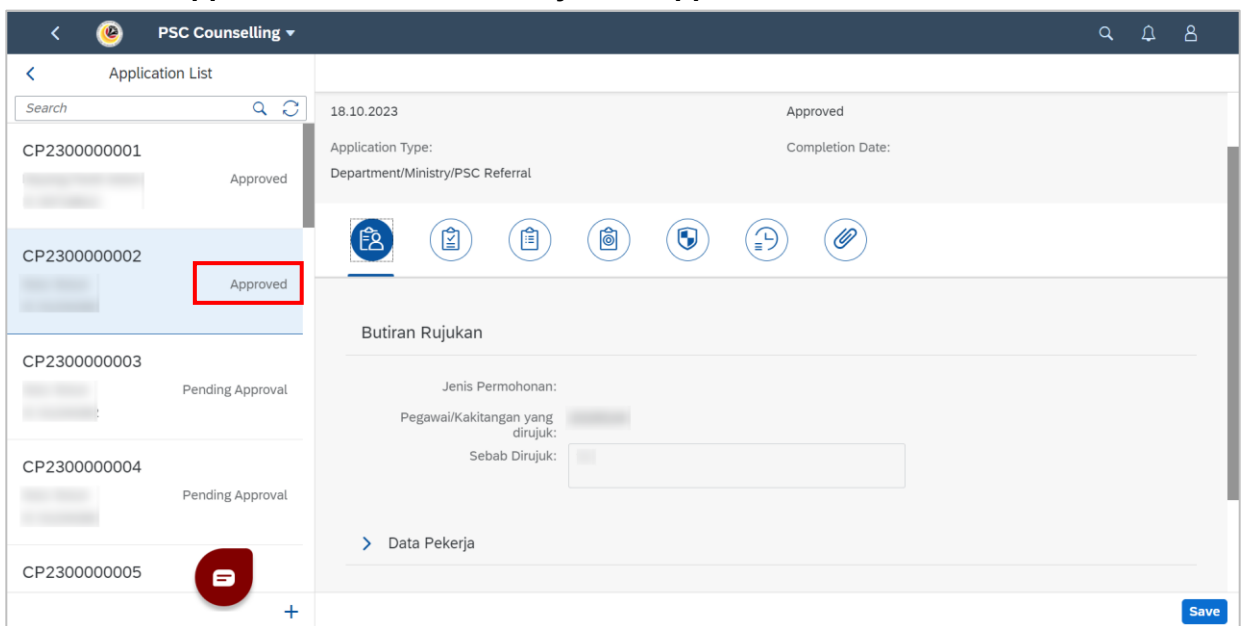
12. Click the **Save** button.



**Note:** A **Success** message will be displayed.

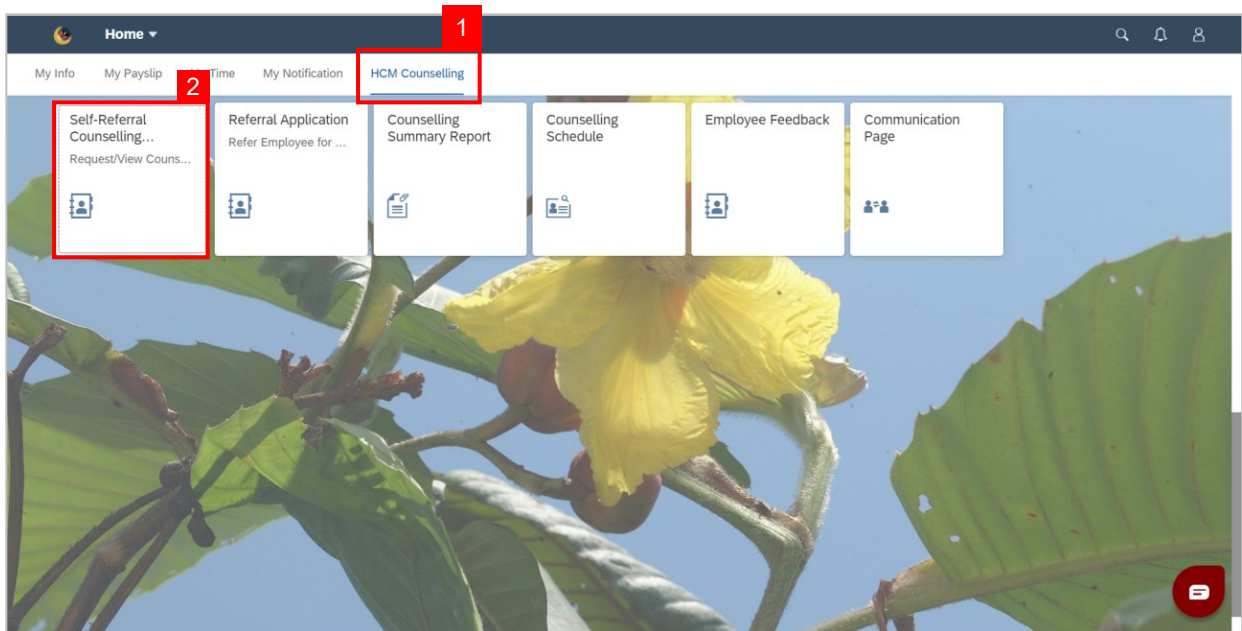


**Outcome:** Application has successfully been approved.

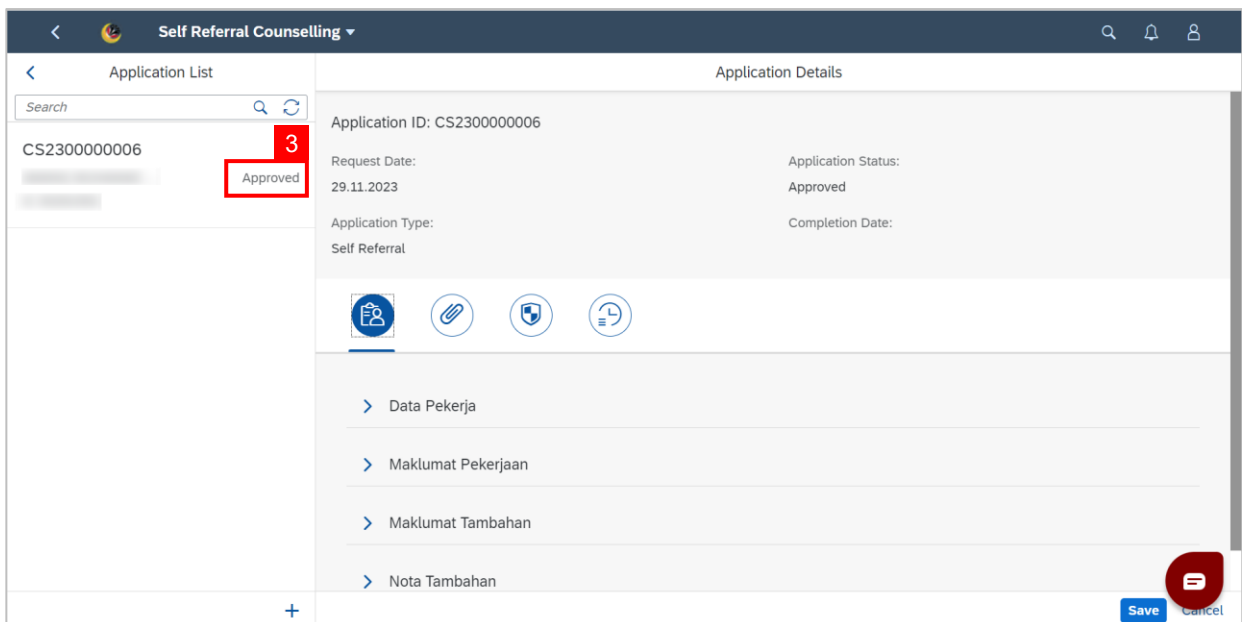


<b>CHANGE COUNSELLING STATUS</b>	<b>Front-End User</b>
	BPK Admin

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.

