



# **SISTEM SUMBER MANUSIA**

## **User Guide**

**for PSC Counselling Admin**

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

## **Counselling**

VERSION: 1.0



## INTRODUCTION

This user guide acts as a reference for **PSC Counselling 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**.

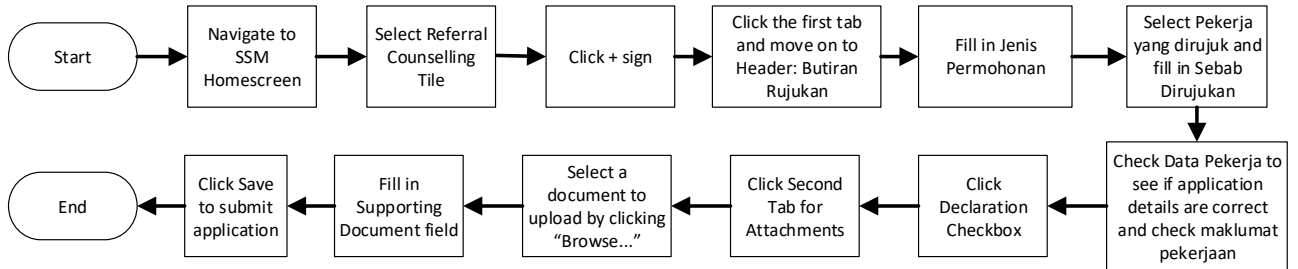


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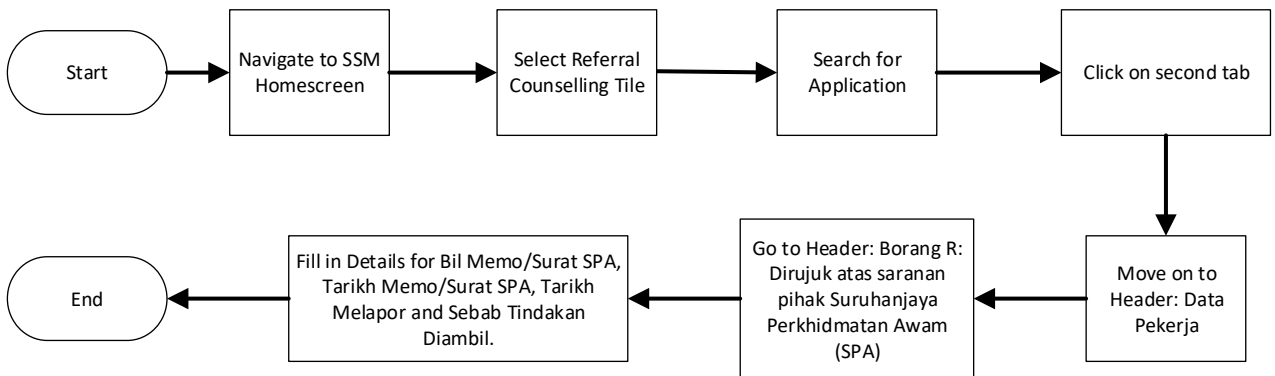
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## Process Overview

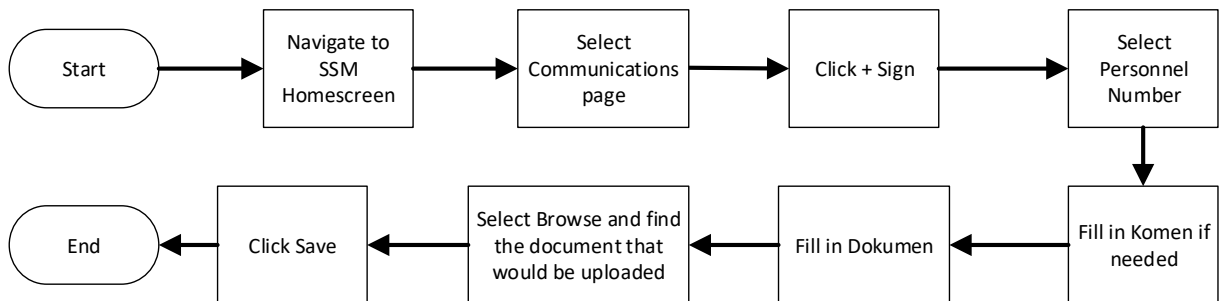
### Fill in Referral Application



### Fill in Borang R

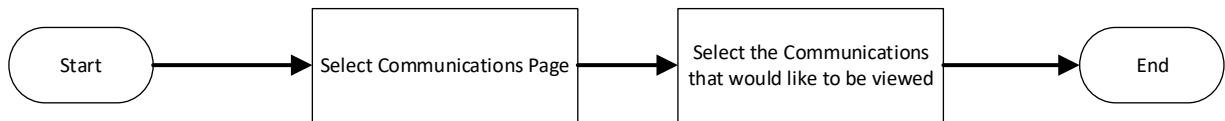


### Fill Communications Page

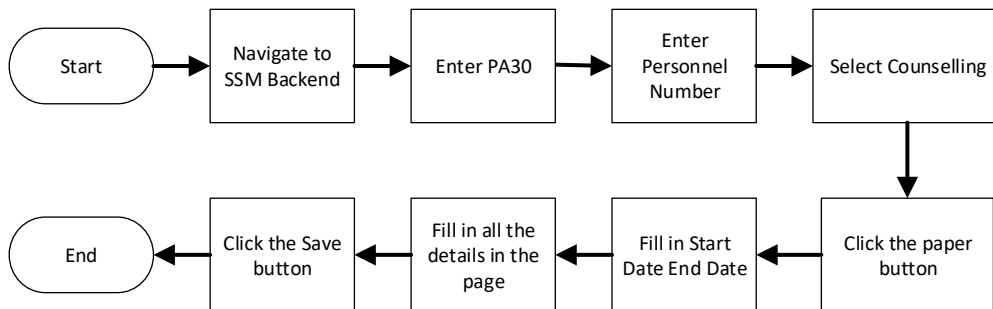


## Process Overview

### View Communications



### Fill in Counselling Infotype

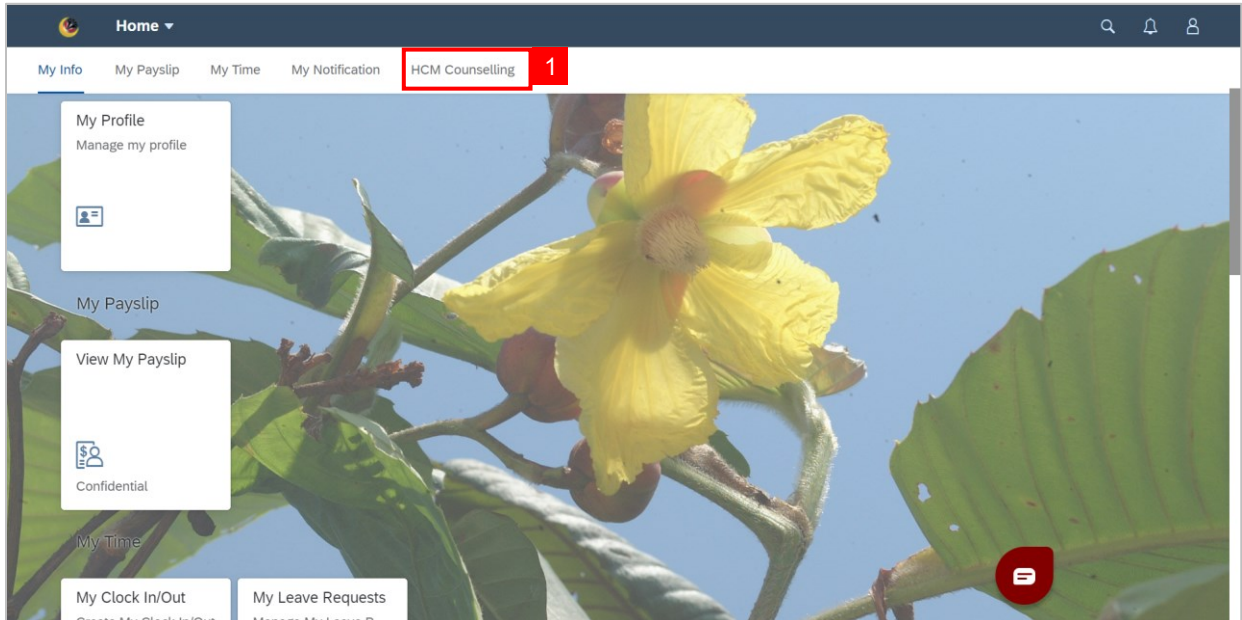


**FILL IN REFERRAL APPLICATION**

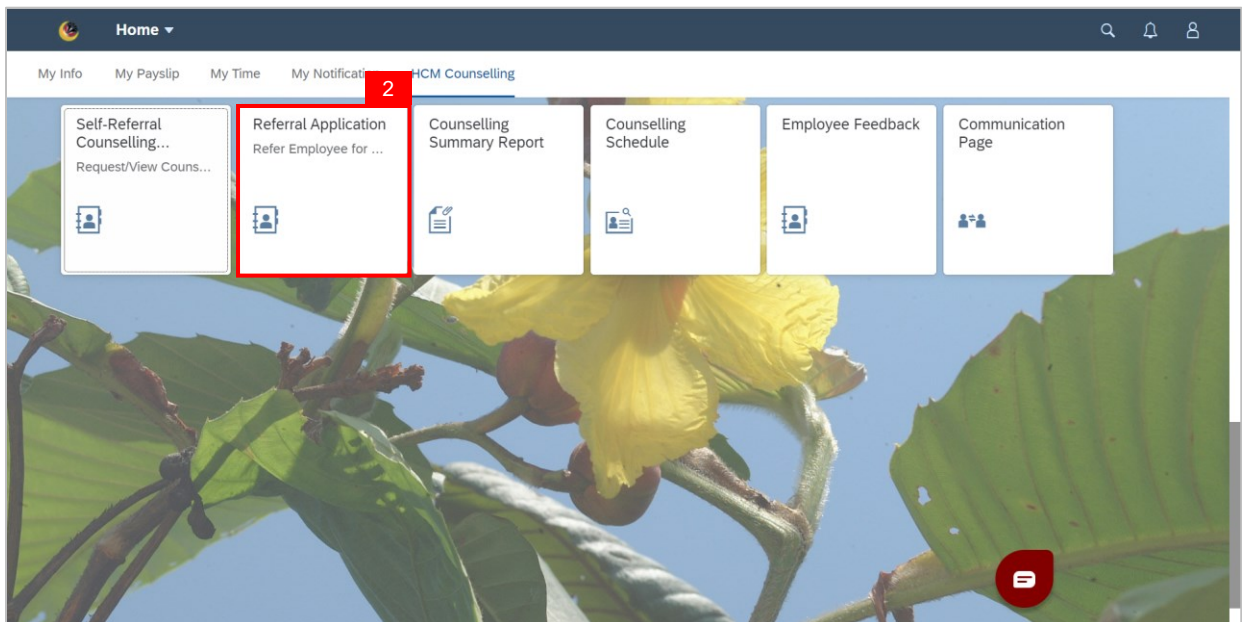
**Front-End User**

PSC Counselling Admin

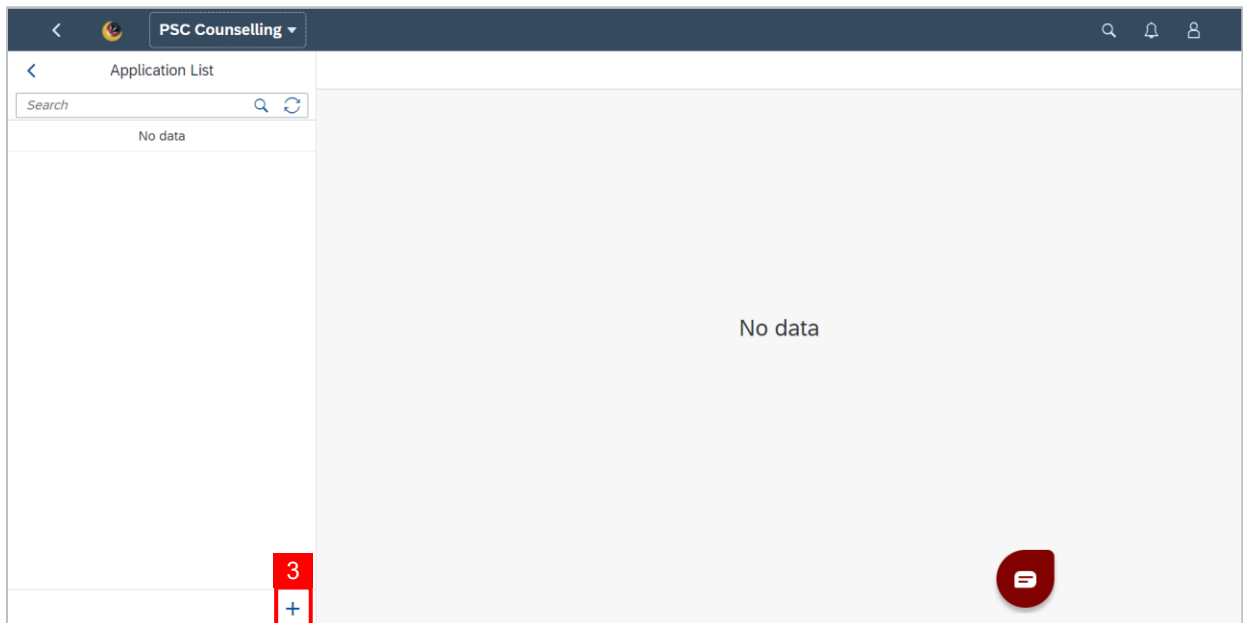
1. Navigate to SSM Homescreen and click on the **HR Counselling Group** tab.



2. Click on **Referral Application** tile.



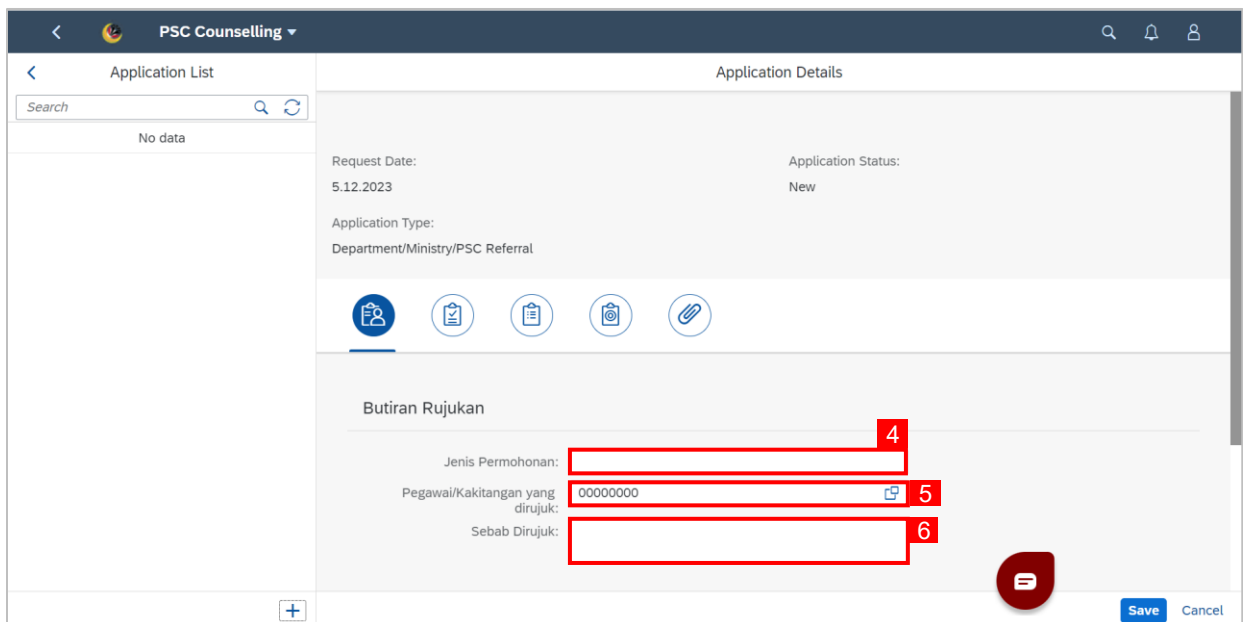
3. Click on  button.




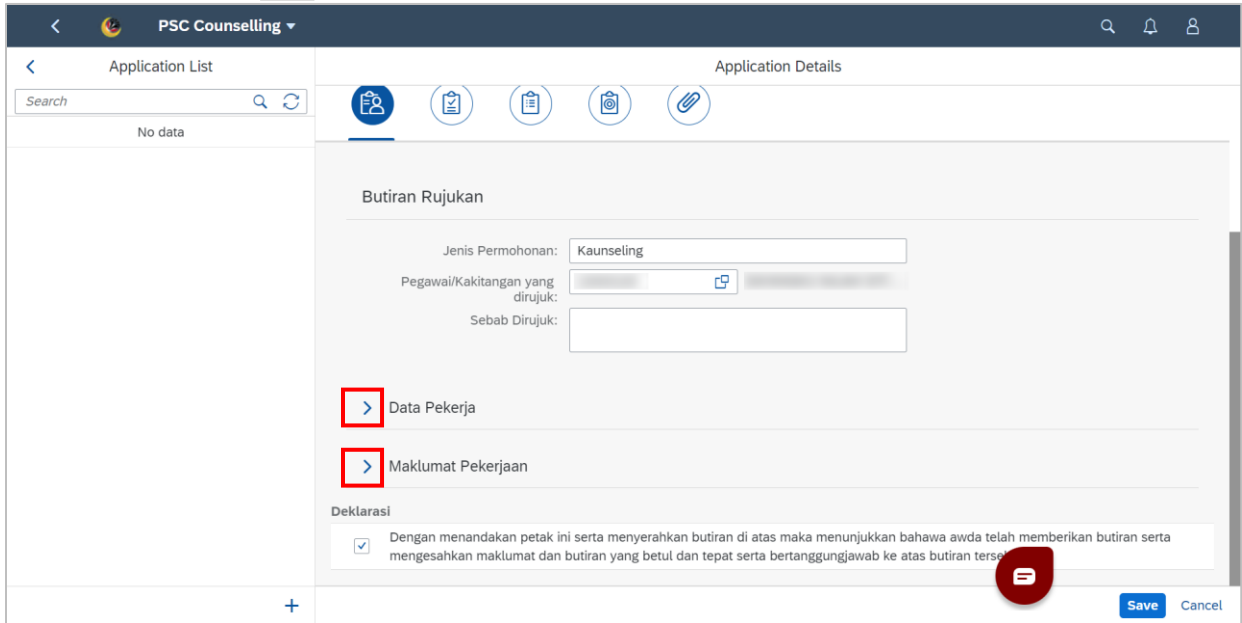
4. Fill in **Jenis Pemohonan**.

5. Select **Pegawai/Kakitangan yang dirujuk**.

6. Fill in **Sebab Dirujuk**.

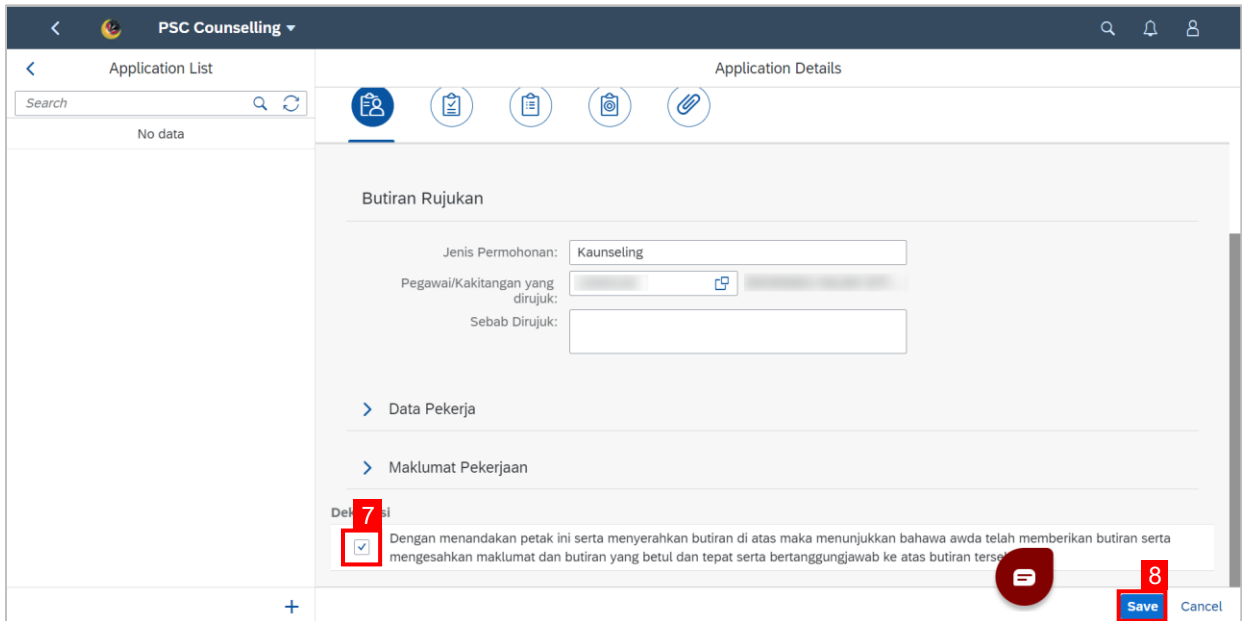


**Note:** Department/PSC may check employee's **Data Pekerja** and **Maklumat Pekerjaan** by clicking the arrow  next to their respective header to expand them.



The screenshot shows the 'Application Details' form in the PSC Counselling system. The form includes a search bar, a 'No data' message, and a 'Butiran Rujukan' section. The 'Jenis Permohonan' is set to 'Kaunseling'. The 'Pegawai/Kakitangan yang dirujuk' field is empty. The 'Sebab Dirujuk' field is empty. Below the 'Butiran Rujukan' section, there are two expandable sections: 'Data Pekerja' and 'Maklumat Pekerjaan', both with blue arrows pointing right. A red box highlights the arrow for 'Data Pekerja', and another red box highlights the arrow for 'Maklumat Pekerjaan'. Below these sections is a 'Deklarasi' section with a checkbox that is checked. The text next to the checkbox reads: '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 serta bertanggungjawab ke atas butiran tersebut'. A red circle highlights the 'Save' button at the bottom right of the form.

## 7. Tick Declaration checkbox.

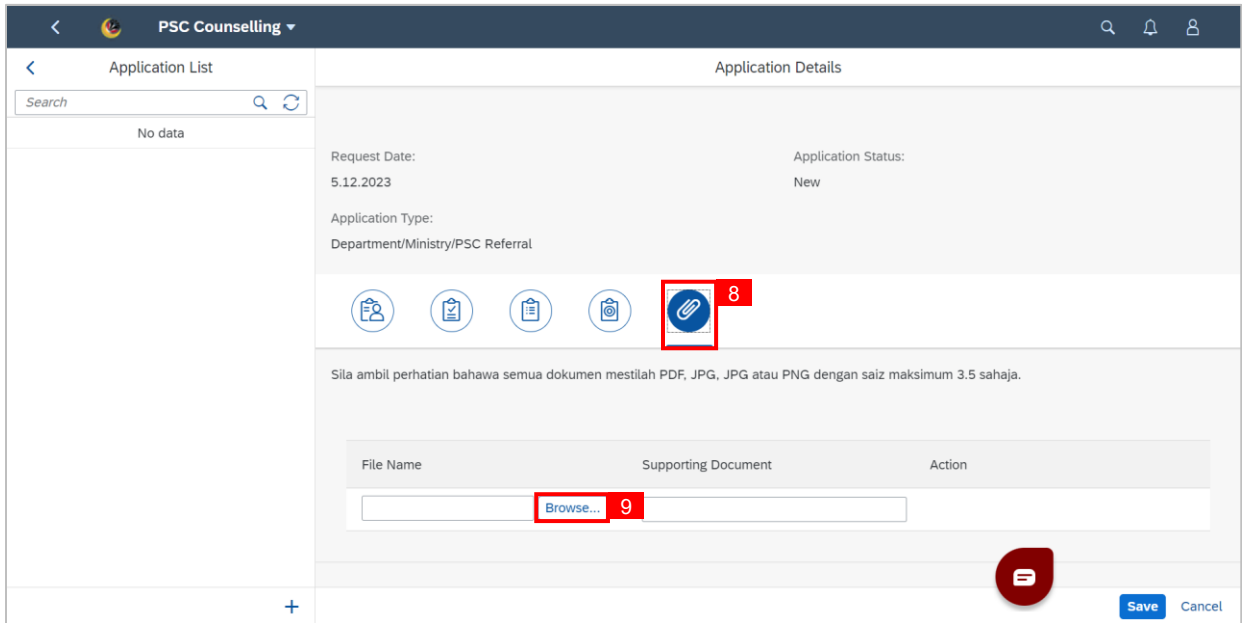


This screenshot is identical to the previous one, but with additional annotations. A red box highlights the 'Save' button at the bottom right of the form, with the number '8' next to it. The 'Data Pekerja' and 'Maklumat Pekerjaan' headers are also highlighted with red boxes and blue arrows. The 'Deklarasi' checkbox is checked, and the number '7' is next to it.