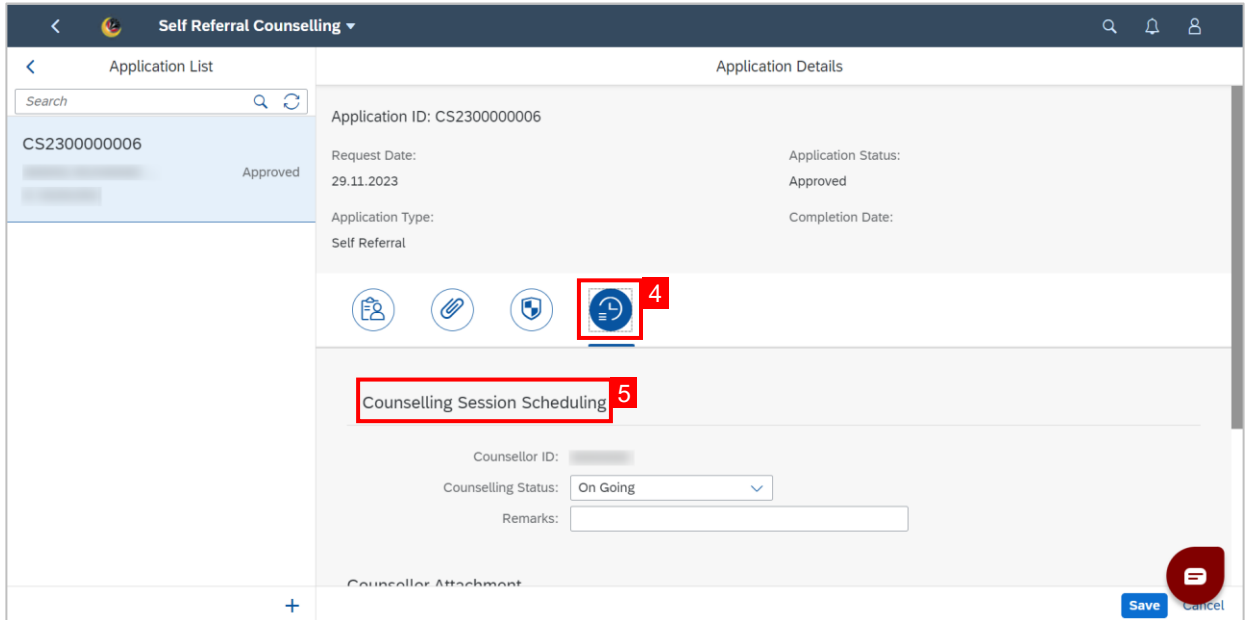


3. Click on application with **'Approved'** status.

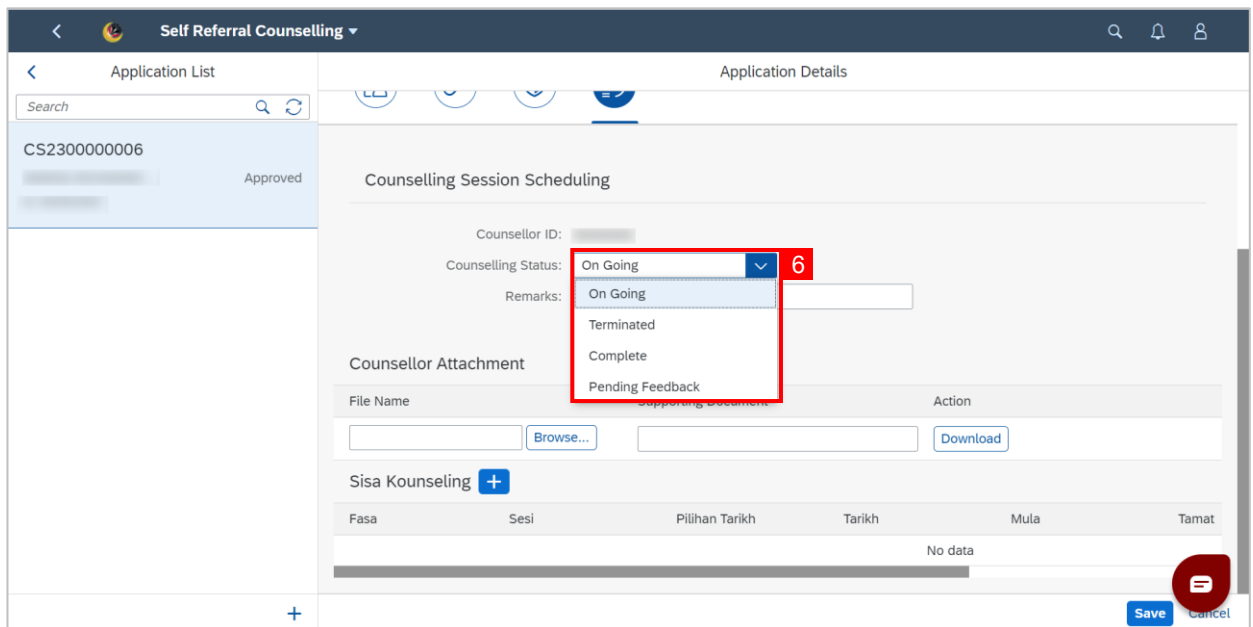


4. Click the **Clock** tab.

5. Navigate to Header: **Counselling Session Scheduling**



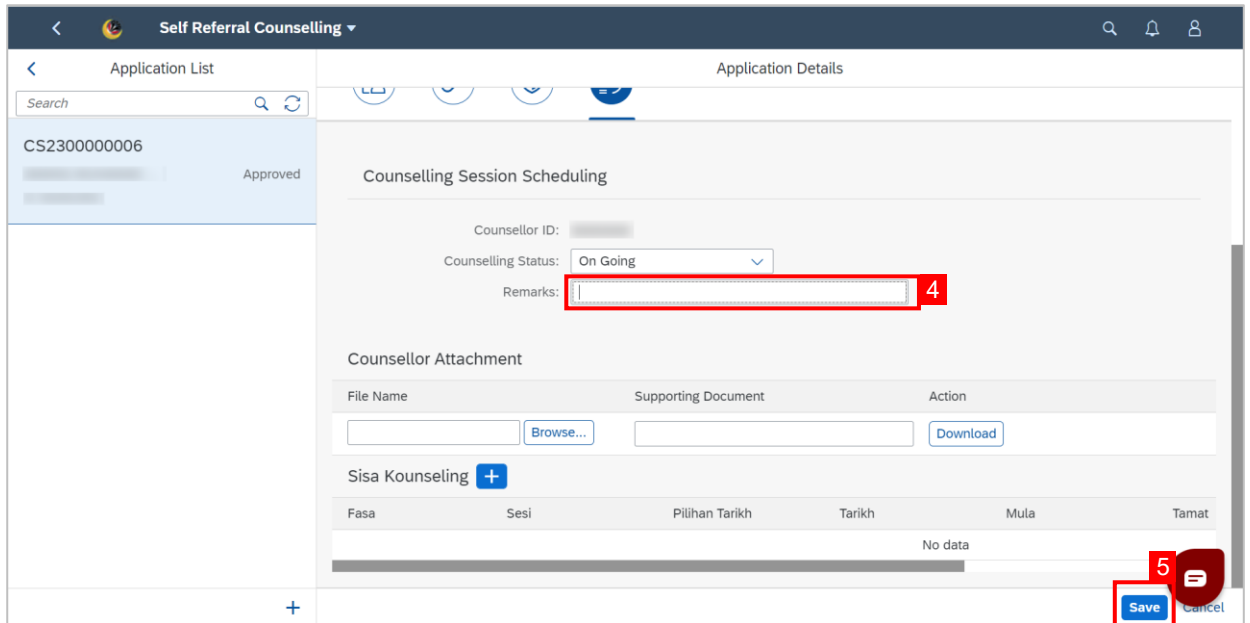
6. Select the **Counselling Status** as either “On Going”, “Terminated”, “Complete” or “Pending Feedback”





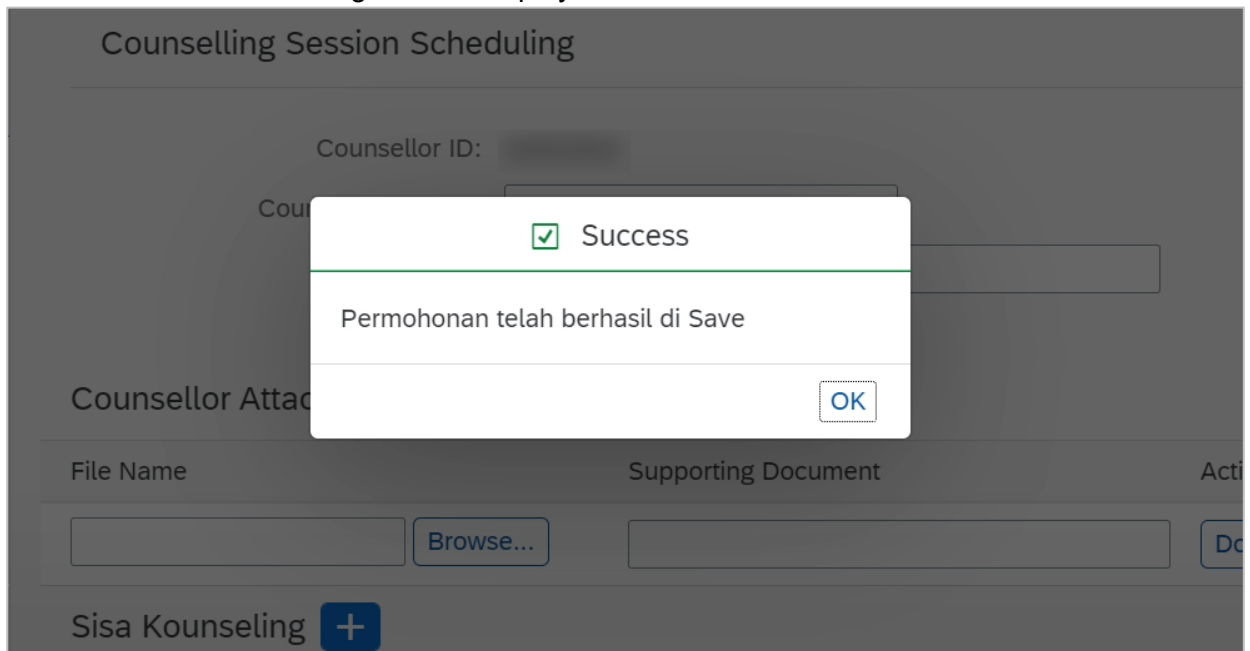
4. Fill in **Remarks**.

5. Click on the **Save** button.



The screenshot shows the 'Application Details' page for 'Self Referral Counselling'. The application ID is CS2300000006 and it is in an 'Approved' state. The 'Counselling Session Scheduling' section includes fields for 'Counsellor ID', 'Counselling Status' (set to 'On Going'), and 'Remarks'. The 'Remarks' field is highlighted with a red box and a red '4'. Below this is the 'Counsellor Attachment' section with 'File Name', 'Supporting Document', and 'Action' columns. The 'Sisa Kounseling' section shows a table with columns for 'Fasa', 'Sesi', 'Pilihan Tarikh', 'Tarikh', 'Mula', and 'Tamat', currently displaying 'No data'. At the bottom right, the 'Save' button is highlighted with a red box and a red '5'.

**Note:** A **Success** message will be displayed.



The screenshot shows the same 'Application Details' page as above, but with a success message dialog box overlaid. The dialog box has a green checkmark icon, the word 'Success', and the text 'Permohonan telah berhasil di Save'. An 'OK' button is located at the bottom right of the dialog box. The background form is dimmed.



## Outcome: Counselling Status has been changed.

Self Referral Counselling

Application List

Search

CS2300000006 Approved

Application Details

Application ID: CS2300000006

Request Date: 29.11.2023

Application Status: Approved

Application Type: Self Referral

Completion Date:

Counselling Session Scheduling

Counsellor ID: [Redacted]

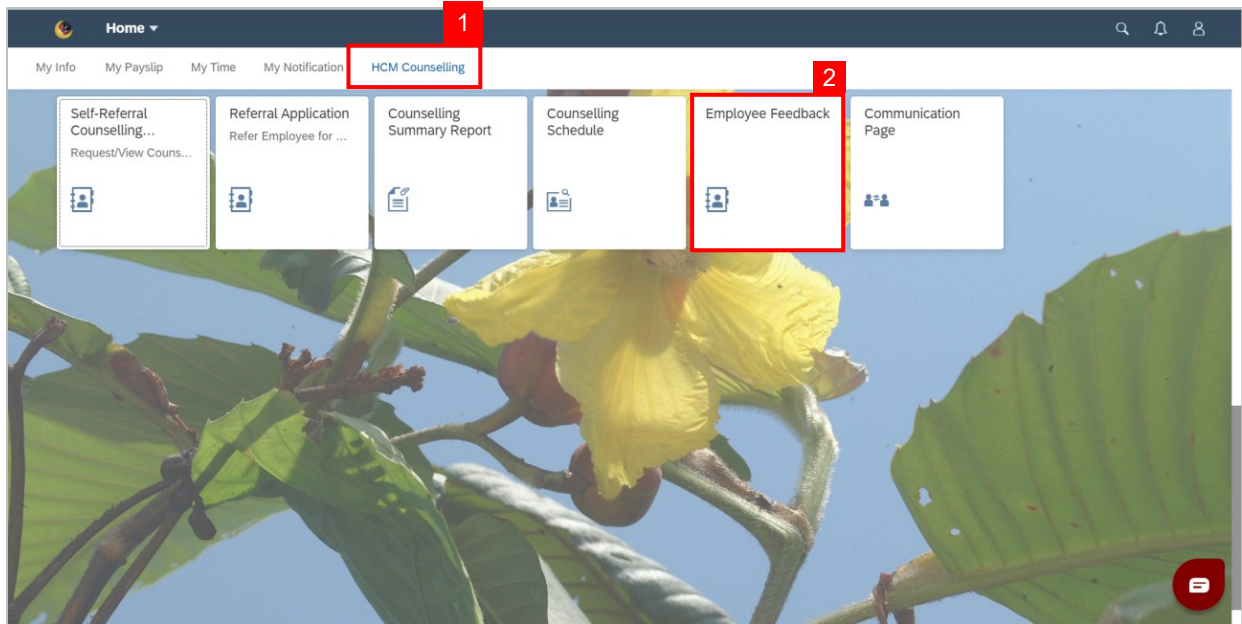
Counselling Status: **Terminated**

Remarks: Counselling will proceed

Save Cancel

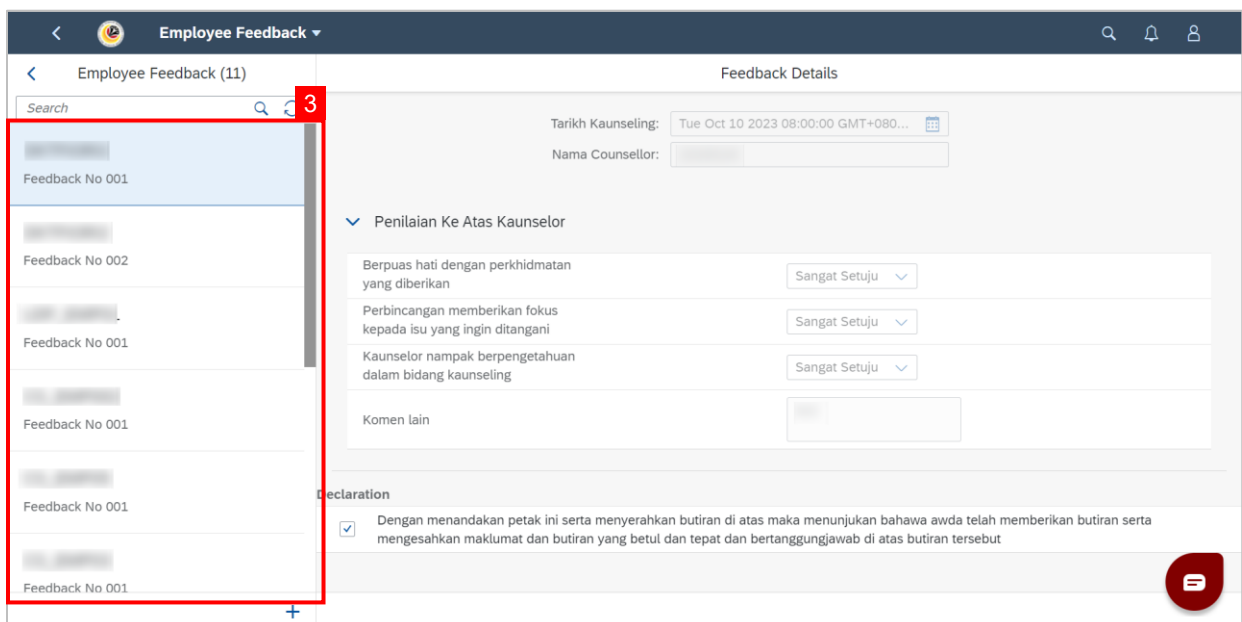
<b>VIEW COMPLETED FEEDBACK FORM</b>	<b>Front-End User</b>
	BPK Admin