8. Click on the **Attachment** tab.

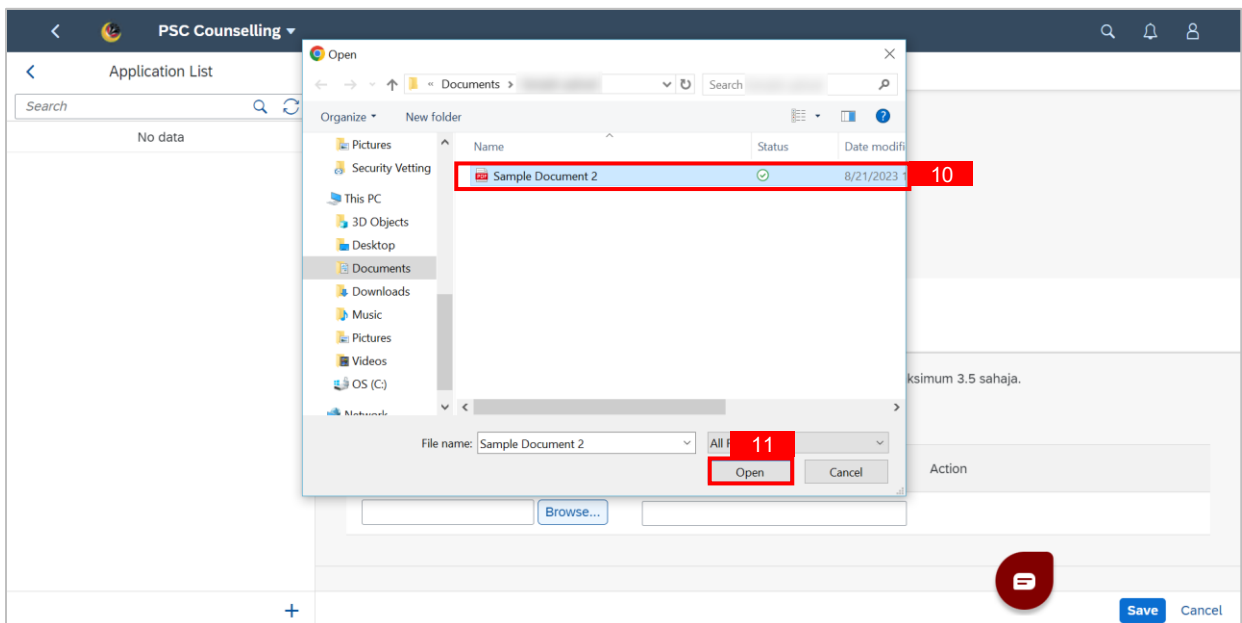
9. Click on **Browse...** to upload Attachment.



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

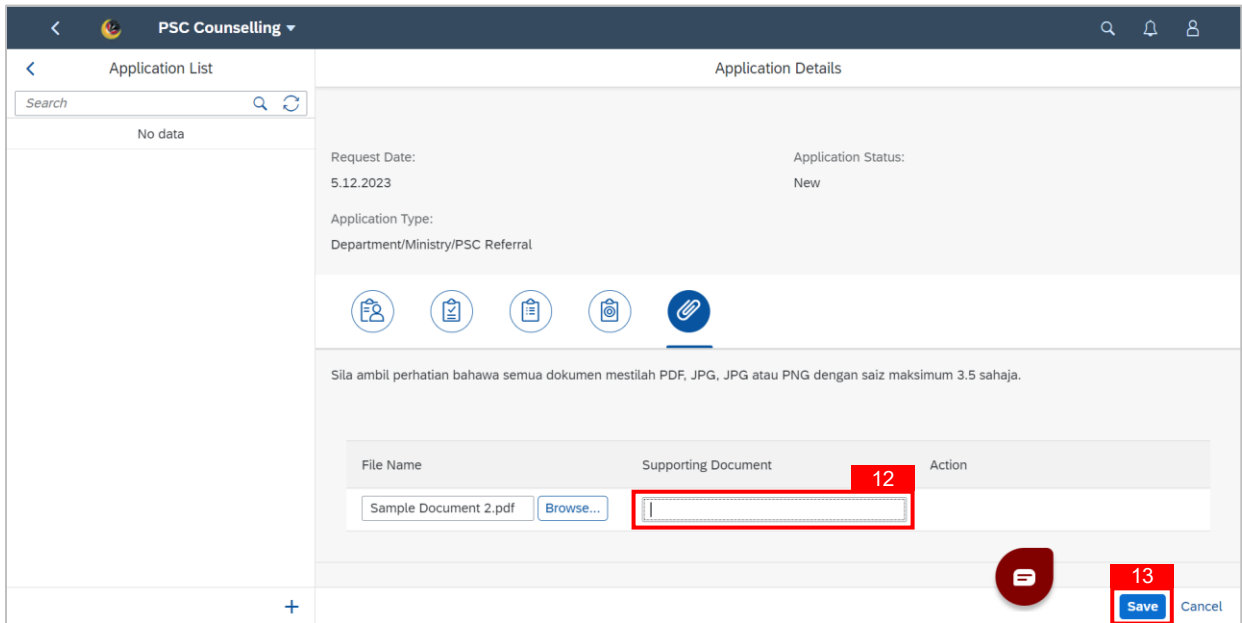
10. Find and select the document to be uploaded as an attachment.

11. Click **Open** to upload the document as an attachment



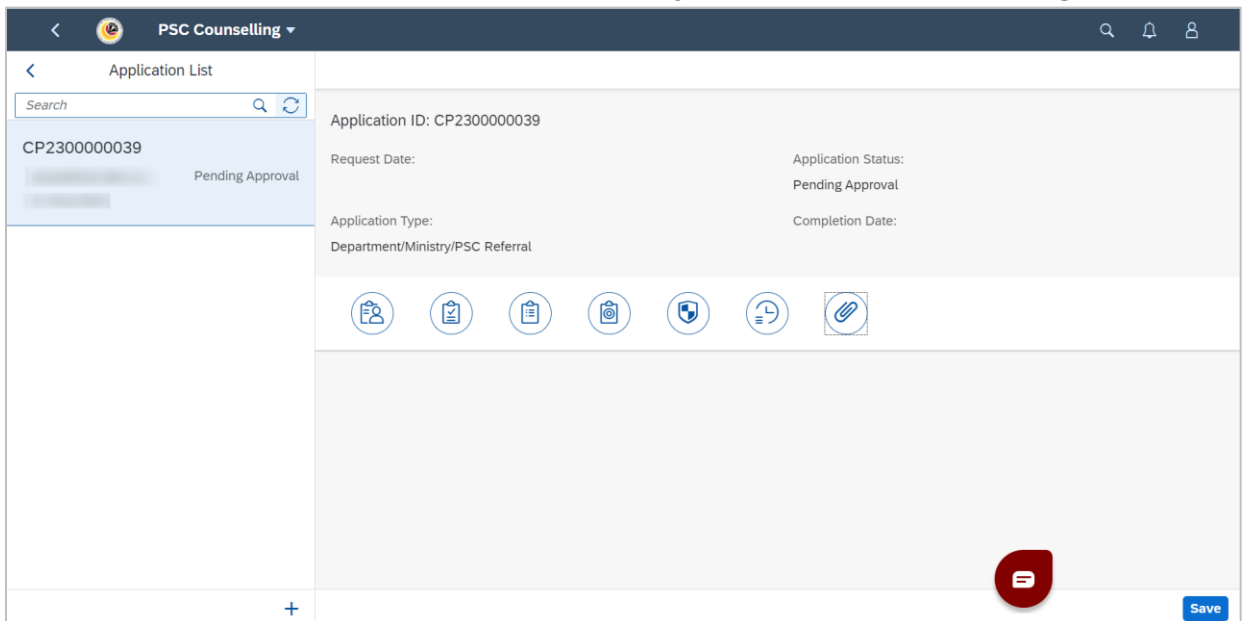
12. Fill in Supporting Document Name in **Supporting Document**.

13. Then, click **Save**.



The screenshot shows the 'Application Details' form in the 'PSC Counselling' system. The form includes fields for 'Request Date' (5.12.2023), 'Application Status' (New), and 'Application Type' (Department/Ministry/PSC Referral). Below these fields is a section for adding supporting documents. A table with columns 'File Name', 'Supporting Document', and 'Action' is visible. The 'Supporting Document' column has a red box around it with the number '12' next to it, indicating where to enter the document name. The 'File Name' column shows 'Sample Document 2.pdf' and a 'Browse...' button. Below the table, there is a 'Save' button highlighted with a red box and the number '13' next to it, and a 'Cancel' button.

**Outcome: Referral Application has successfully been saved and is pending approval.**



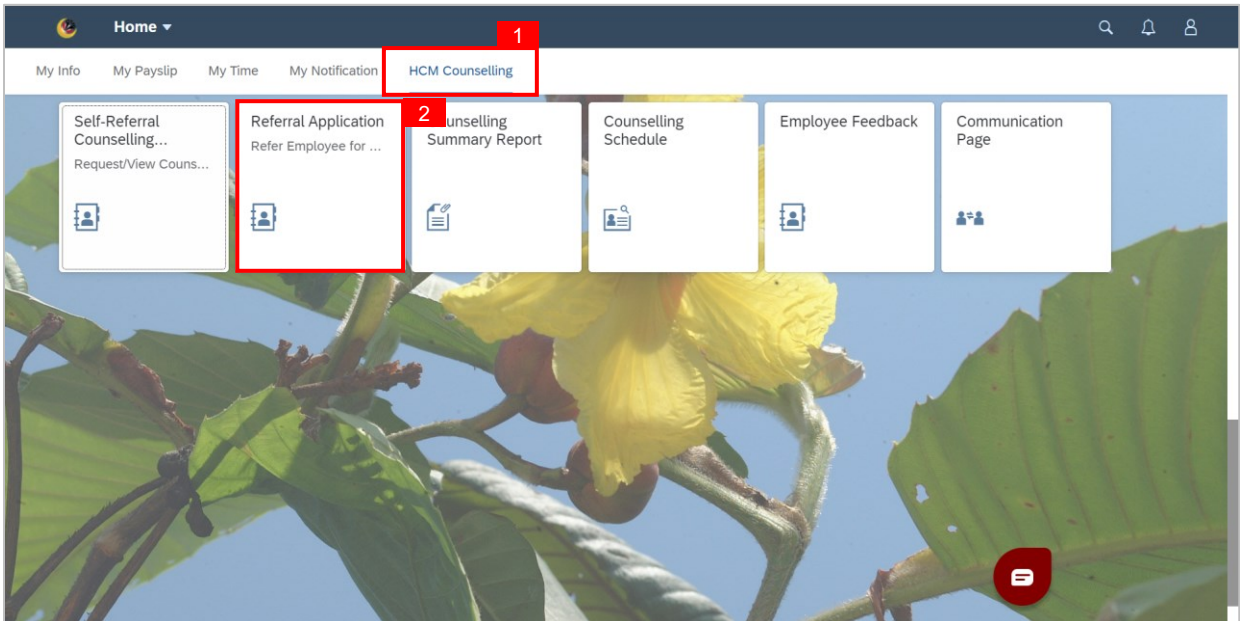
The screenshot shows the 'Application Details' form after saving. The 'Application ID' is CP2300000039. The 'Request Date' is 5.12.2023, and the 'Application Status' is 'Pending Approval'. The 'Application Type' is 'Department/Ministry/PSC Referral'. The 'Supporting Document' field is now empty. The 'Save' button is still visible at the bottom right.

**SUBMIT BORANG R**

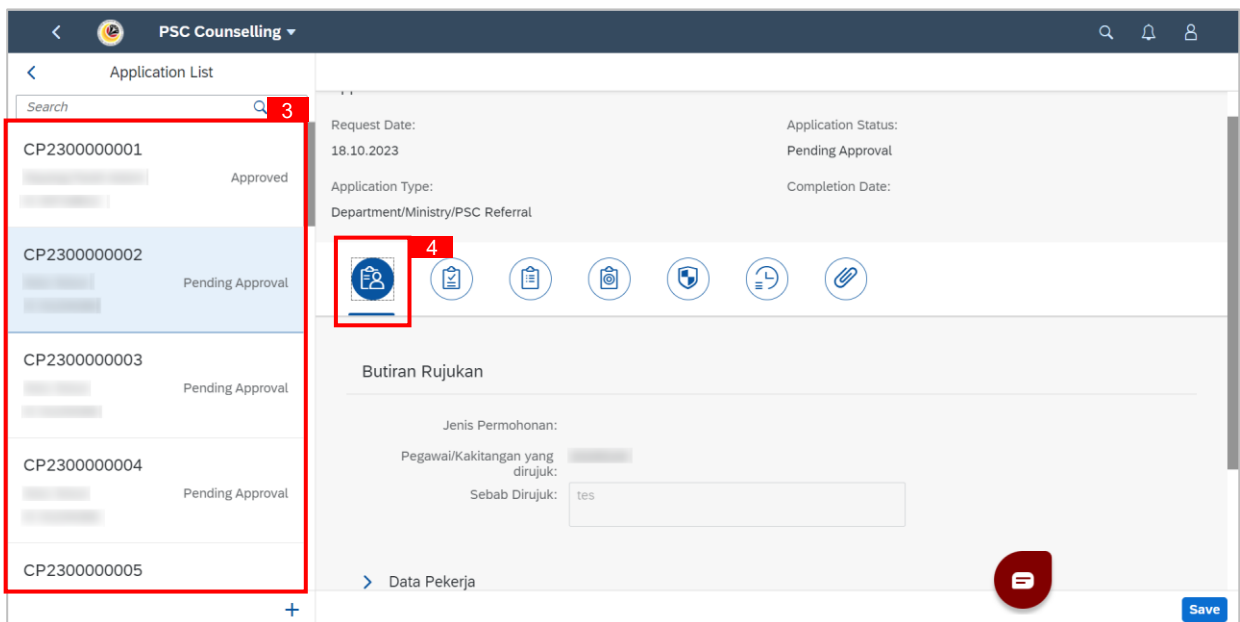
**Front-End User**

PSC Counselling Admin

1. Navigate to SSM Homescreen and click on the **HCM Counselling** tab.
2. Click on **Referral Application** tile.

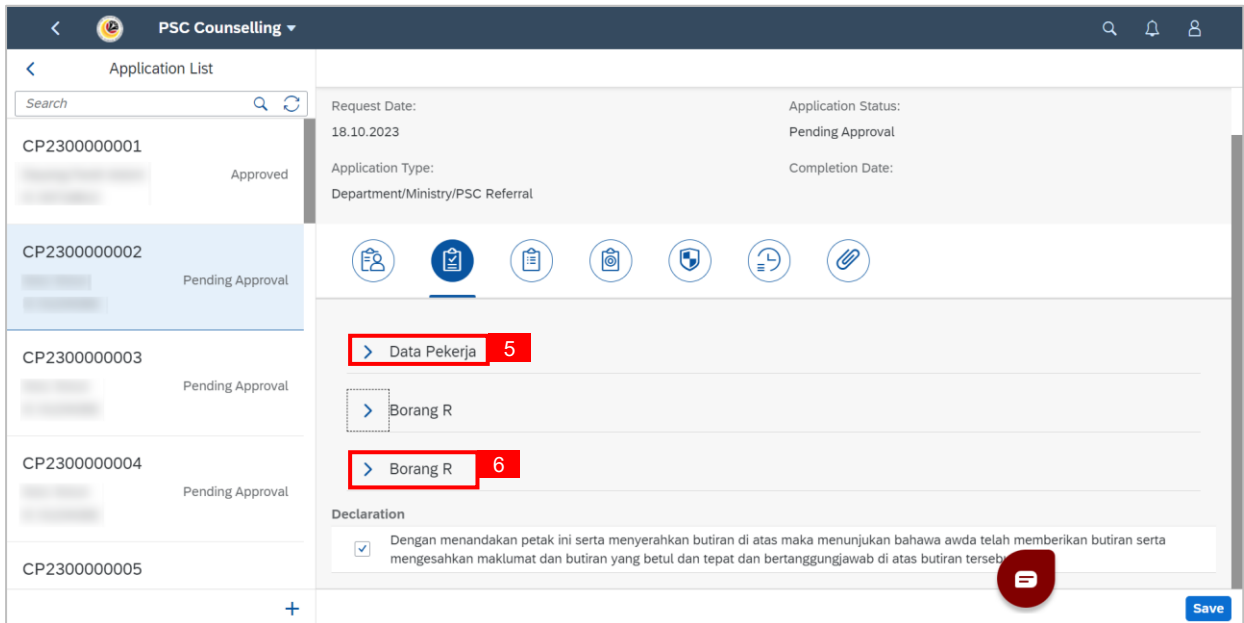


3. Click on an application.
4. Go to the second tab.



5. **Data Pekerja** may be checked if necessary.

6. **Expand Borang R: Dirujuk atas saranan pihak Suruhanjaya Perkhidmatan Awam (SPA)** (The second **Borang R** header)



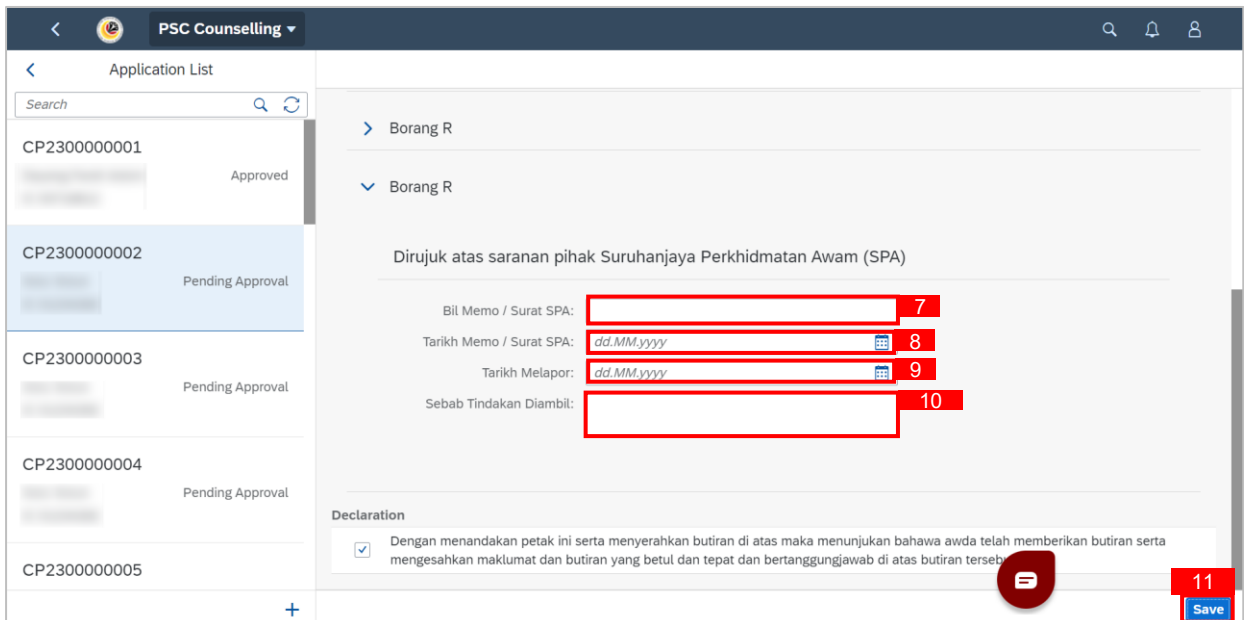
7. Fill in **Bil Memo/Surat SPA**.

8. Type in or select a date for **Tarikh Memo/Surat SPA**.

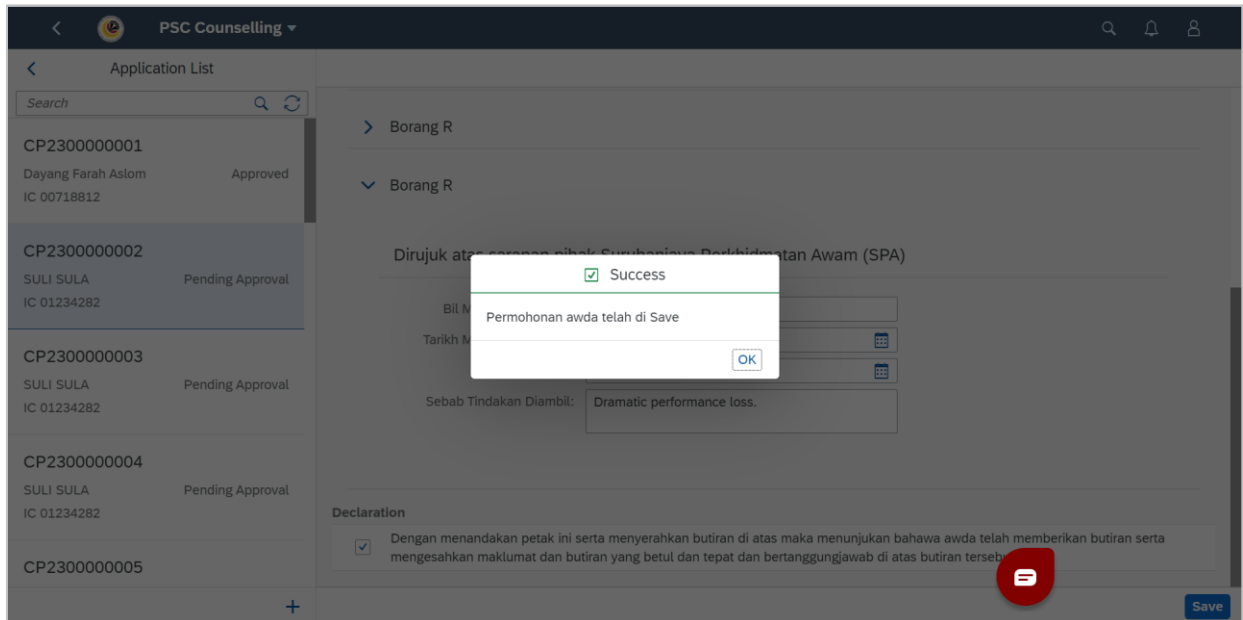
9. Type in or select a date for **Tarikh Melapor**.

10. Fill in **Sebab Tindakan Diambil**.

11. Click the **Save** button.



**Outcome: Changes to Borang R: Dirujuk atas saranan pihak Suruhanjaya Perkhidmatan Awam (SPA) has successfully been saved.**



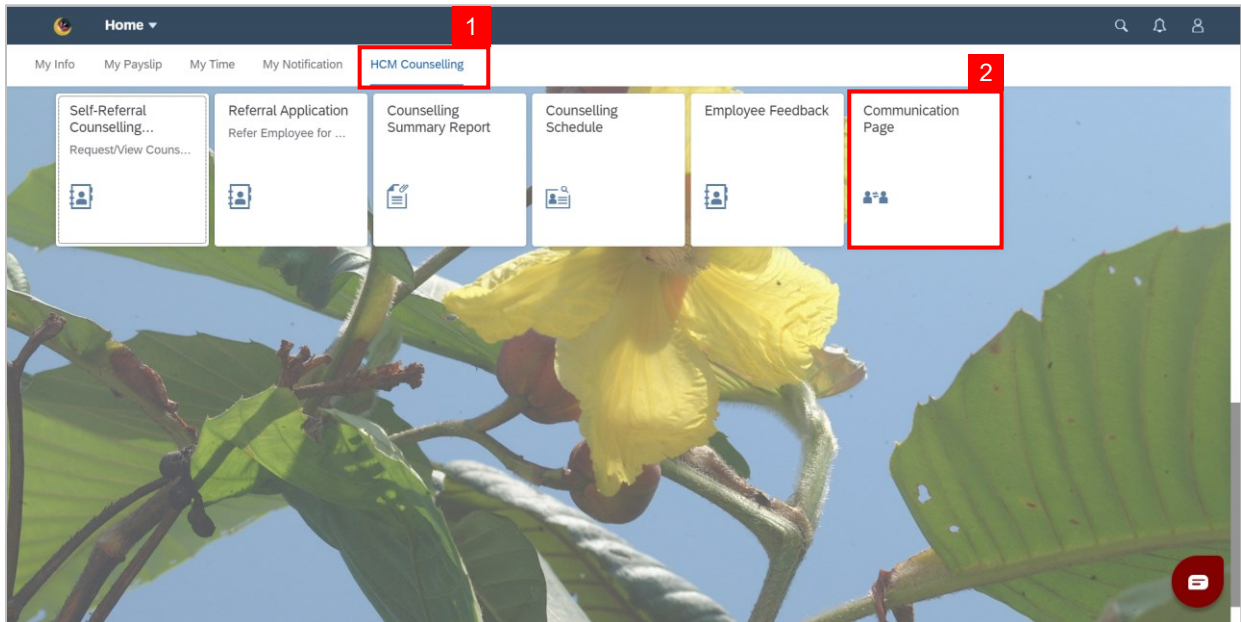
The screenshot displays the 'PSC Counselling' application interface. On the left, there is an 'Application List' table with the following entries:

Application ID	Name	Status
CP2300000001	Dayang Farah Aslom IC 00718812	Approved
CP2300000002	SULI SULA IC 01234282	Pending Approval
CP2300000003	SULI SULA IC 01234282	Pending Approval
CP2300000004	SULI SULA IC 01234282	Pending Approval
CP2300000005		


The main area shows the 'Borang R' form for application CP2300000002. The form title is 'Dirujuk atas saranan pihak Suruhanjaya Perkhidmatan Awam (SPA)'. A success message dialog box is displayed in the center, stating 'Success' and 'Permohonan awda telah di Save'. The form fields include 'Bil M', 'Tarikh M', and 'Sebab Tindakan Diambil: Dramatic performance loss.'. A 'Declaration' section at the bottom contains a checked checkbox and the text: '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'. A red circle highlights a 'Save' button in the bottom right corner of the form area.