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



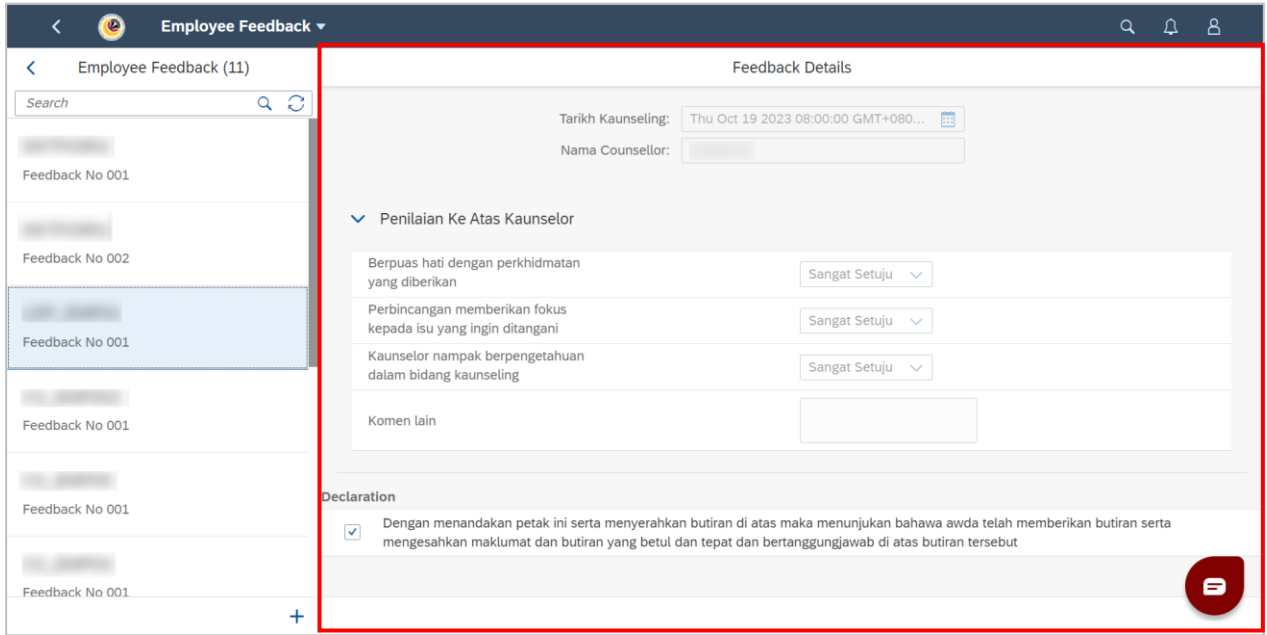
**Note:** Employee Feedback screen will be shown.

3. Click on a Completed **Employee Feedback Form**.



**Note: BPK Admin can view all Employee Feedback Forms from Counselors.**

**Outcome: Selected Completed Employee Feedback Form can be viewed on the right side of the screen.**

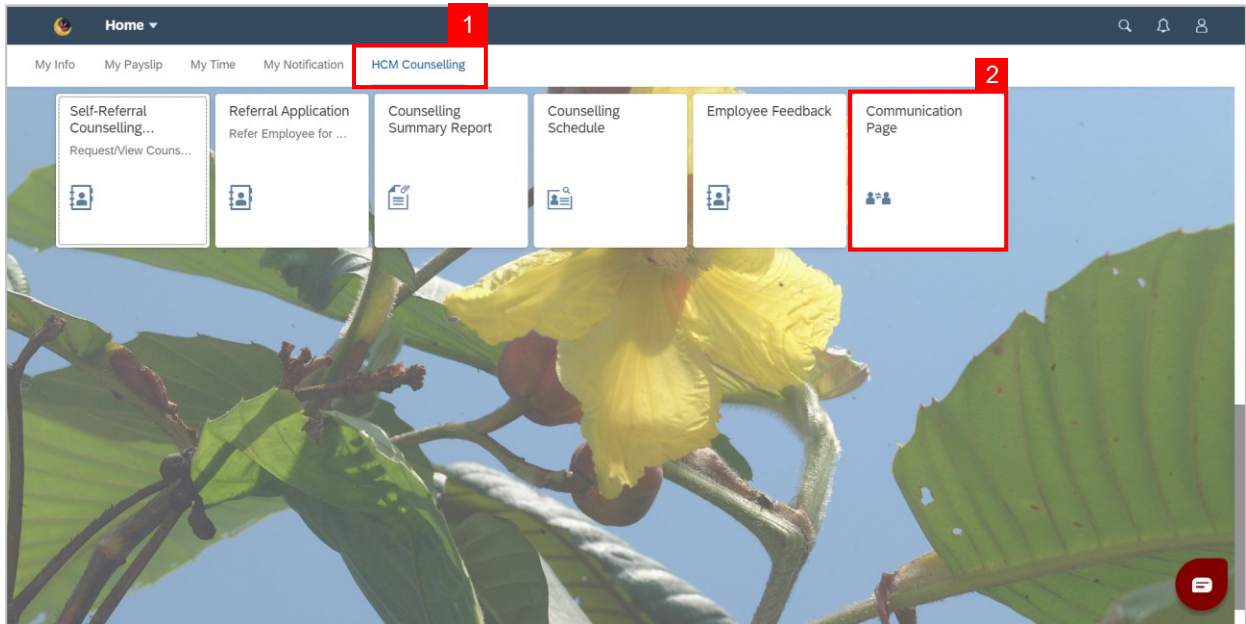


The screenshot displays the 'Employee Feedback' interface. On the left, a sidebar titled 'Employee Feedback (11)' contains a search bar and a list of feedback items, each with a 'Feedback No' (e.g., 001, 002). The third item, 'Feedback No 001', is selected and highlighted in blue. On the right, the 'Feedback Details' view is shown, which includes the following information:


- Tarikh Kaunseling:** Thu Oct 19 2023 08:00:00 GMT+080...
- Nama Counsellor:** [Redacted]
- Penilaian Ke Atas Kaunselor:**
  - Berpuas hati dengan perkhidmatan yang diberikan: Sangat Setuju
  - Perbincangan memberikan fokus kepada isu yang ingin ditangani: Sangat Setuju
  - Kaunselor nampak berpengetahuan dalam bidang kaunseling: Sangat Setuju
  - Komen lain: [Redacted]
- Declaration:**  Dengan menandakan petak ini serta menyerahkan butiran di atas maka menunjukkan bahawa awda telah memberikan butiran serta mengesahkan maklumat dan butiran yang betul dan tepat dan bertanggungjawab di atas butiran tersebut

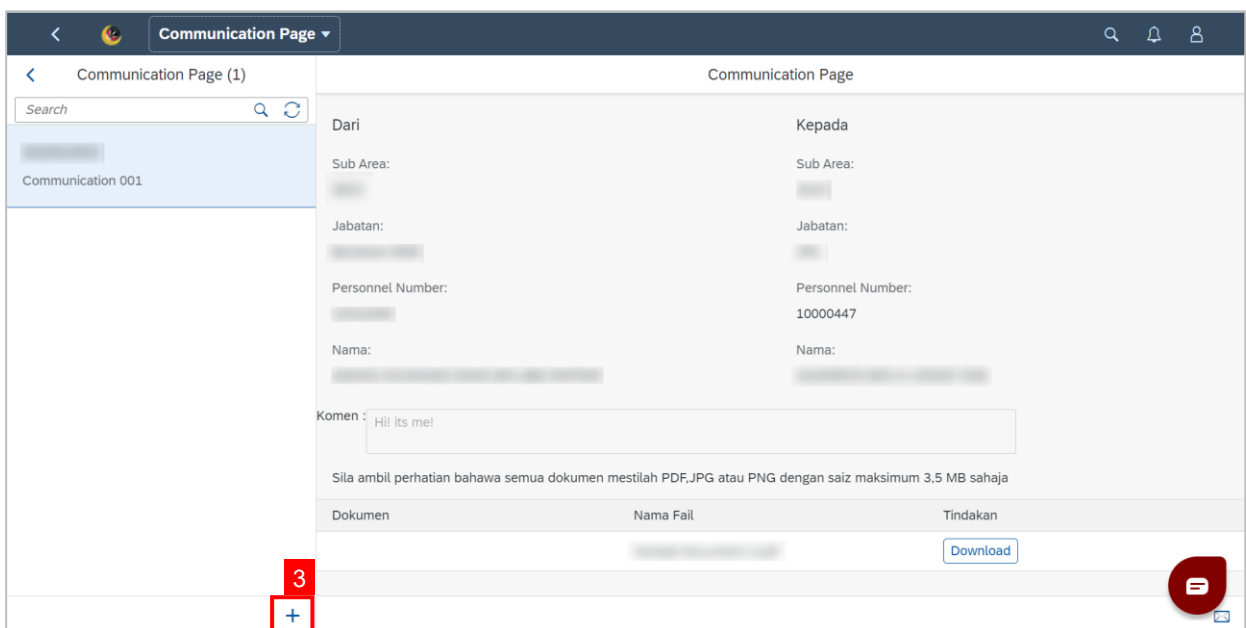
<b>FILL COMMUNICATIONS PAGE</b>	<b>Front-End User</b>
	BPK Admin

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



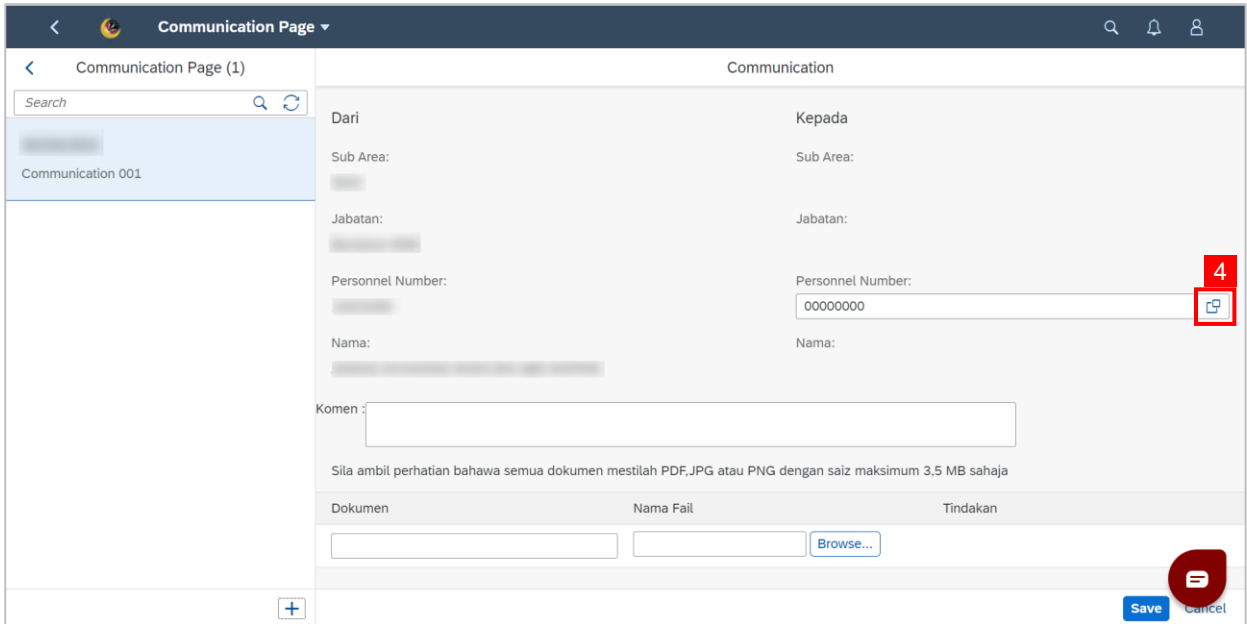
**Note:** Communication Page will be shown.

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.