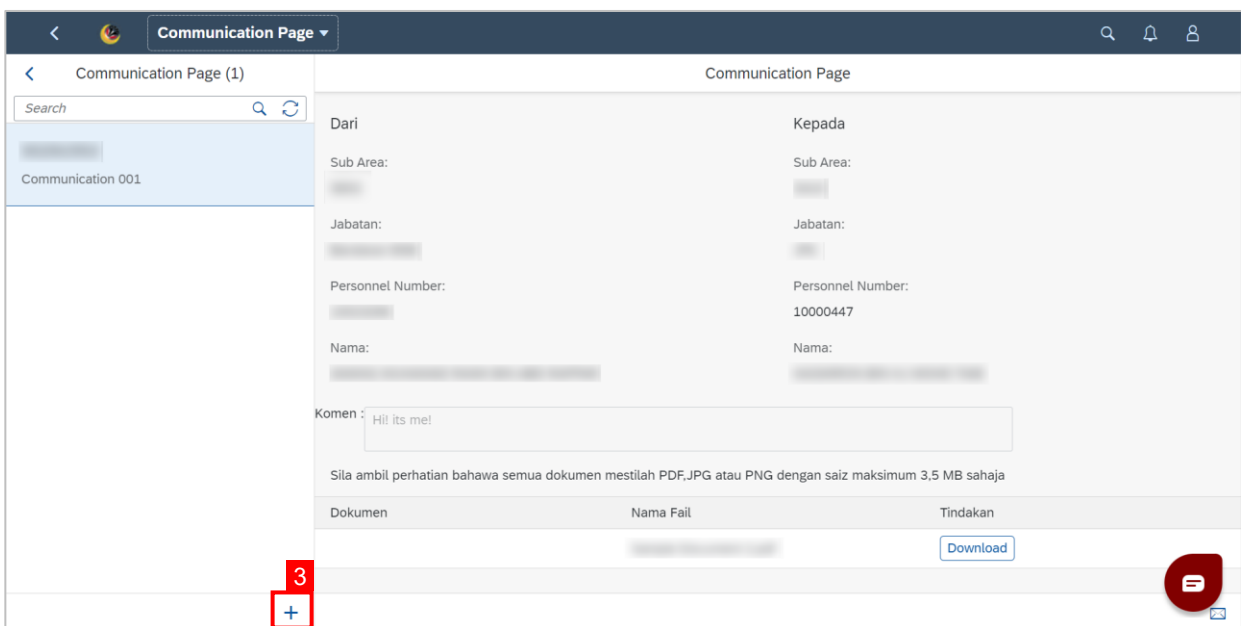
<b>FILL COMMUNICATIONS PAGE</b>	<b>Front-End User</b>
	PSC Counselling Admin

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



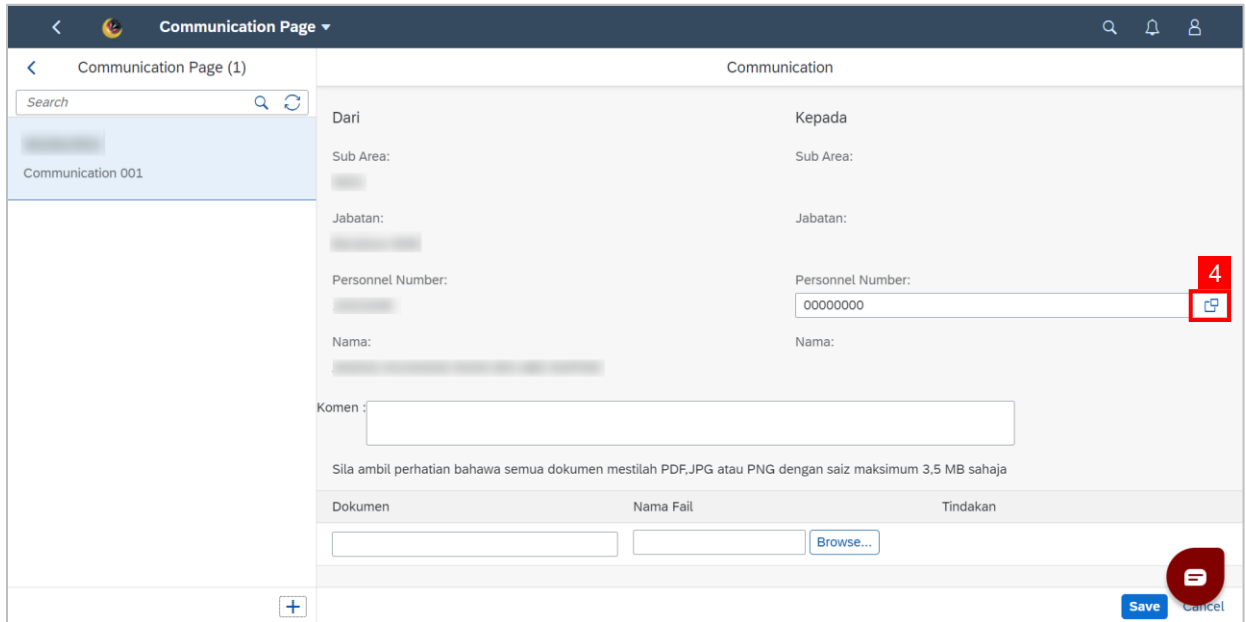
**Note:** Communication Page will be shown.

3. Click on the  button to create a new communication.



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

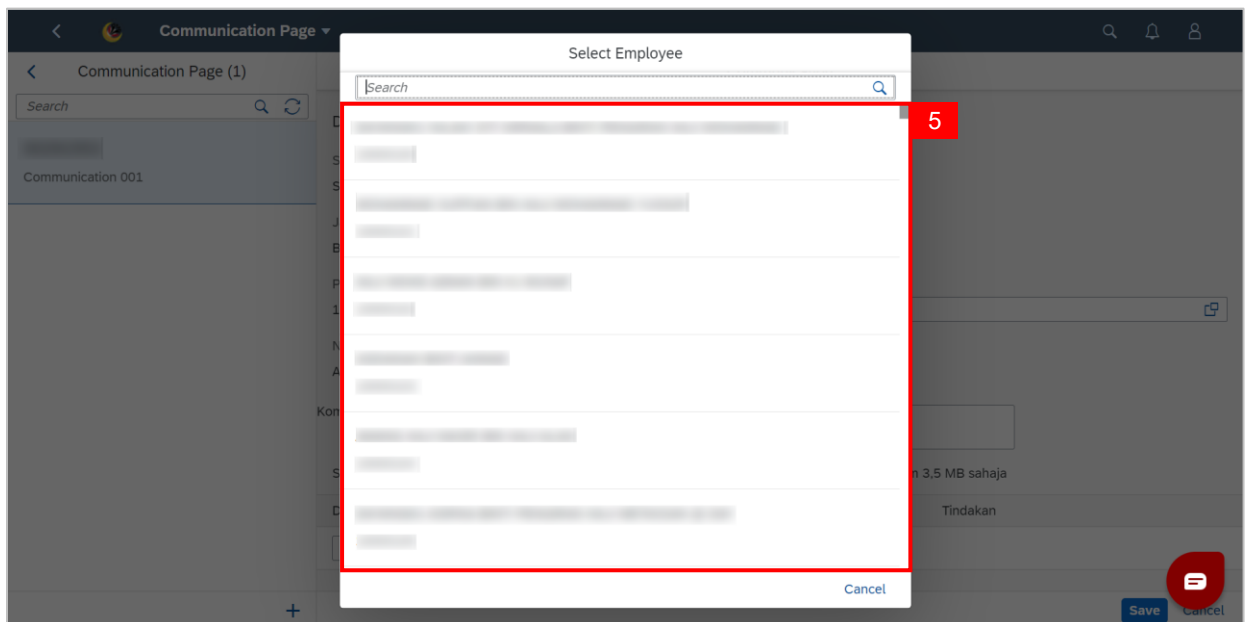
4. Click on the **Lookup** button to select a **Personnel Number** to communicate with.



The screenshot shows the 'Communication Page' interface. On the left, there is a search bar and a list of communications, with 'Communication 001' selected. The main area is a form titled 'Communication' with fields for 'Dari' (From) and 'Kepada' (To). The 'Kepada' field is currently empty, and a red box with the number '4' highlights the 'Lookup' button next to it. Other fields include 'Sub Area', 'Jabatan' (Position), 'Nama' (Name), and 'Komen' (Comments). At the bottom, there is a 'Browse...' button for file uploads and 'Save' and 'Cancel' buttons.

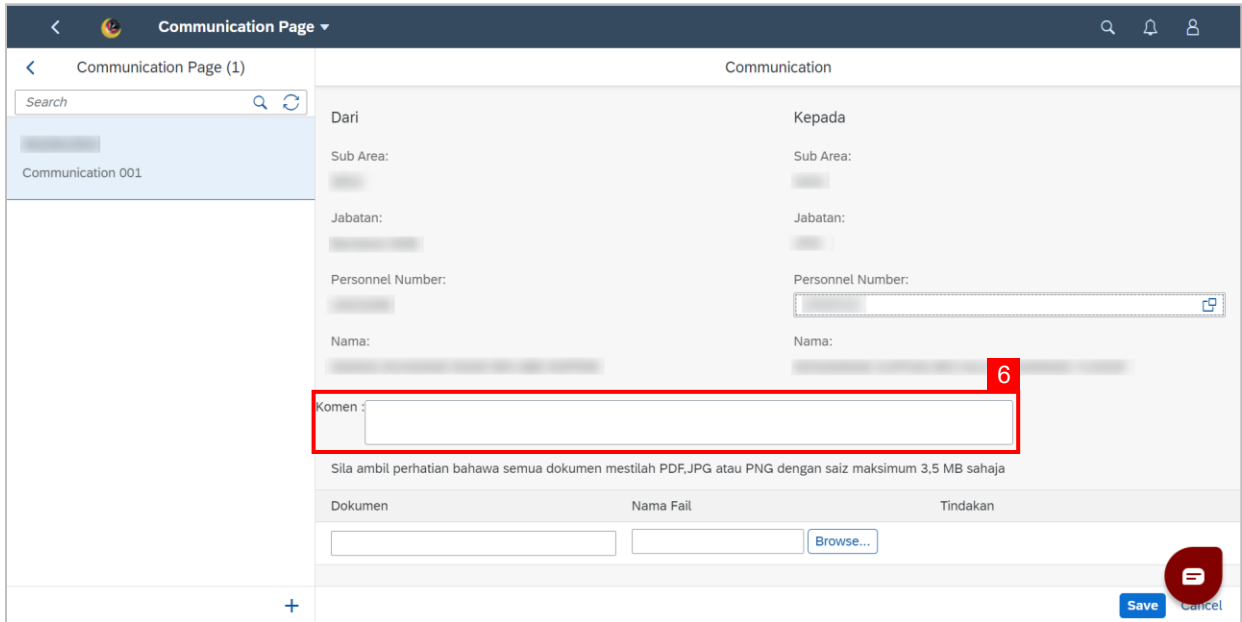
**Note:** A list of Employees with their Names and Personnel Numbers will be displayed.

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



The screenshot shows the 'Communication Page' with a 'Select Employee' dialog box open. The dialog box has a search bar and a list of employees. A red box with the number '5' highlights the list of employees. The list contains several rows of employee data, including names and personnel numbers. The 'Cancel' button is visible at the bottom of the dialog box.

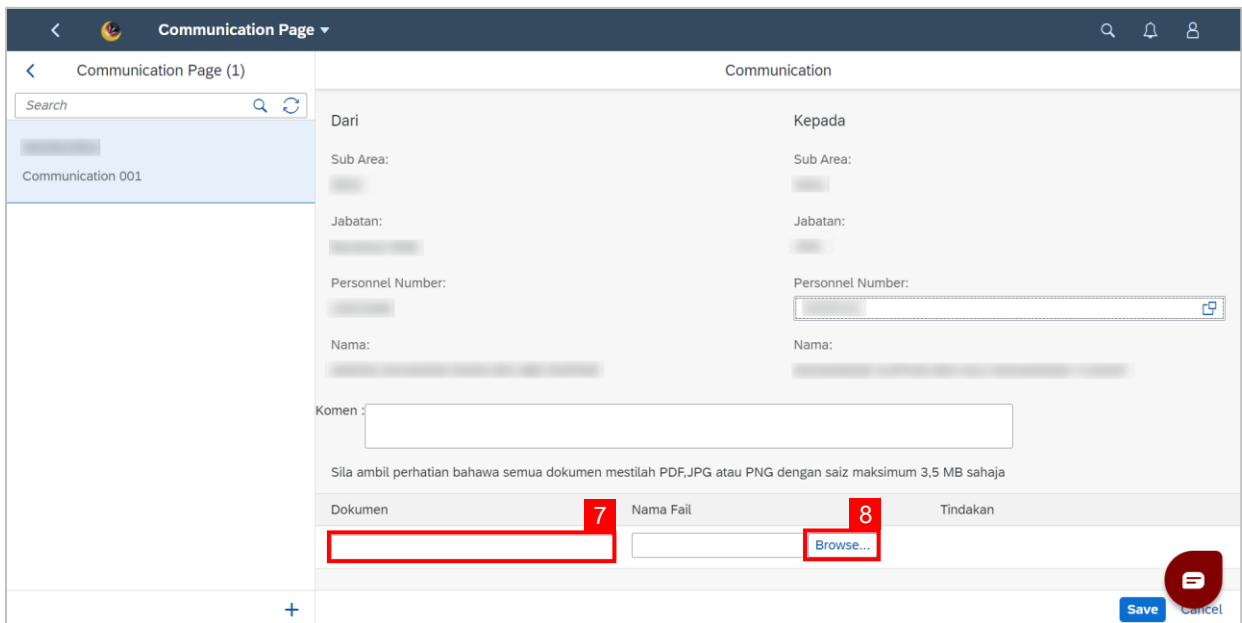
6. Fill in any comments in **Komen** if needed.