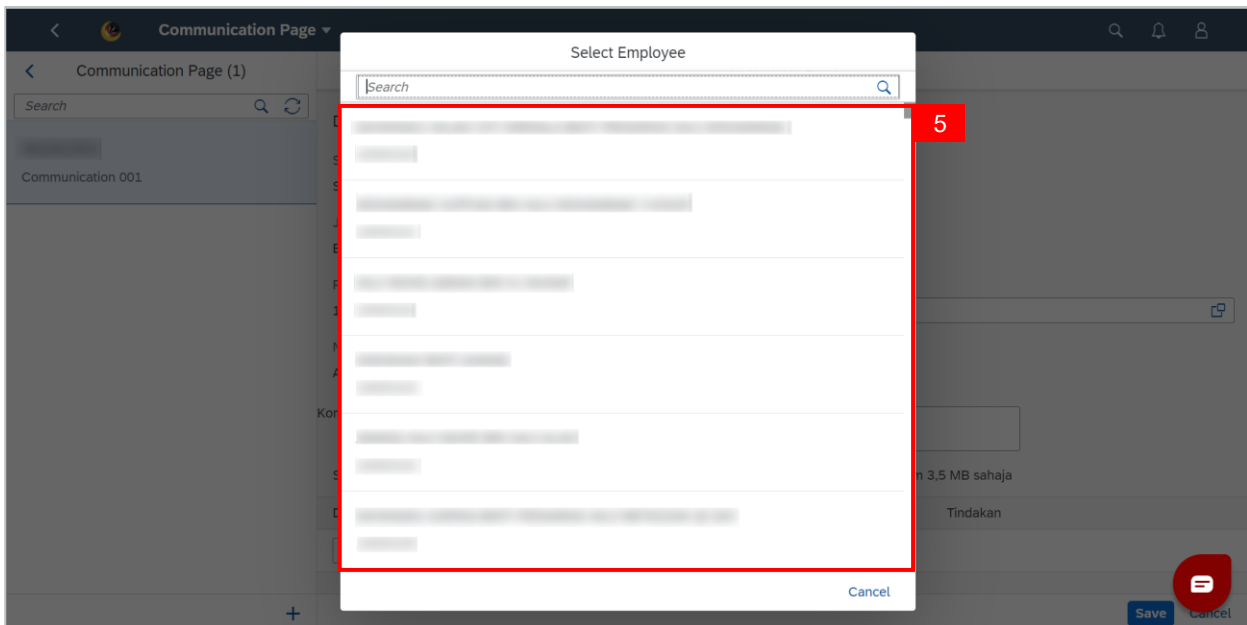
The screenshot shows the 'Communication Page' interface. On the left, there is a search bar and a list of communication items, with 'Communication 001' selected. The main area is a form titled 'Communication' with the following fields:

- Dari** (From): [Redacted]
- Kepada** (To): [Redacted]
- Sub Area:** [Redacted]
- Jabatan:** [Redacted]
- Personnel Number:** [Redacted] **4** [Lookup icon]
- Nama:** [Redacted]
- Komen:** [Text area]

Below the form, there is a table for attachments with columns: **Dokumen**, **Nama Fail**, and **Tindakan**. A 'Browse...' button is present. At the bottom right, there are 'Save' and 'Cancel' buttons.

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

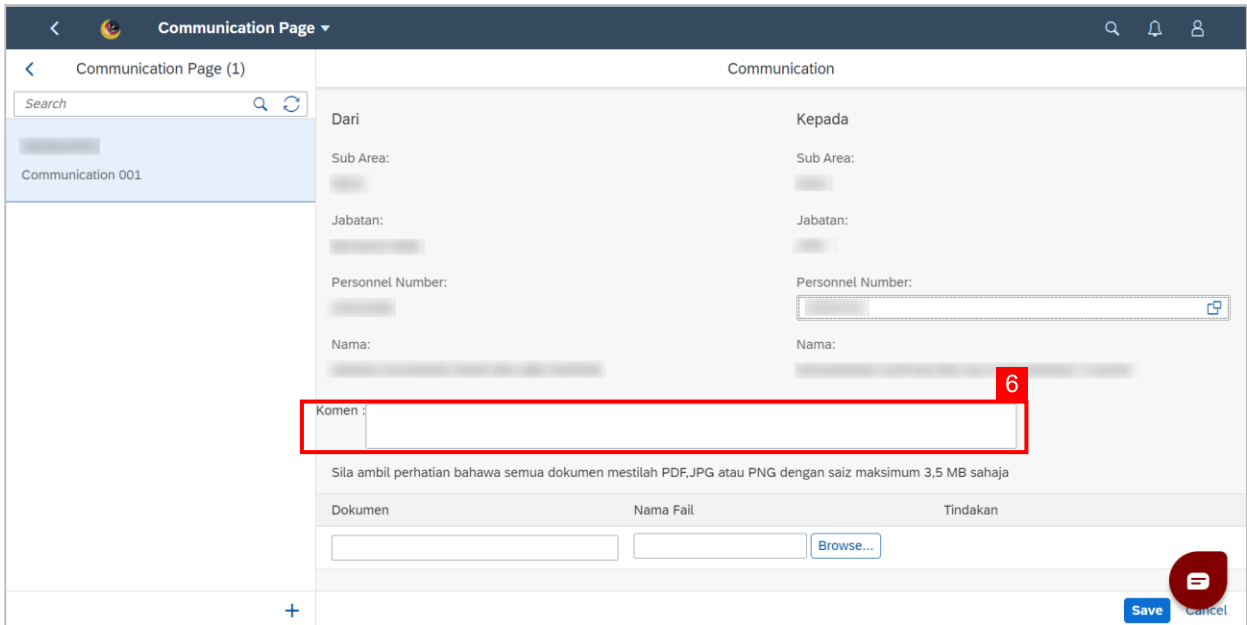
5. Click on the **employee** to communicate with.



The screenshot shows the 'Communication Page' with a 'Select Employee' modal window open. The modal has a search bar and a list of employees. A red box highlights the list of employees, and a red '5' is placed next to it. The modal has a 'Cancel' button at the bottom right. The background shows the same communication form as in the previous screenshot, but it is dimmed.

**Note:** A new communication is made.

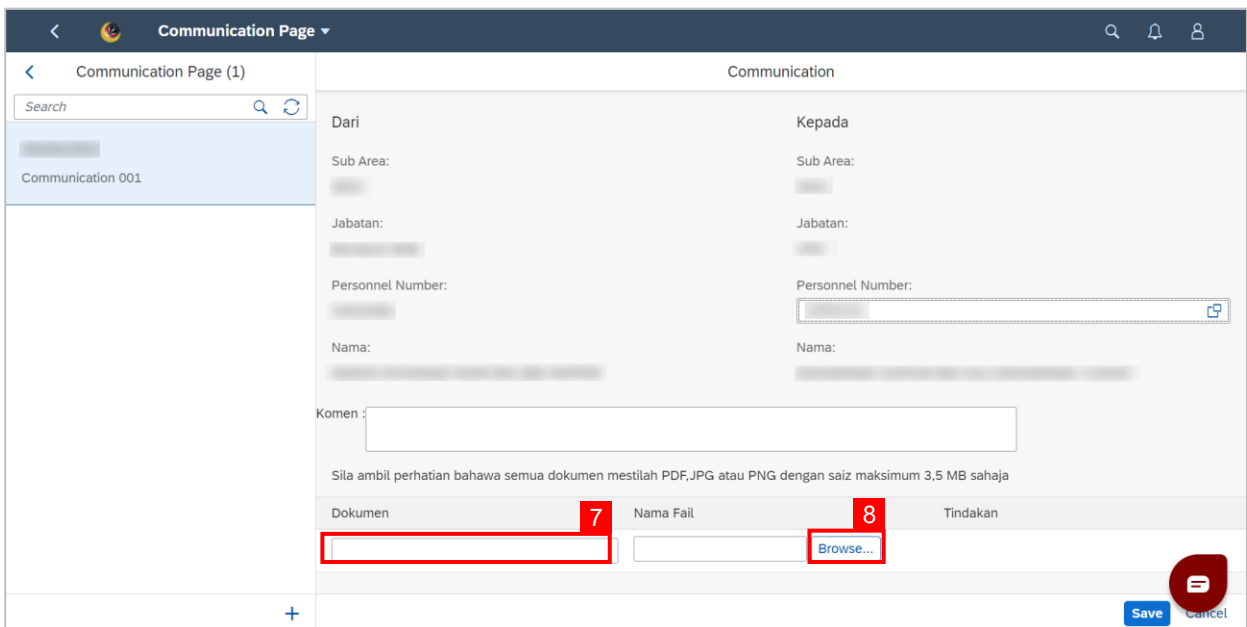
6. Fill in any comments in **Komen** if needed.



The screenshot shows the 'Communication Page (1)' form. The 'Komen' field is highlighted with a red box and a red '6'. The form includes fields for 'Dari', 'Kepada', 'Sub Area', 'Jabatan', 'Personnel Number', and 'Nama'. Below the 'Komen' field, there is a warning message: 'Silva ambil perhatian bahawa semua dokumen mestilah PDF,JPG atau PNG dengan saiz maksimum 3.5 MB sahaja'. Below this, there is a table with columns 'Dokumen', 'Nama Fail', and 'Tindakan'. The 'Dokumen' column has a text input field, and the 'Tindakan' column has a 'Browse...' button. At the bottom right, there are 'Save' and 'Cancel' buttons.

7. Fill in the document description in **Dokumen**.

8. Click **Browse...** to select a document to be attached.

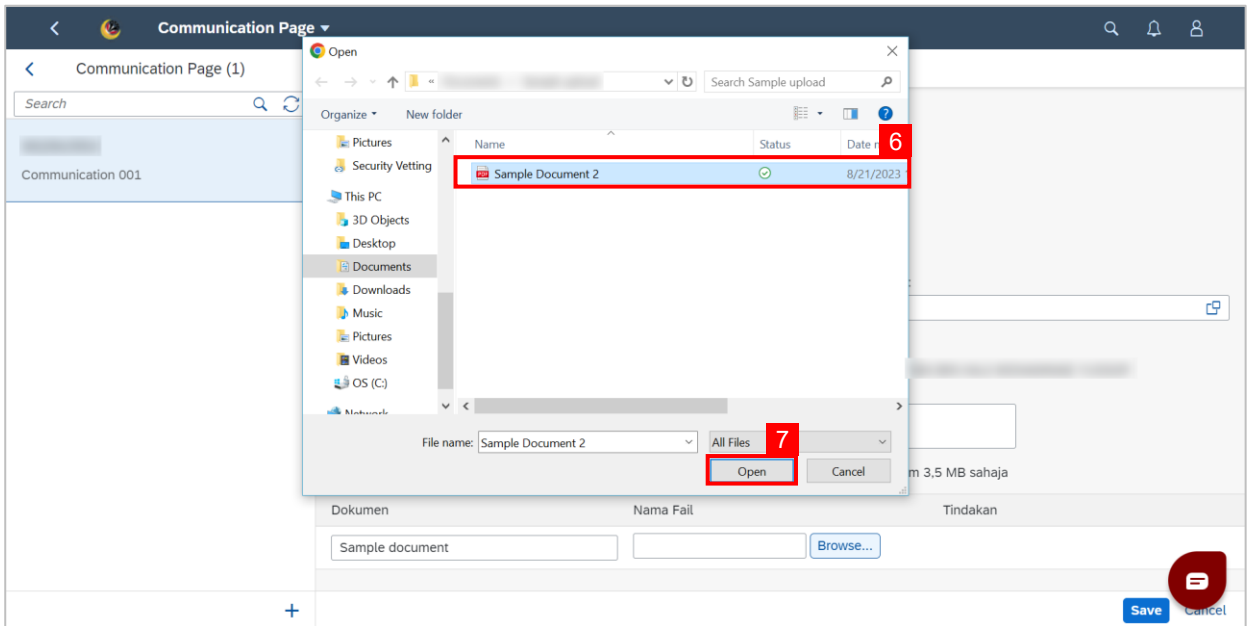


The screenshot shows the 'Communication Page (1)' form. The 'Dokumen' field is highlighted with a red box and a red '7'. The 'Browse...' button is highlighted with a red box and a red '8'. The form includes fields for 'Dari', 'Kepada', 'Sub Area', 'Jabatan', 'Personnel Number', and 'Nama'. Below the 'Komen' field, there is a warning message: 'Silva ambil perhatian bahawa semua dokumen mestilah PDF,JPG atau PNG dengan saiz maksimum 3.5 MB sahaja'. Below this, there is a table with columns 'Dokumen', 'Nama Fail', and 'Tindakan'. The 'Dokumen' column has a text input field, and the 'Tindakan' column has a 'Browse...' button. At the bottom right, there are 'Save' and 'Cancel' buttons.

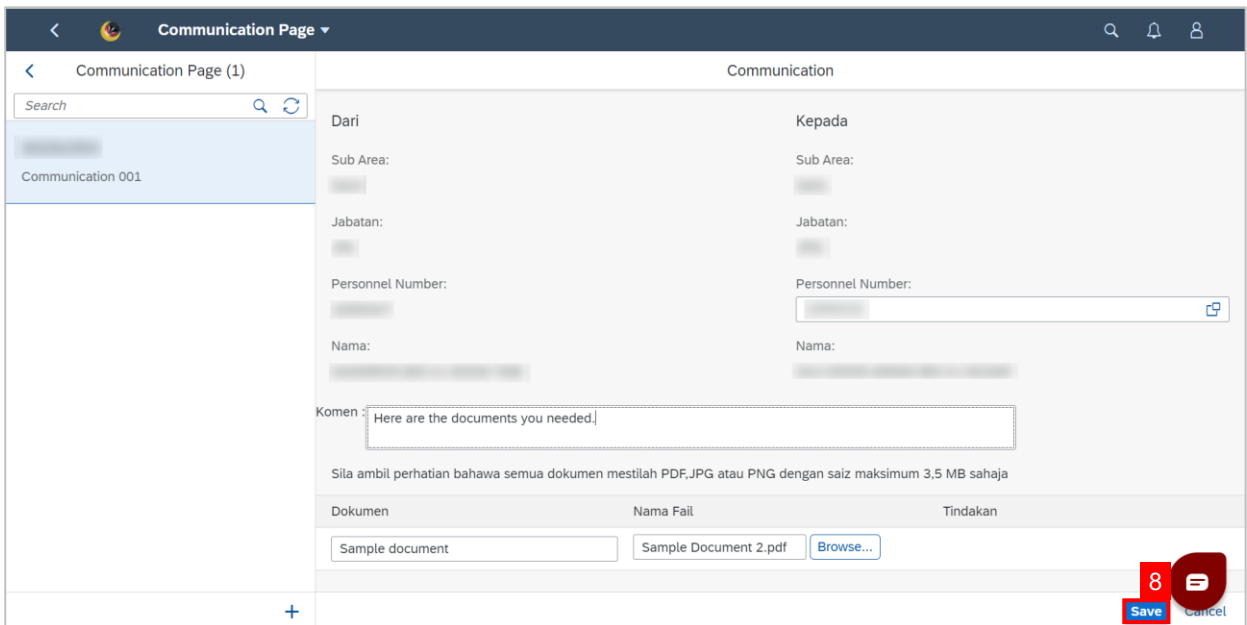
**Note:** A file explorer window will open.

6. Find and select the document to be attached.

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

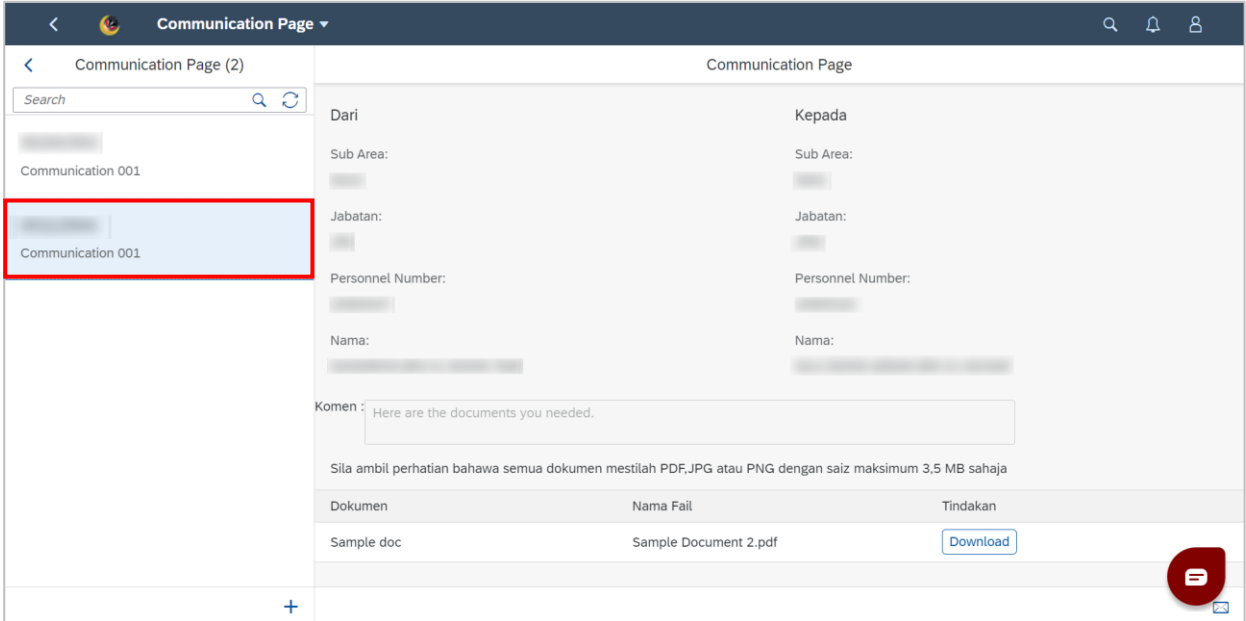


8. Click the **Save** button to communicate with the chosen employee.





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

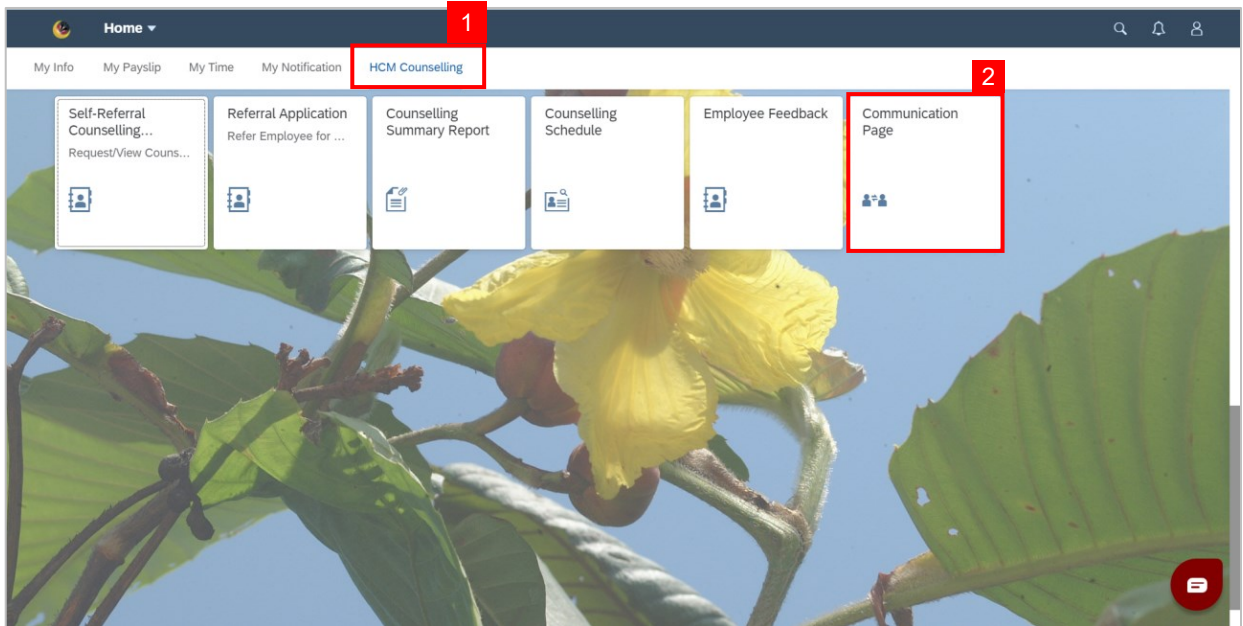


The screenshot displays the 'Communication Page' interface. On the left, a search bar is visible with the text 'Communication 001' entered. Below the search bar, a list of communication items is shown, with one item highlighted in a red box. The main content area on the right shows the details of the selected communication, including fields for 'Dari' (From), 'Kepada' (To), 'Sub Area', 'Jabatan' (Department), and 'Personnel Number'. A 'Komen' (Comment) field contains the text 'Here are the documents you needed.' Below the comment field, a warning message states: 'Sila ambil perhatian bahawa semua dokumen mestilah PDF, JPG atau PNG dengan saiz maksimum 3.5 MB sahaja'. A table below the warning message lists documents with columns for 'Dokumen', 'Nama Fail', and 'Tindakan'. The table contains one row with the document 'Sample doc', file name 'Sample Document 2.pdf', and a 'Download' button. A red speech bubble icon is visible in the bottom right corner of the interface.

Dokumen	Nama Fail	Tindakan
Sample doc	Sample Document 2.pdf	<a href="#">Download</a>

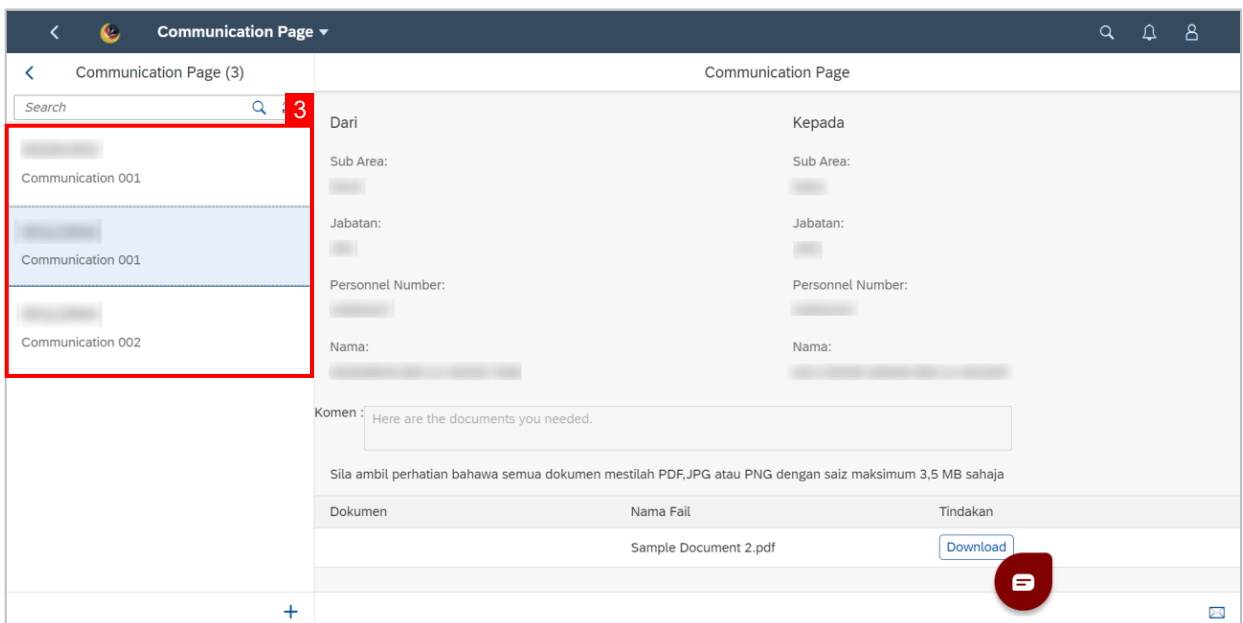
<b>VIEW COMMUNICATIONS</b>	<b>Front-End User</b>
	BPK Admin