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 titled 'Communication' and contains a form with fields for 'Dari' and 'Kepada'. Below these are fields for 'Sub Area', 'Jabatan', 'Personnel Number', and 'Nama'. A red box highlights the 'Komen' field, with a red '6' next to it. 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'. At the bottom, there is a table with columns 'Dokumen', 'Nama Fail', and 'Tindakan'. A 'Browse...' button is visible next to the 'Nama Fail' field. 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.



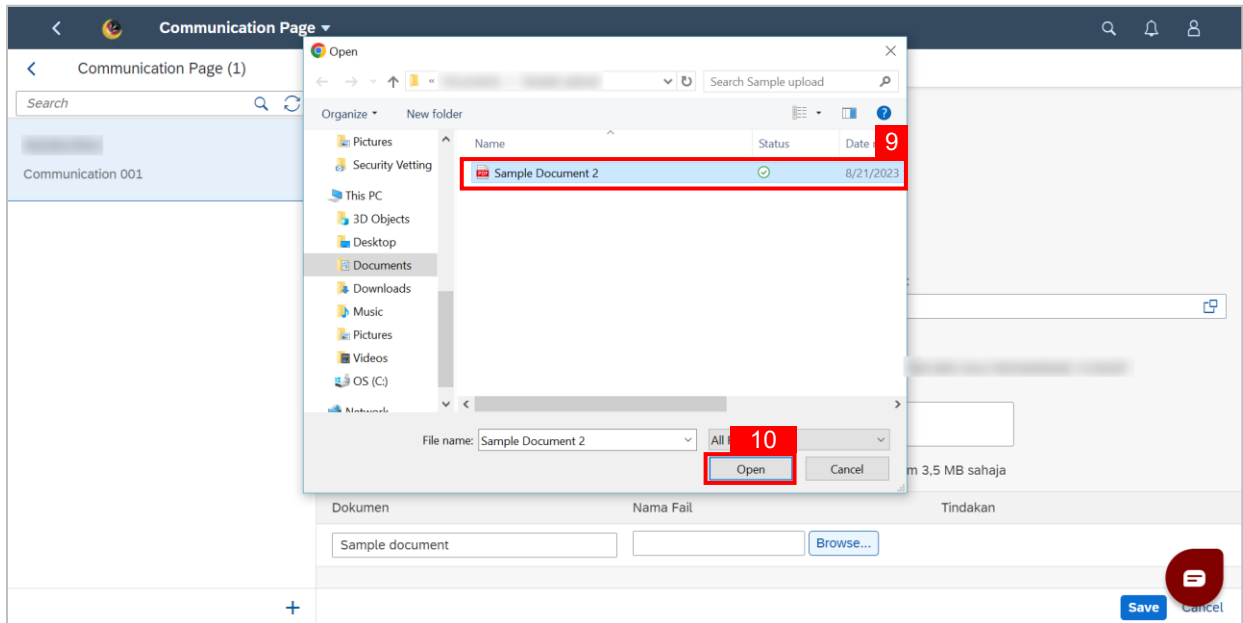
The screenshot shows the 'Communication Page' interface, similar to the previous one. The 'Komen' field is now filled with text. The 'Dokumen' field in the table is highlighted with a red box and a red '7'. The 'Browse...' button is also highlighted with a red box and a red '8'. The 'Save' and 'Cancel' buttons are visible at the bottom right.



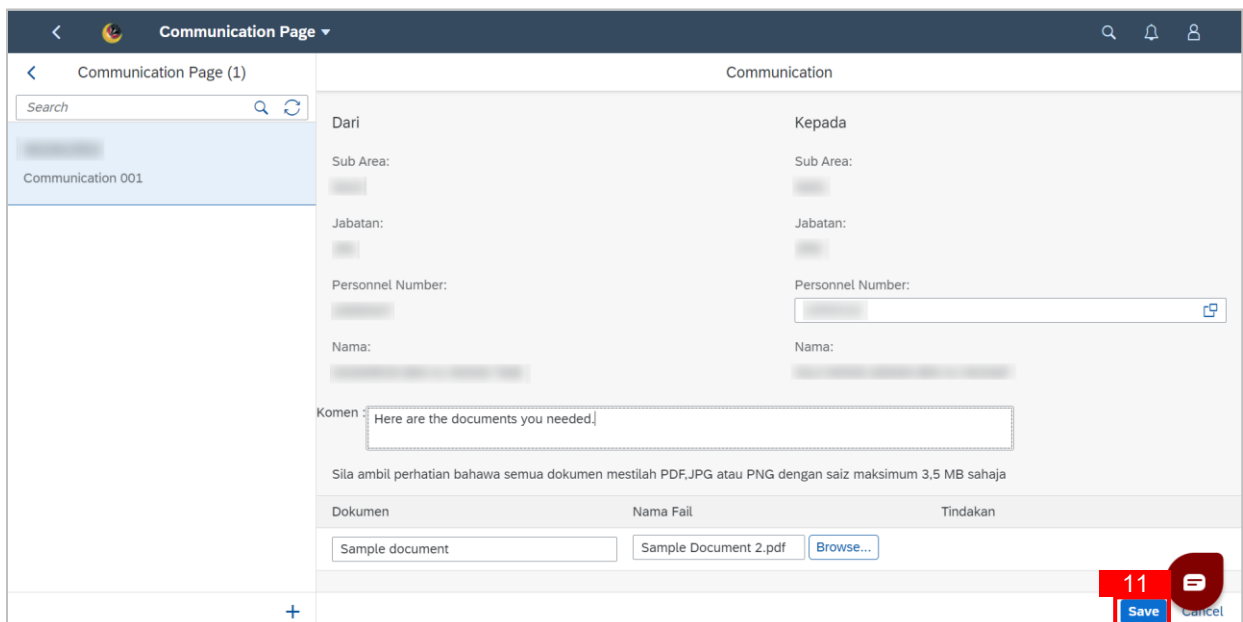
**Note:** A file explorer window will open.

9. Find and select the document to be attached.

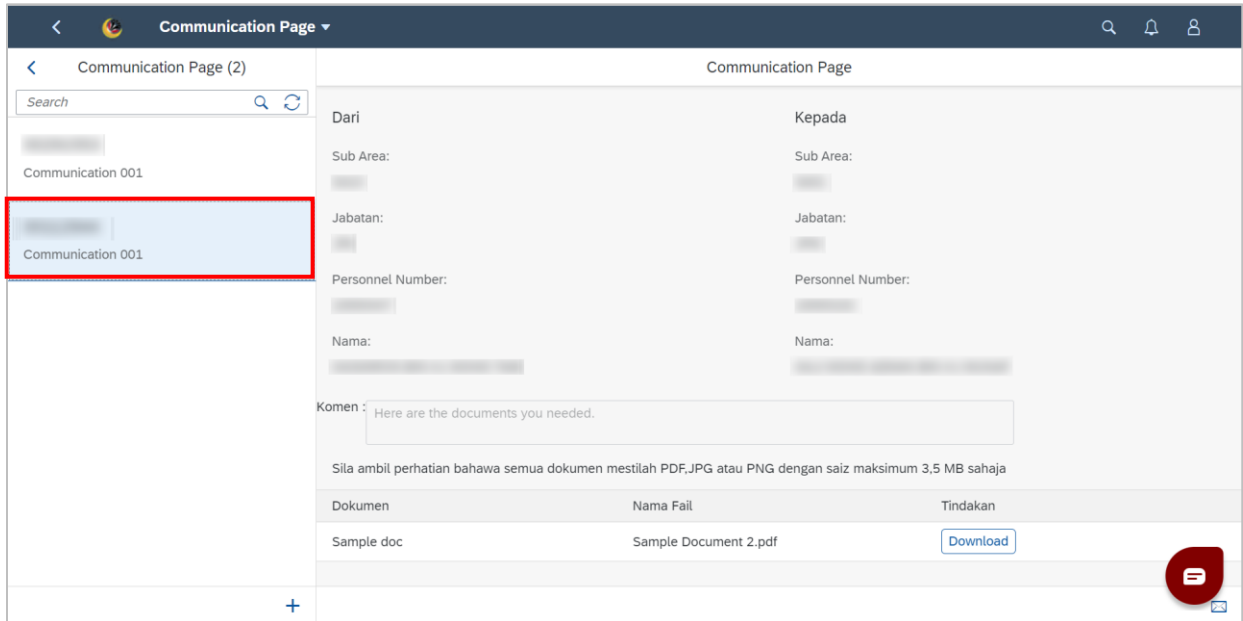
10. Click **Open** to attach the document.



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



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



The screenshot displays the SAP Communication Page interface. On the left, a search bar is visible with the text "Search" and a refresh icon. Below it, a list of communication items is shown, with "Communication 001" highlighted in a red box. The main content area is titled "Communication Page" and contains the following details:

- Dari:** [Redacted]
- Kepada:** [Redacted]
- Sub Area:** [Redacted]
- Jabatan:** [Redacted]
- Personnel Number:** [Redacted]
- Nama:** [Redacted]

**Komen:** Here are the documents you needed.

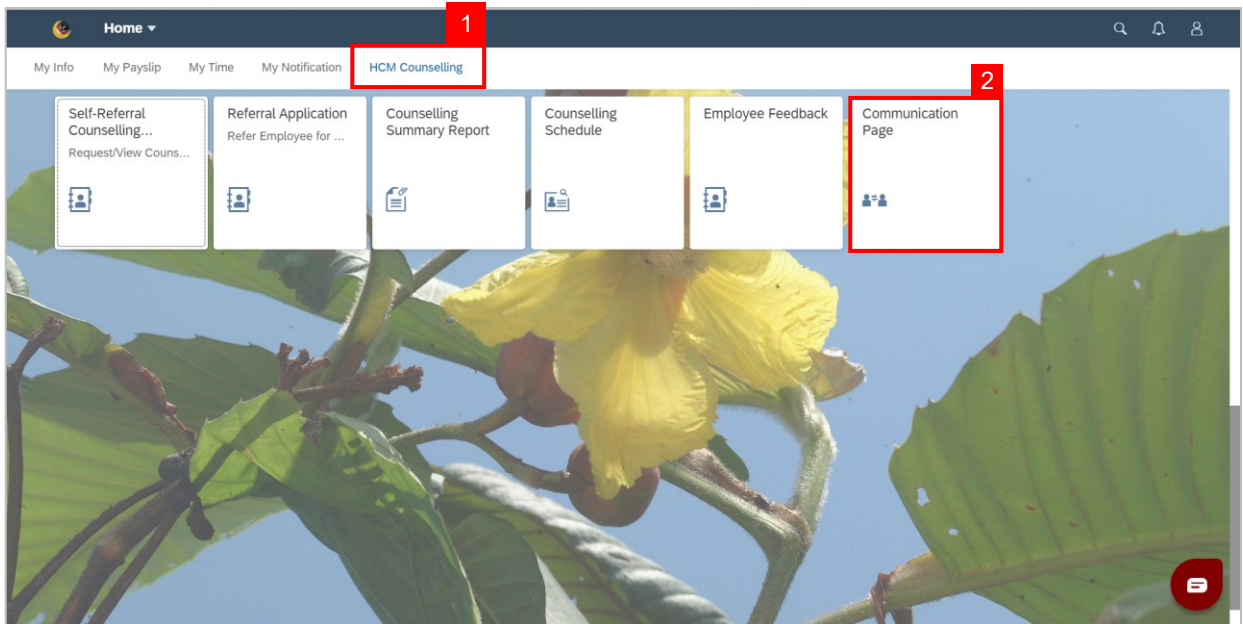
Sila ambil perhatian bahawa semua dokumen mestilah PDF,JPG atau PNG dengan saiz maksimum 3,5 MB sahaja

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

A red notification bubble with a white envelope icon is located in the bottom right corner of the interface.