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

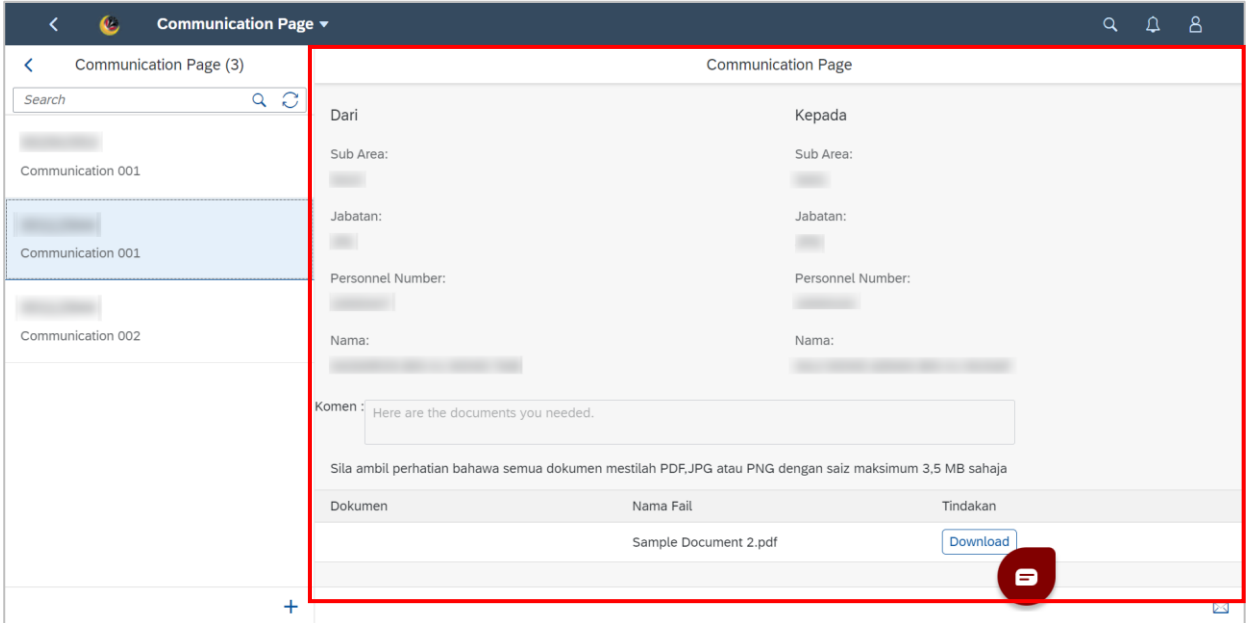


**Note:** Communication Page will be shown.

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



**Outcome: Selected Communications can be viewed on the right.**

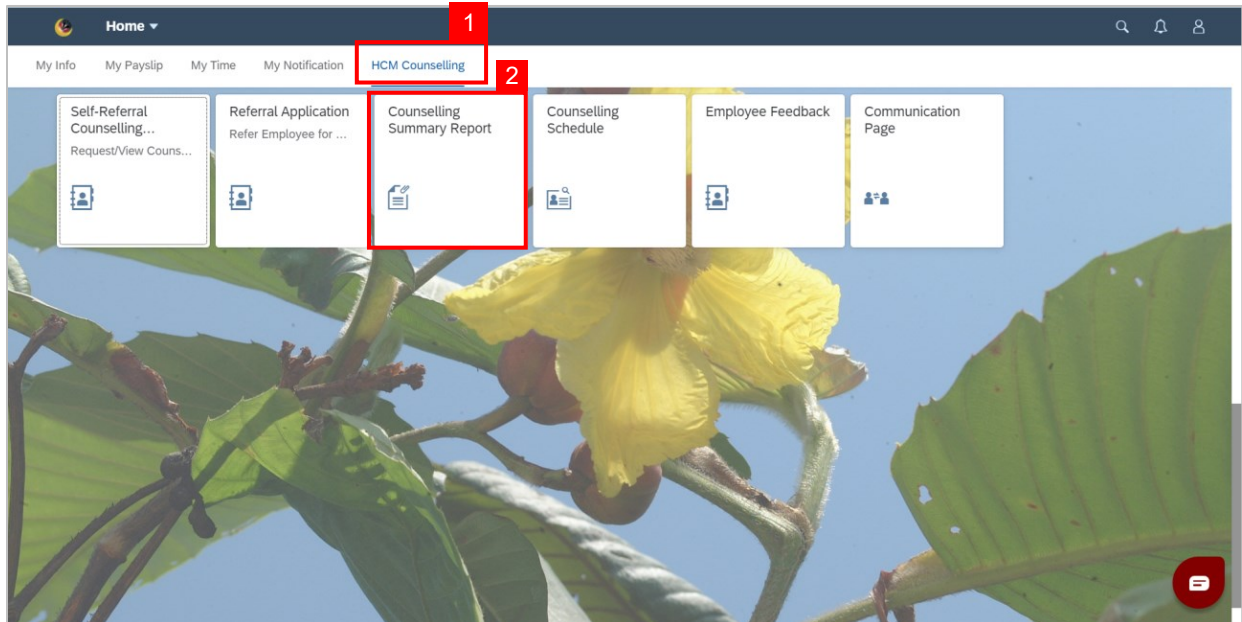


The screenshot displays the SAP Communication Page interface. On the left, a list of communications is shown, with 'Communication 001' selected. The main area on the right provides details for the selected communication, including 'Dari' and 'Kepada' fields, 'Sub Area', 'Jabatan', 'Personnel Number', and 'Nama'. A 'Komen' section contains the text 'Here are the documents you needed.' Below this, a warning message states: 'Sila ambil perhatian bahawa semua dokumen mestilah PDF, JPG atau PNG dengan saiz maksimum 3.5 MB sahaja'. A table lists documents with columns for 'Dokumen', 'Nama Fail', and 'Tindakan'. The table contains one entry: 'Sample Document 2.pdf' with a 'Download' button. A red circle highlights the 'Download' button.

Dokumen	Nama Fail	Tindakan
	Sample Document 2.pdf	<a href="#">Download</a>

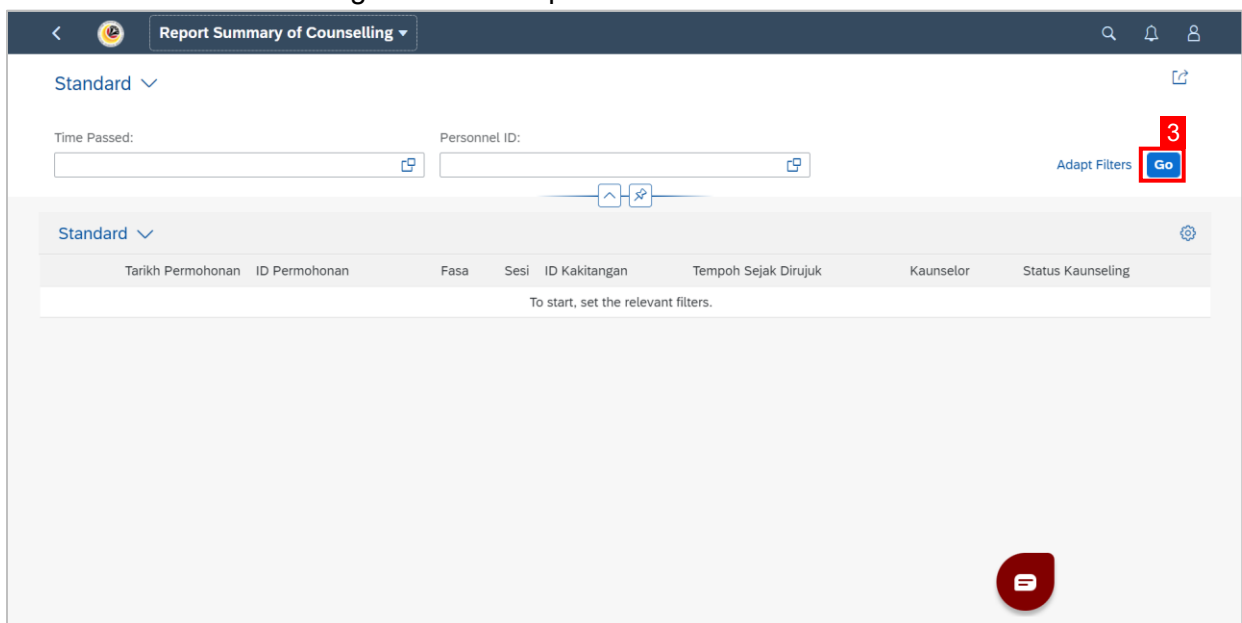
View Counselling Report	Front-End User
	BPK Admin

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



**Note:** Report Summary of Counselling page will be shown.

3. Click the **Go** button to generate the report.



## Outcome: Counselling report has been generated.

Report Summary of Counselling

Standard

Time Passed:  Personnel ID:

Adapt Filters **Go**

Tarikh Permohonan	ID Permohonan	Fasa	Sesi	ID Kakitangan	Tempoh Sejak Dirujuk	Kaunselor	Status Kaunseling
30.11.2023, 08:00:00	CP2300000011	0	0		00 Years 00 Months 04 Days		Pending Feedback
Jenis Isu: aaaa Keterukan Kes: Rendah							
27.11.2023, 08:00:00	CS2300000003	0	0		00 Years 00 Months 07 Days		On Going
Jenis Isu: Disiplinary Keterukan Kes: Rendah							
27.11.2023, 08:00:00	CS2300000004	0	0		00 Years 00 Months 07 Days		On Going
Jenis Isu: Disiplinary issue Keterukan Kes: Tinggi							
28.11.2023, 08:00:00	CS2300000005	0	0		00 Years 00 Months 06 Days		On Going
Jenis Isu: Keterukan Kes: Rendah							
29.11.2023, 08:00:00	CS2300000007	0	0		00 Years 00 Months 05 Days		On Going

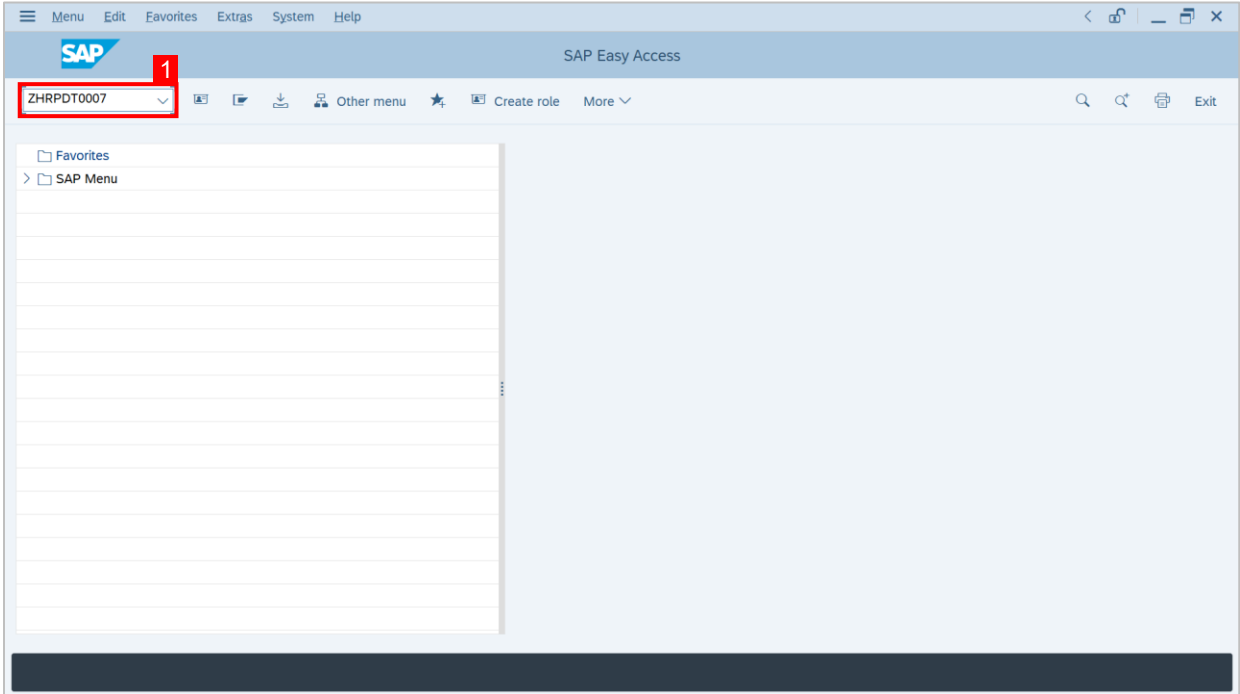
**ADD NEW COUNSELLOR-  
USER ID**

**Back-End User**

BPK Admin

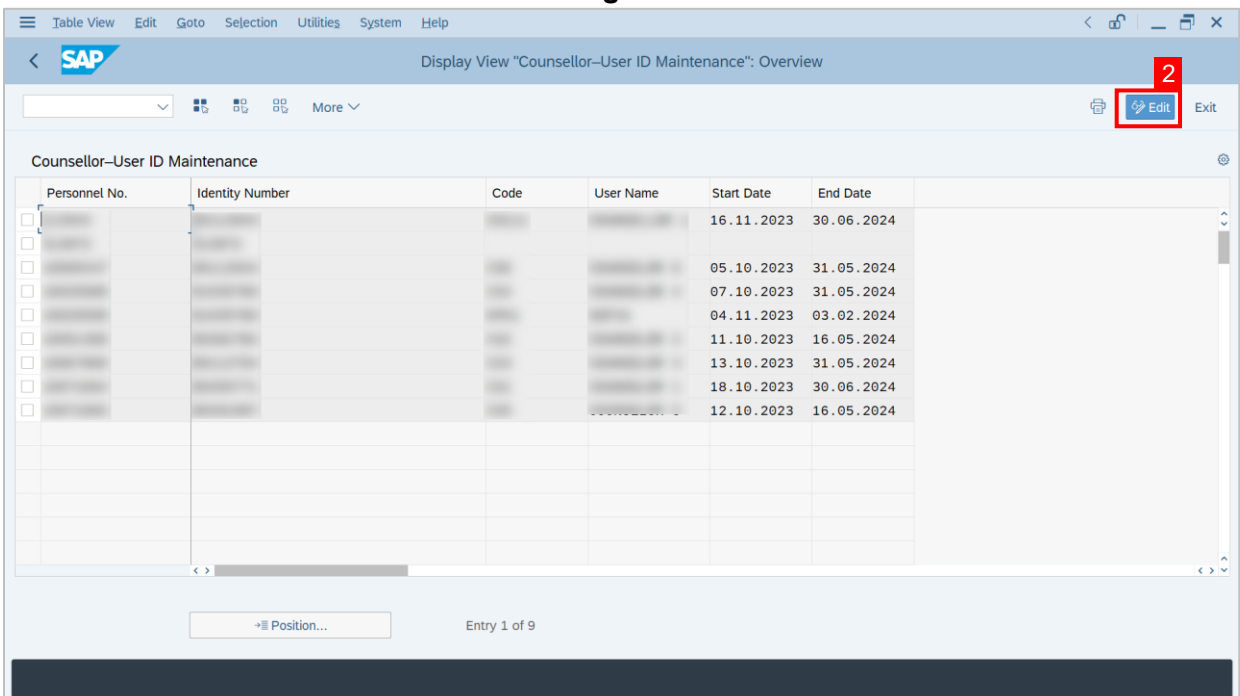
Log into **SAP GUI (Back-End)** and proceed with the following steps:

1. Enter **ZHRPDT0007** into the command field and hit **Enter**.



**Note:** A **Display View** of the “**Counsellor-User ID Maintenance**”: **Overview** page will be displayed.

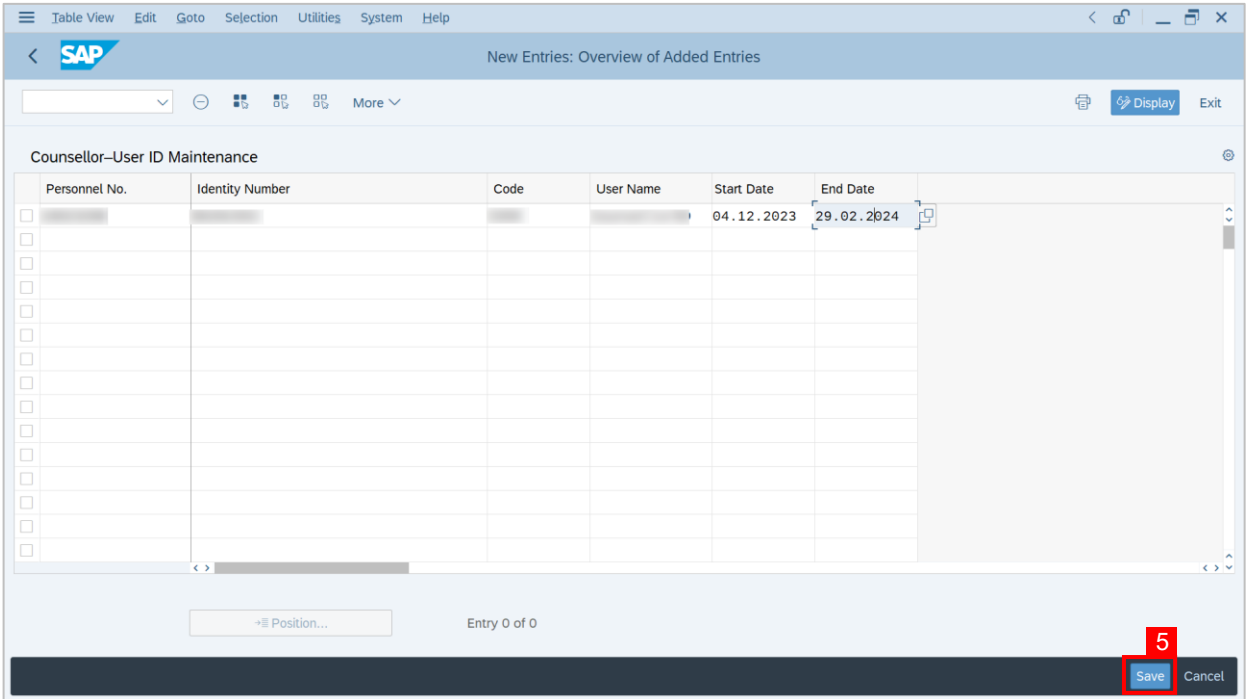
2. Click the **Edit** button to switch to the **Change view**.





**Note:** The page will enter into the **Change View** which allows edits to be made.

5. Click on the **Save** button.

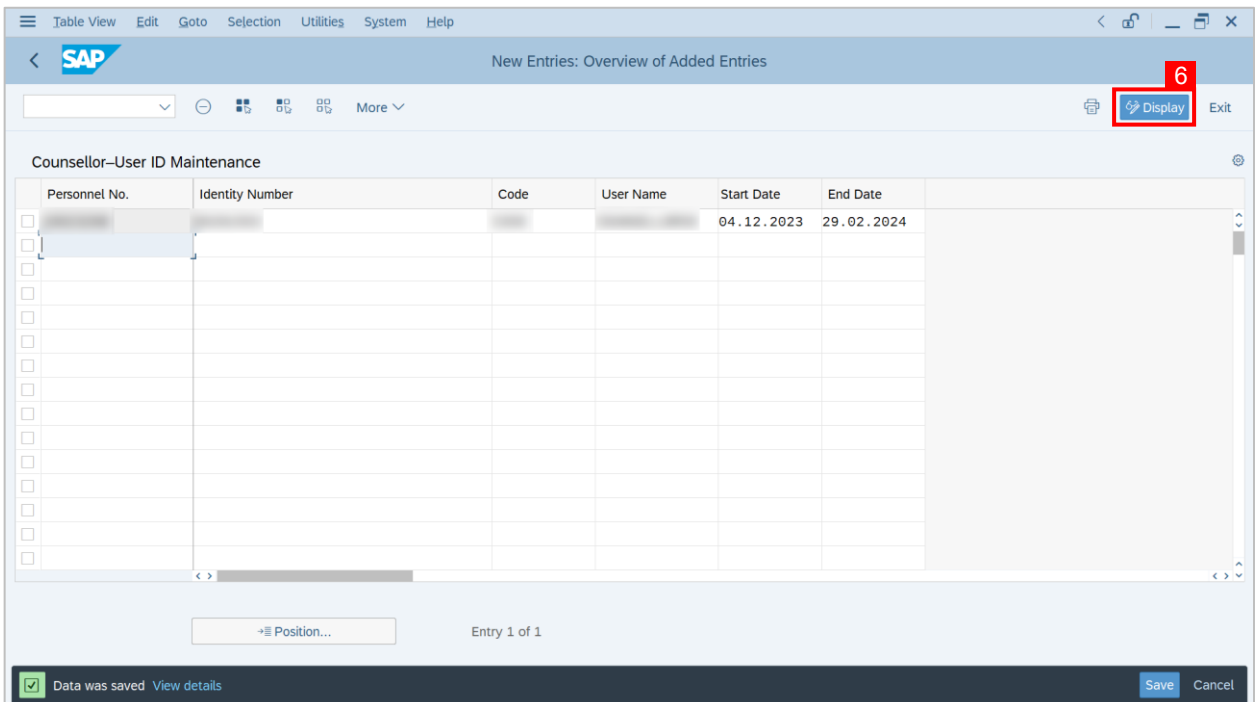


The screenshot shows the SAP GUI interface for 'Counsellor-User ID Maintenance'. The title bar indicates 'New Entries: Overview of Added Entries'. The main area contains a table with the following columns: Personnel No., Identity Number, Code, User Name, Start Date, and End Date. The first row contains data: [redacted], [redacted], [redacted], [redacted], 04.12.2023, and 29.02.2024. The 'Save' button at the bottom right is highlighted with a red box and the number 5.

Personnel No.	Identity Number	Code	User Name	Start Date	End Date
[redacted]	[redacted]	[redacted]	[redacted]	04.12.2023	29.02.2024

**Note:** A Data was saved notification will be displayed.

6. Click on the **Display** button to return to the Display view of the page.

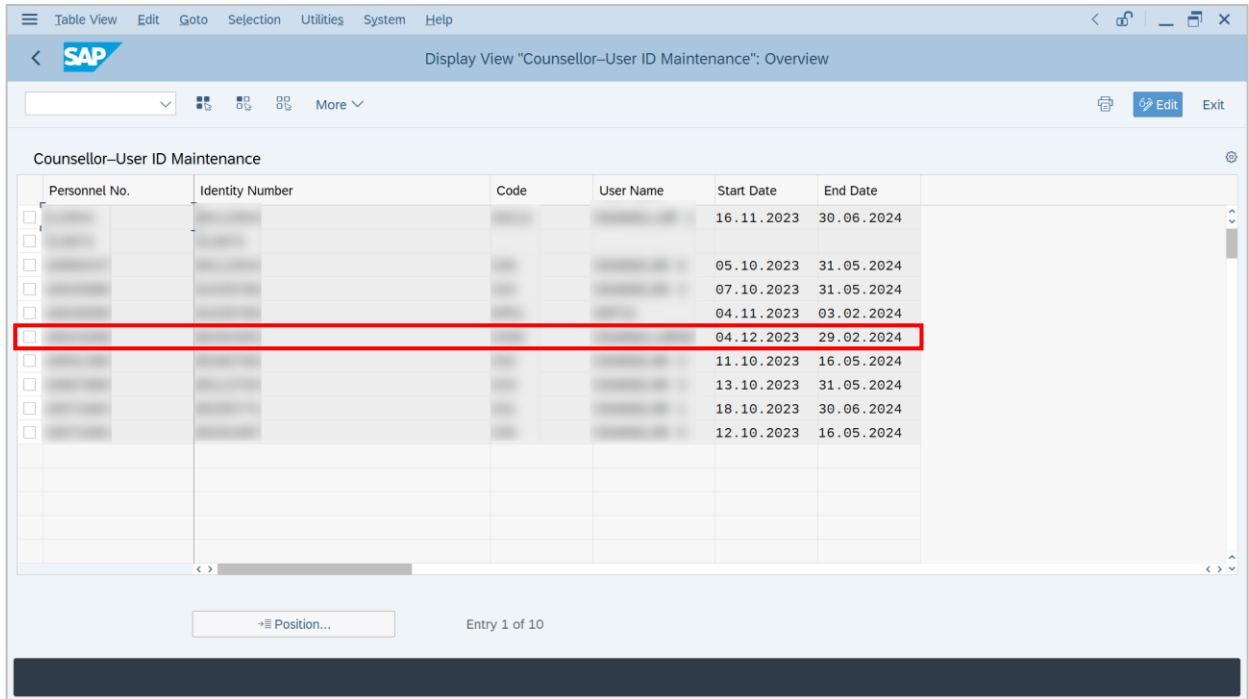


The screenshot shows the SAP GUI interface for 'Counsellor-User ID Maintenance' in 'Display View' mode. The title bar indicates 'New Entries: Overview of Added Entries'. The main area contains a table with the following columns: Personnel No., Identity Number, Code, User Name, Start Date, and End Date. The first row contains data: [redacted], [redacted], [redacted], [redacted], 04.12.2023, and 29.02.2024. The 'Display' button at the bottom right is highlighted with a red box and the number 6. A notification bar at the bottom left shows a green checkmark and the text 'Data was saved View details'.

Personnel No.	Identity Number	Code	User Name	Start Date	End Date
[redacted]	[redacted]	[redacted]	[redacted]	04.12.2023	29.02.2024



**Outcome: New Counsellor-User ID entry has been added.**



Display View "Counsellor-User ID Maintenance": Overview

Personnel No.	Identity Number	Code	User Name	Start Date	End Date
				16.11.2023	30.06.2024
				05.10.2023	31.05.2024
				07.10.2023	31.05.2024
				04.11.2023	03.02.2024
				04.12.2023	29.02.2024
				11.10.2023	16.05.2024
				13.10.2023	31.05.2024
				18.10.2023	30.06.2024
				12.10.2023	16.05.2024

Entry 1 of 10

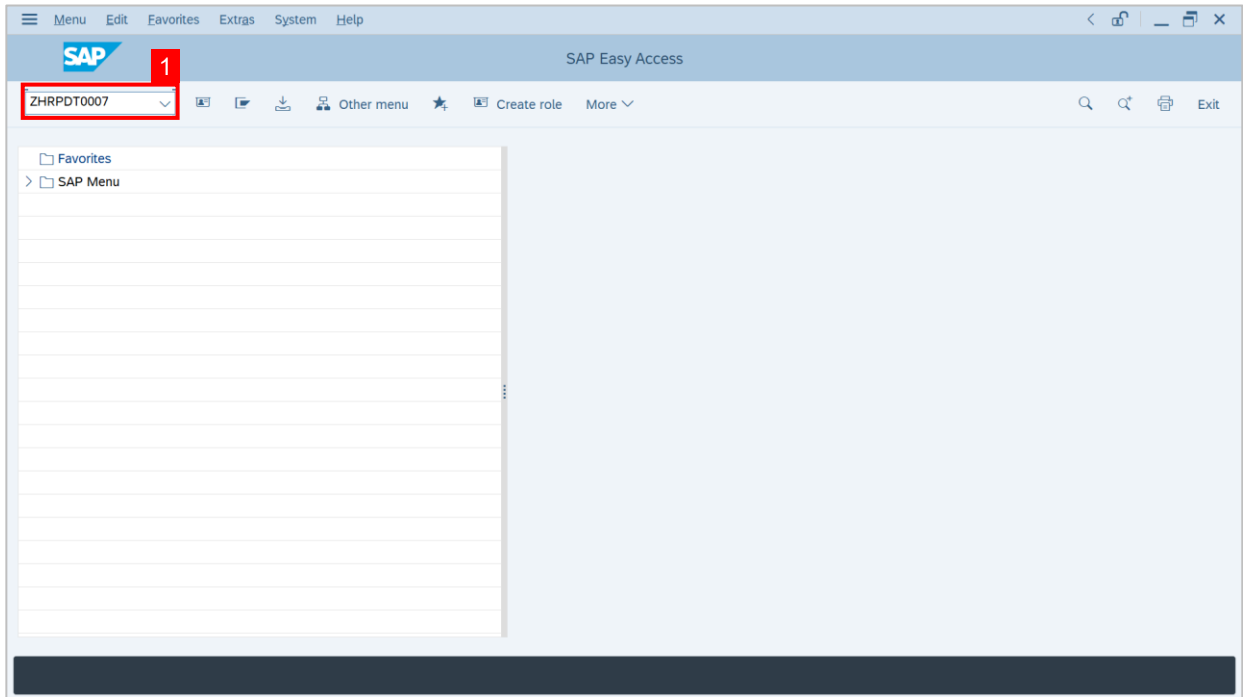
**DELETE COUNSELLOR-  
USER ID**

**Back-End User**

BPK Admin

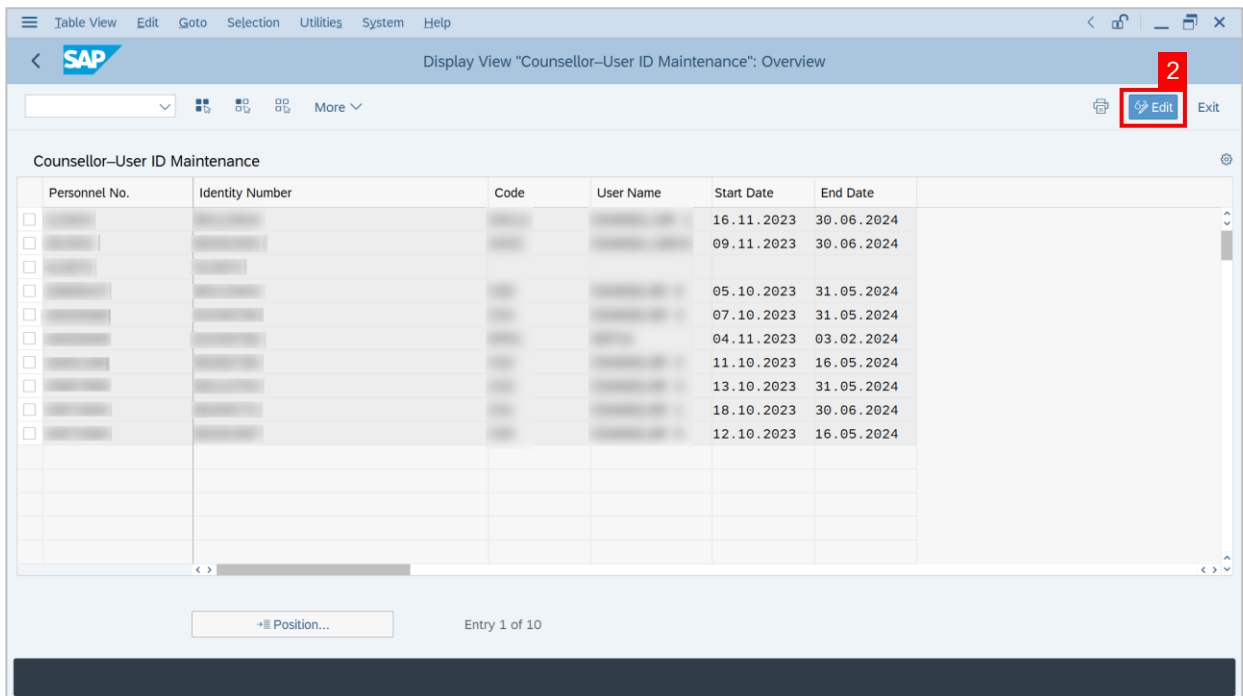
Log into **SAP GUI (Back-End)** and proceed with the following steps:

1. Enter **ZHRPDT0007** into the command field and hit **Enter**.



**Note:** A **Display View** of the “**Counsellor-User ID Maintenance**”: **Overview** page will be displayed.

2. Click the **Edit** button to switch to the **Change view**.




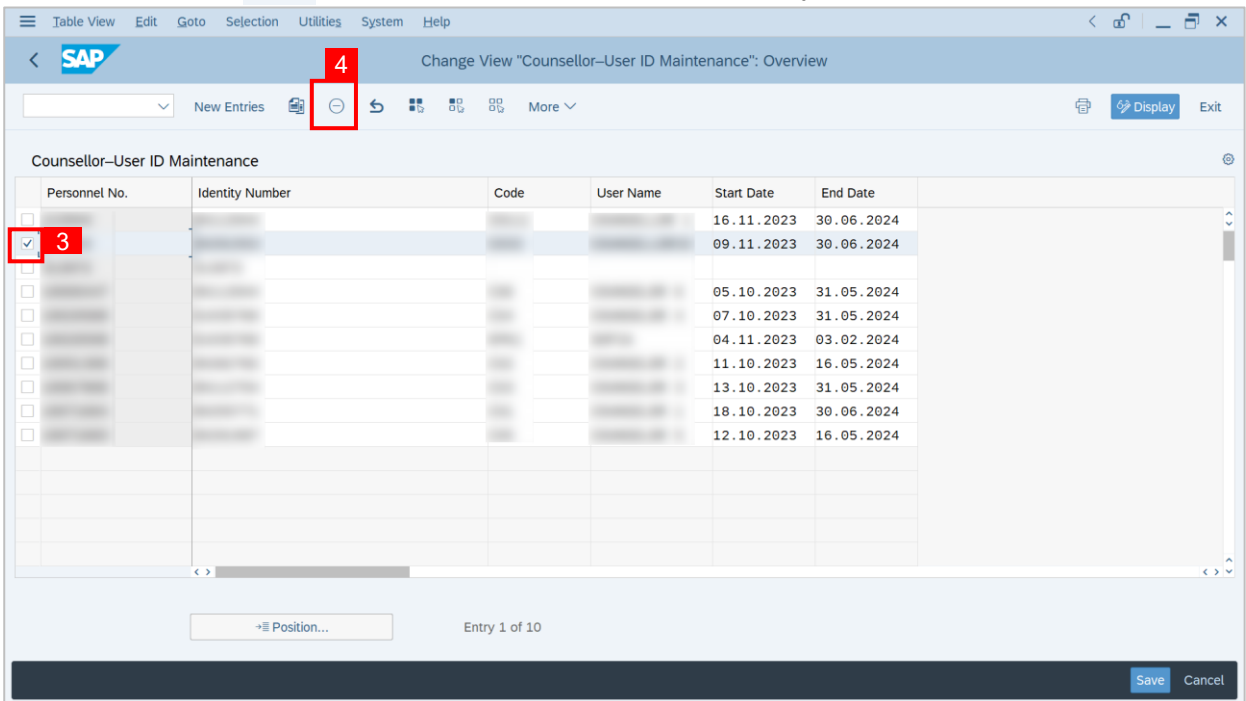
# Sistem Sumber Manusia - Counselling



**Note:** The page will enter into the **Change View** which allows edits to be made.

3. Click the **checkbox** beside the counsellor to be deleted.

4. Then, click the  button to remove the counsellor entry.

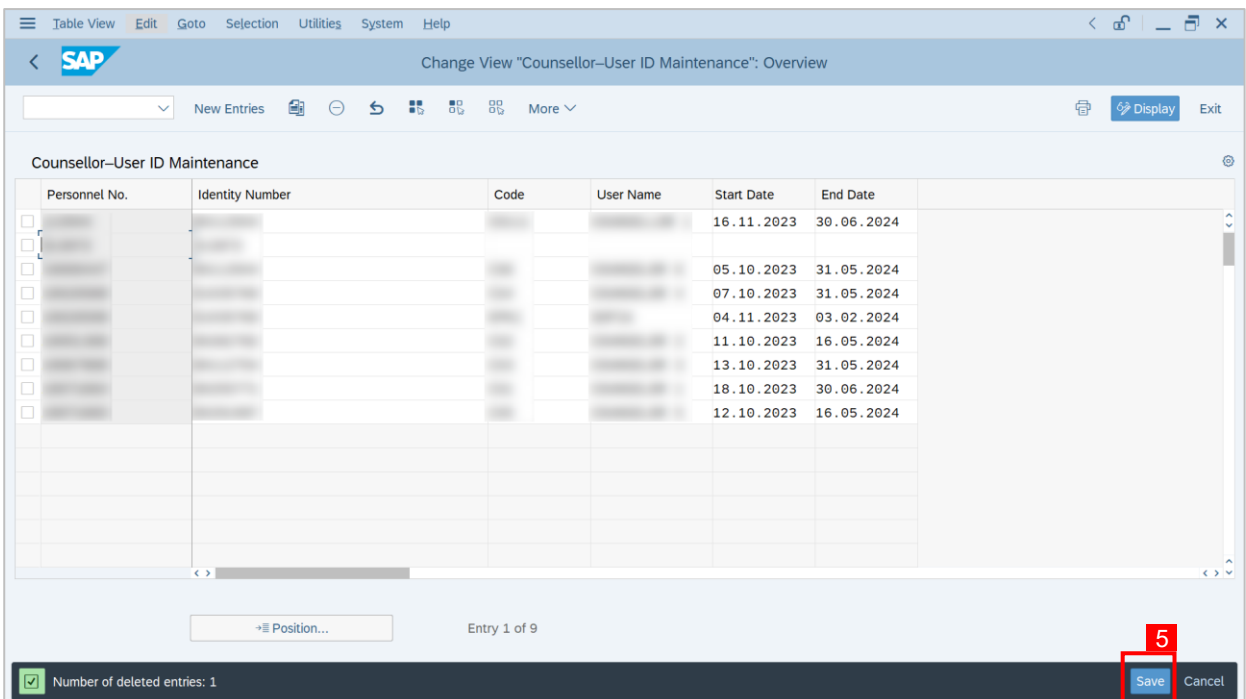


The screenshot shows the SAP GUI interface for 'Counsellor-User ID Maintenance'. The table has the following columns: Personnel No., Identity Number, Code, User Name, Start Date, and End Date. The first row is selected, and its checkbox is highlighted with a red box labeled '3'. The minus button in the toolbar is highlighted with a red box labeled '4'.

Personnel No.	Identity Number	Code	User Name	Start Date	End Date
				16.11.2023	30.06.2024
				09.11.2023	30.06.2024
				05.10.2023	31.05.2024
				07.10.2023	31.05.2024
				04.11.2023	03.02.2024
				11.10.2023	16.05.2024
				13.10.2023	31.05.2024
				18.10.2023	30.06.2024
				12.10.2023	16.05.2024

**Note:** A notification of the **Number of deleted entries** will be displayed confirming selected entries have been deleted.

5. Click the **Save** button.



The screenshot shows the SAP GUI interface after the deletion of an entry. The table now has 9 entries. A notification bar at the bottom left shows 'Number of deleted entries: 1'. The Save button in the bottom right corner is highlighted with a red box labeled '5'.

Personnel No.	Identity Number	Code	User Name	Start Date	End Date
				16.11.2023	30.06.2024
				05.10.2023	31.05.2024
				07.10.2023	31.05.2024
				04.11.2023	03.02.2024
				11.10.2023	16.05.2024
				13.10.2023	31.05.2024
				18.10.2023	30.06.2024
				12.10.2023	16.05.2024



## Outcome: Counsellor-User ID entry has been deleted.

The screenshot displays the SAP GUI interface for 'Counsellor-User ID Maintenance'. The table contains the following data:

Personnel No.	Identity Number	Code	User Name	Start Date	End Date
				16.11.2023	30.06.2024
				05.10.2023	31.05.2024
				07.10.2023	31.05.2024
				04.11.2023	03.02.2024
				11.10.2023	16.05.2024
				13.10.2023	31.05.2024
				18.10.2023	30.06.2024
				12.10.2023	16.05.2024

The status bar at the bottom of the SAP GUI shows a green checkmark and the text 'Data was saved View details'. The 'Save' and 'Cancel' buttons are visible on the right side of the status bar.