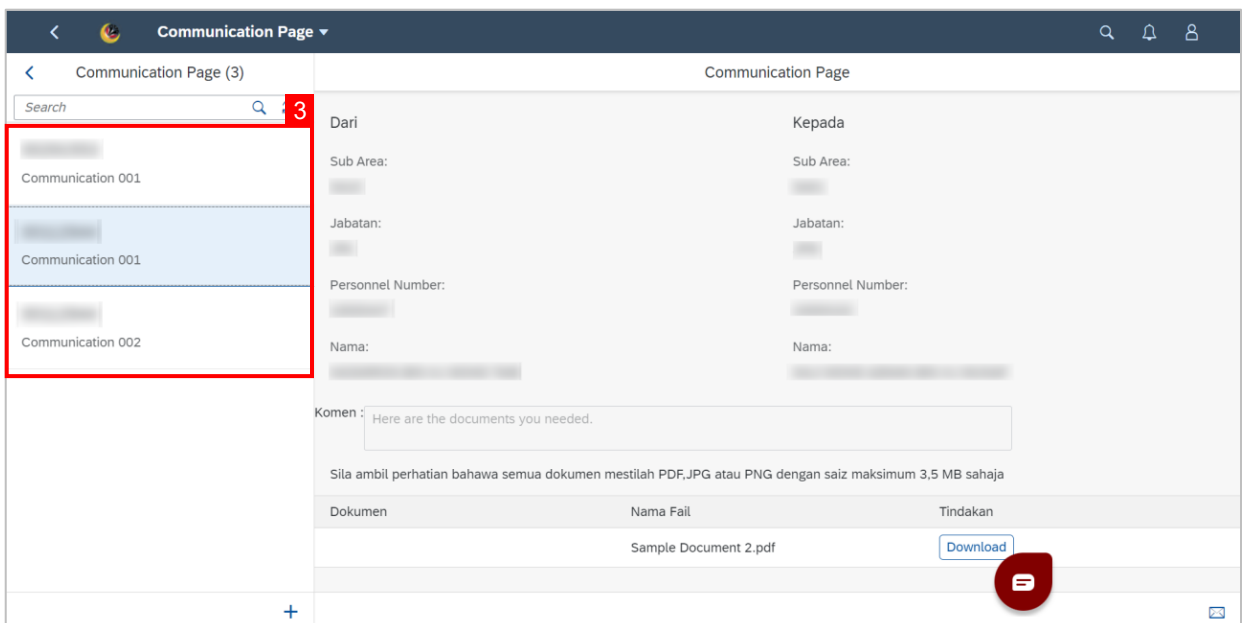
<b>VIEW COMMUNICATIONS</b>	<b>Front-End User</b>
	PSC Counselling Admin

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

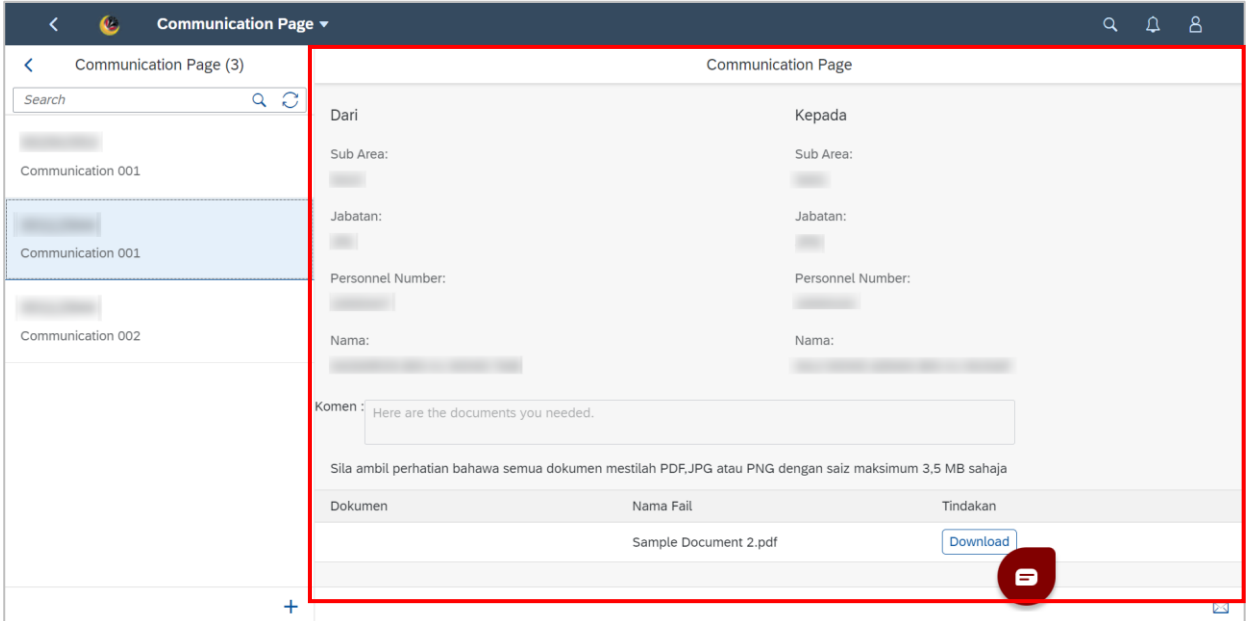


**Note:** Communication Page will be shown.

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' field contains the text 'Here are the documents you needed.' Below the comment, 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>

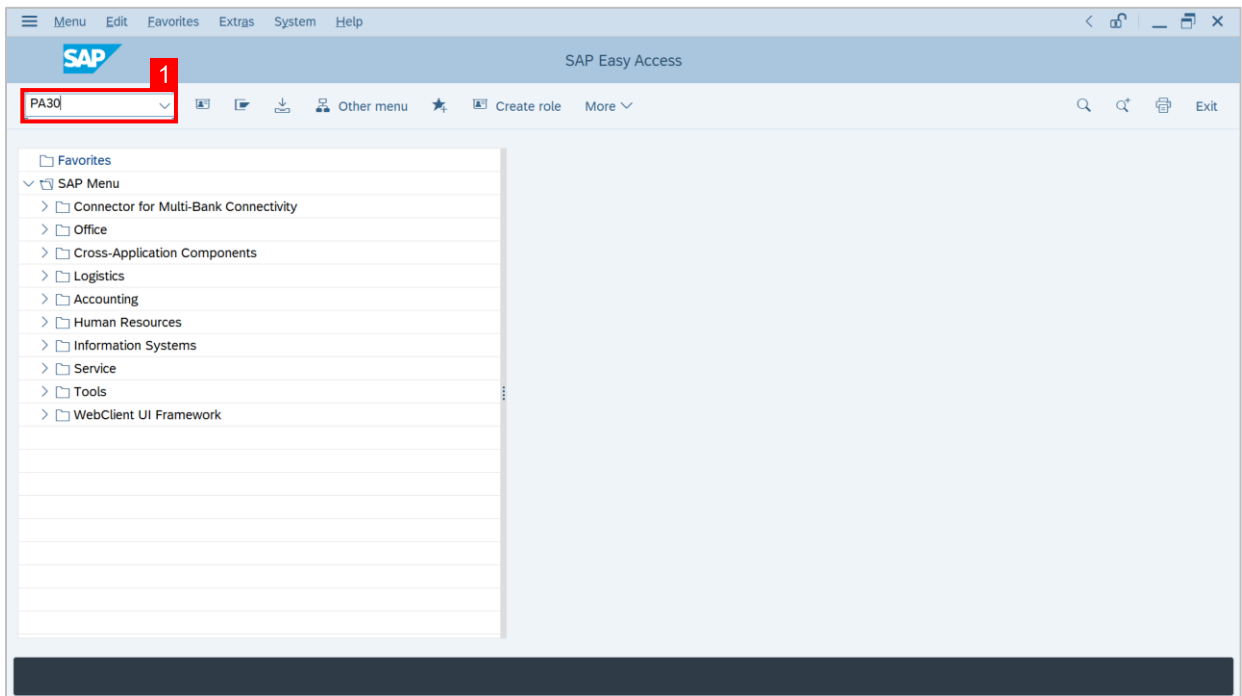
**FILL COUNSELLING  
INFOTYPE**

**Back-End User**

PSC Counselling Admin

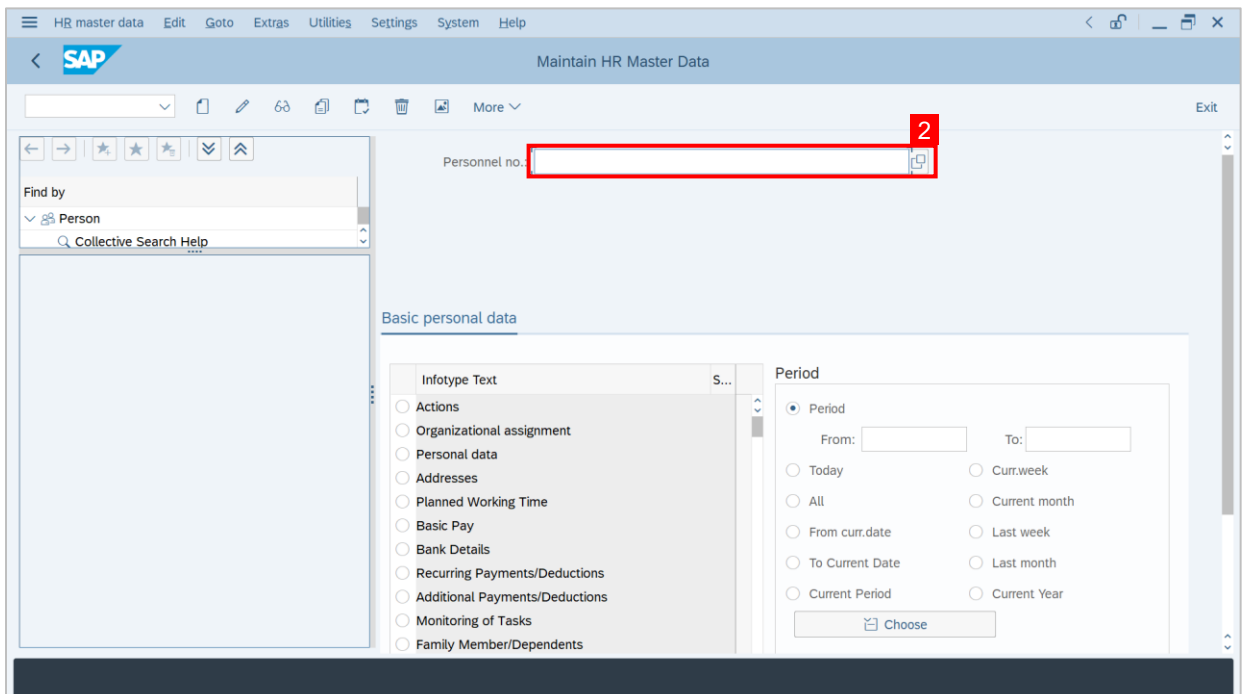
Log into **SAP GUI (Back-End)** and proceed with the following steps:

1. Enter **PA30** into the command field and hit **Enter**.



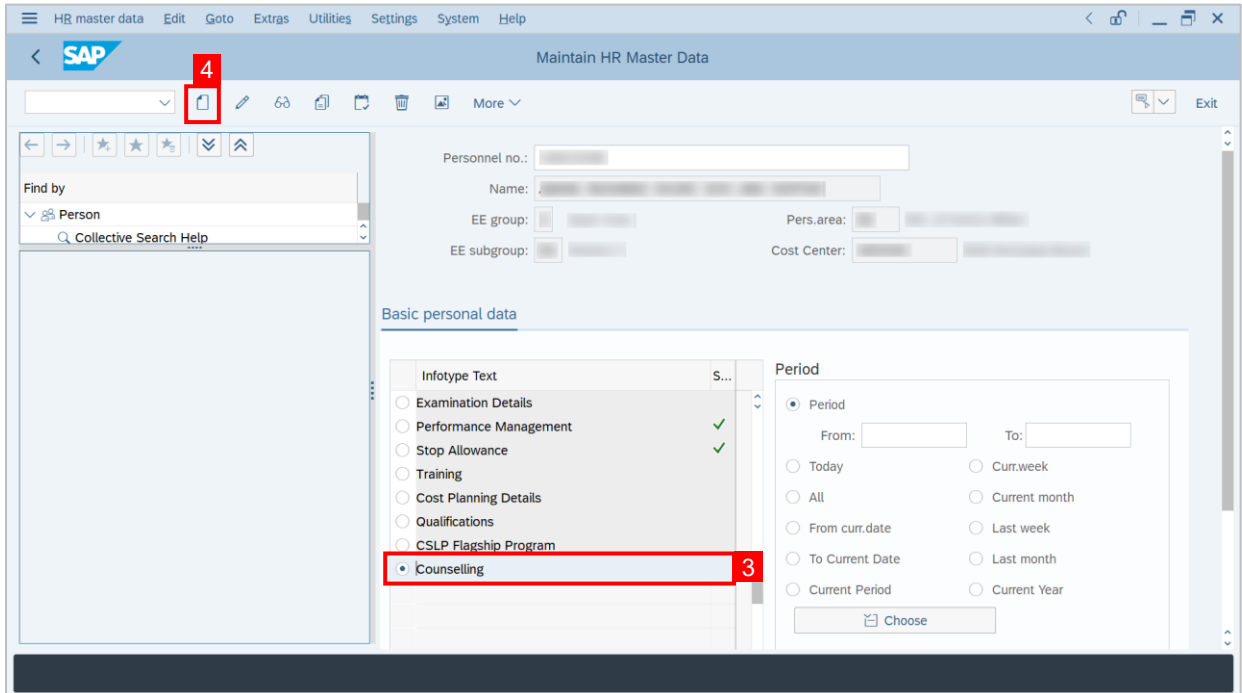
**Note: Maintain HR Master Data page will be shown.**

2. Enter the **Personnel no. .**



3. Find **Counselling** in **Infotype Text** and click the circle (Radio button) next to it to select it.

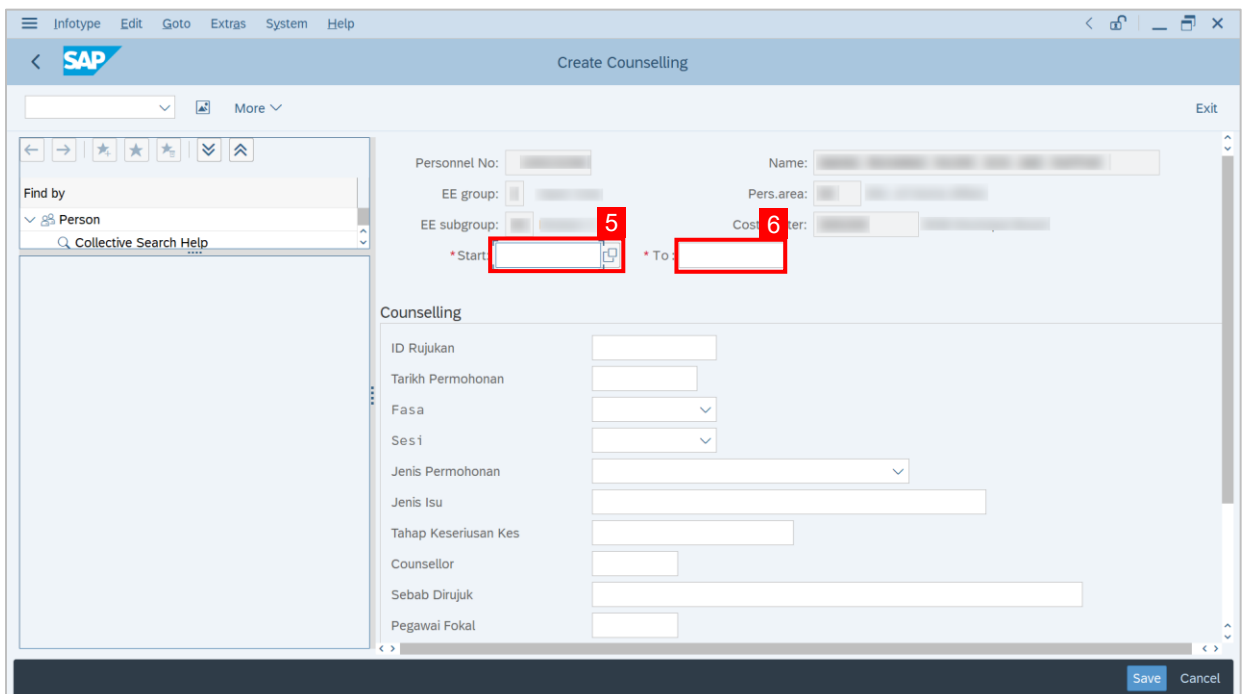
4. Click the **Create**  button.



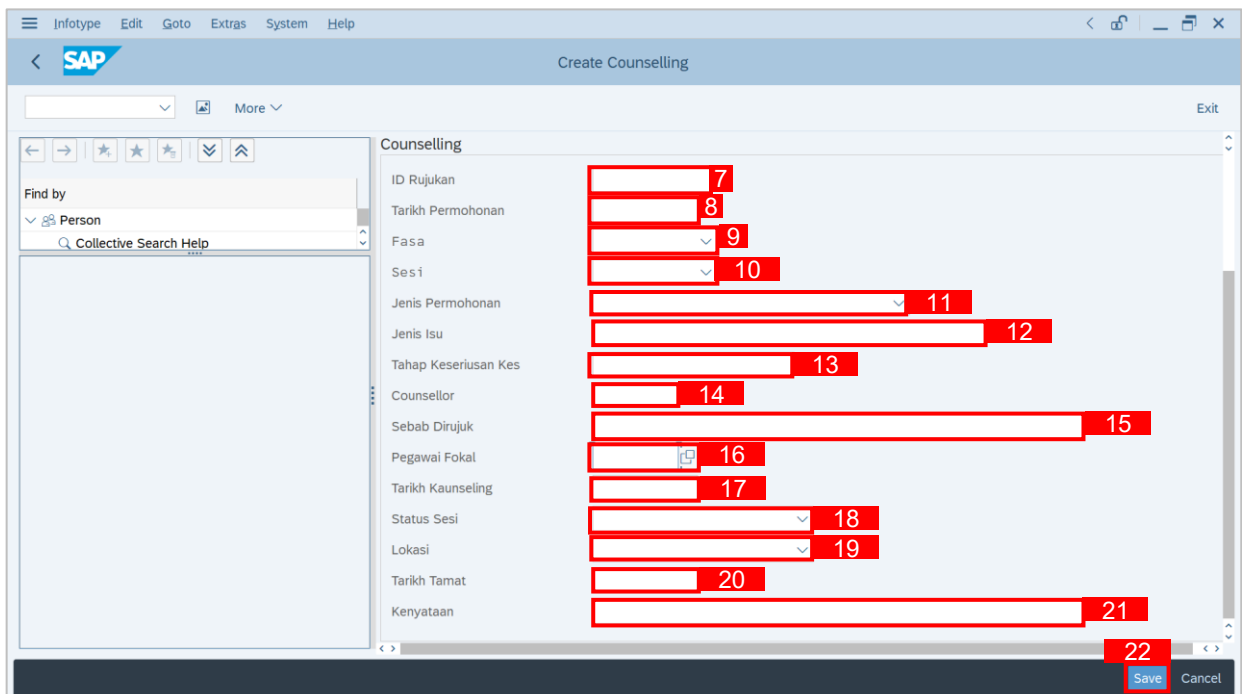
**Note:** Create Counselling page will be shown.

5. Fill in **Start**.

6. Fill in **To**.



7. Fill in **ID Rujukan**.
8. Fill in **Tarikh Permohonan**.
9. Select the **Fasa**.
10. Select the **Sesi**.
11. Select the **Jenis Permohonan**.
12. Fill in **Jenis isu**.
13. Fill in **Tahap Keseriusan Kes**.
14. Fill in **Counsellor** by selecting a counsellor through the lookup button or type in their ID.
15. Type in **Sebab Dirujuk**.
16. Select **Pegawai Fokal**.
17. Fill in **Tarikh Kaunseling**.
18. Select **Status Sesi**.
19. Select **Lokasi**.
20. Fill **Tarikh Tamat**.
21. Fill **Kenyataan** if there are any remarks.
22. Then, click the **Save** button.

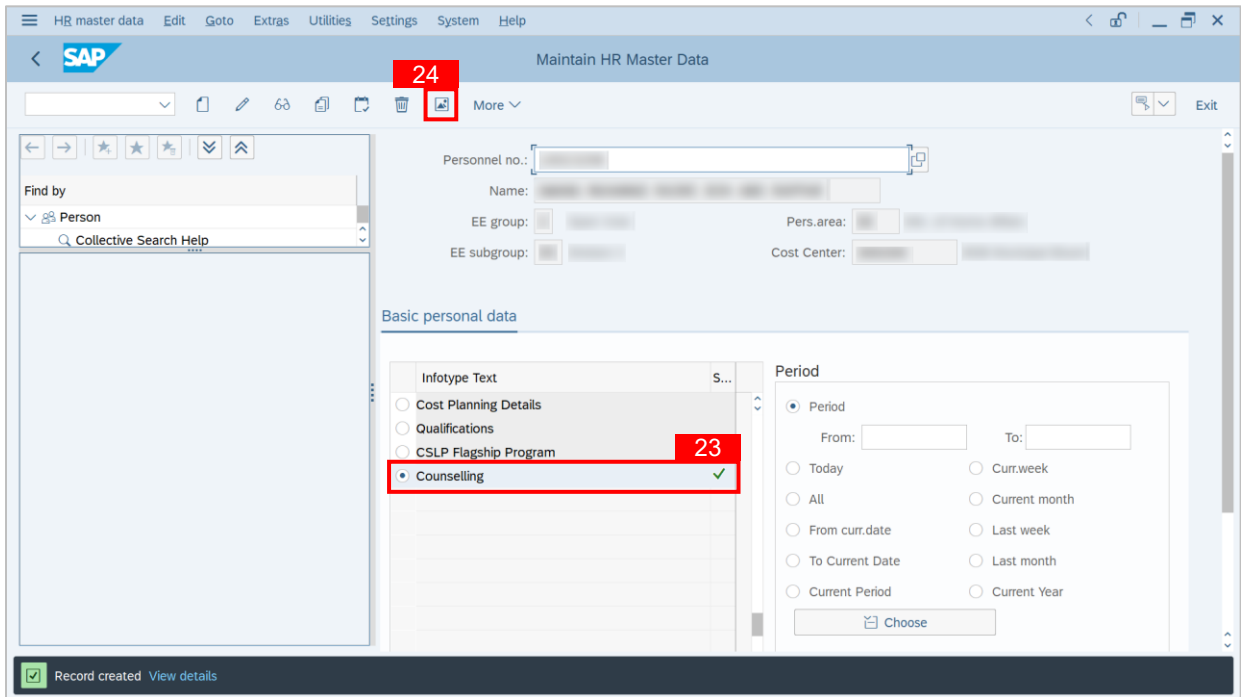


The screenshot shows the SAP 'Create Counselling' form. The form fields are listed on the left, and the corresponding input areas are highlighted with red boxes and numbered 1 through 22. The fields and their corresponding numbers are: ID Rujukan (7), Tarikh Permohonan (8), Fasa (9), Sesi (10), Jenis Permohonan (11), Jenis Isu (12), Tahap Keseriusan Kes (13), Counsellor (14), Sebab Dirujuk (15), Pegawai Fokal (16), Tarikh Kaunseling (17), Status Sesi (18), Lokasi (19), Tarikh Tamat (20), and Kenyataan (21). The 'Save' button is highlighted with a red box and numbered 22.

Note: A notification stating **Record created** will be displayed.

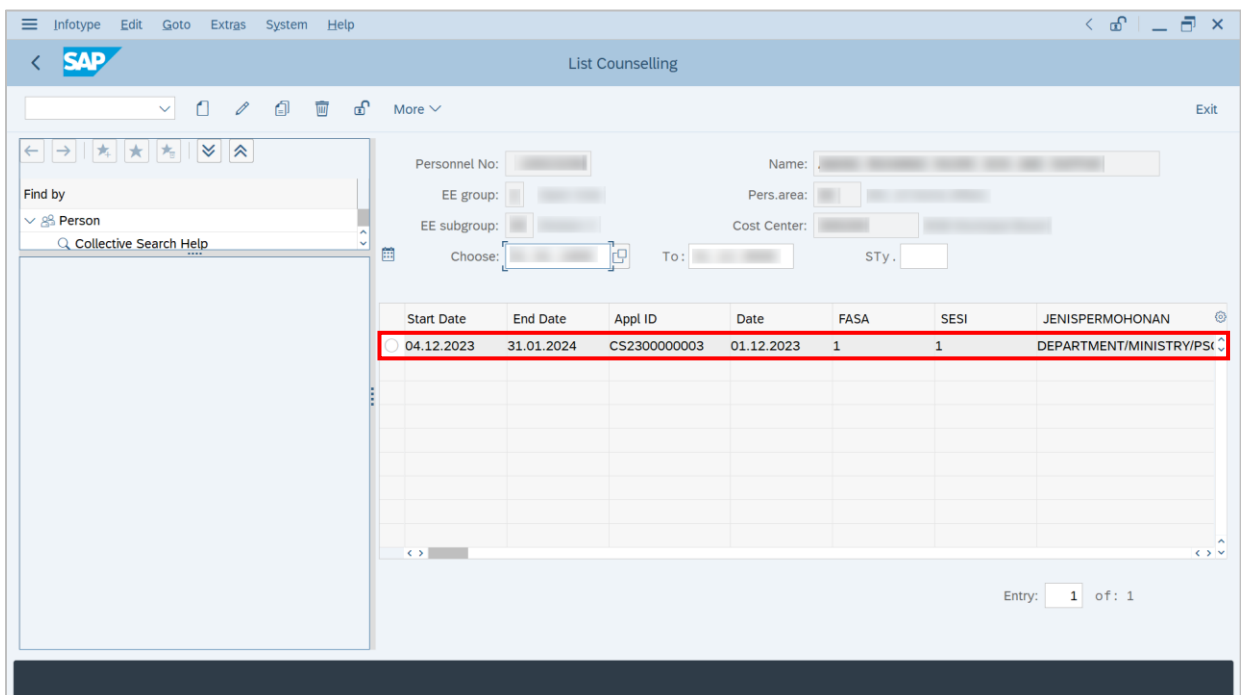
23. To view completed page, make sure **Counselling** is selected.

24. Then, click the **Overview**  button



Record created View details

**Outcome:** It can be seen a new Infotype has been created for the selected personnel.



Start Date	End Date	Appl ID	Date	FASA	SESI	JENISPERMOHONAN
04.12.2023	31.01.2024	CS2300000003	01.12.2023	1	1	DEPARTMENT/MINISTRY/PSK

Entry: 1 of: 1