



## FAQ - Registration

### 1. How to apply for positions in the government?

Application to enter the Public Service must be made online at the portal [www.spa.gov.my](http://www.spa.gov.my) of the Public Service Commission of Malaysia (PSC) using the Registration Form (SPA 8i).

### 2. How to get Identification Number (ID) to apply for jobs using (SPA8i)?

Applicant will obtain an Identification Number (ID) once registered for a new account. Please refer to user manual on registration of a new account for further information and guidelines.

### 3. How do I update my registration?

Applicants who obtained the ID including those under the categories of Serving Officer / Promotion by Appointment (KPSL) can update all registration data at any time without having to contact the PSC.

### 4. What jobs suit my academic qualifications?

Information on jobs in Public Service is available at the portal under "Job Information (Pay/Conditions of Appointment/ Job Description)". Applicants who have a diploma allowed to apply for positions that require lower entry qualifications, however only up to the Diploma / STP / STPM / STAM / HSC only (one step lower).

### 5. When will the advertisement be published?

Since 2009, the PSC no longer advertises vacancies twice a year in newspapers as were normally done before. Ongoing advertisements on vacancies are done through our portal. In addition to that, PSC will also



advertise to suit the needs of some particular positions to get more applications.

Therefore, applicant must check for information frequently and may amend the application accordingly. Application can be made at any time during the year.

#### **6. Should I send a resume / personal information to apply for positions to the Public Service Commission of Malaysia?**

Not necessary. Applicant is required to carefully fill and complete all required information on the online application form (SPA8i). However, during the interview session, applicant must bring along documents or other related documents to substantiate information declared in the registration form.

#### **7. Why do I need to renew my registration?**

Each registration must be renewed by using the given ID even though the applicant was never called for examination or interview during the year. This will allow the PSC to get and keep the latest information of applicants who are still interested in our data bank. In addition, it also prevents the applicant from missing the opportunity for an interview due to expiry period of registration after one year. The same rules apply to applicants under Promotion by Appointment (KPSL) and Serving Officer.

#### **8. Do all institutions of higher learning recognized?**

Not all institutions of higher learning (IHL), particularly private institutions of higher learning (IPTS), either within or outside the country are recognized by the Government. Those who want to serve the Public Service must ensure that their qualification have been duly recognized by the Government. Revised list of institutions and study programs that have been recognized can be made via the link <http://www.interactive.jpa.gov.my/frmmainiktiraf.asp>.



**9. Can I apply for a position that requires a lower entry qualifications?**

Yes, based on the principle of one step lower only. Example : If you have a Diploma / STP / STPM / STAM / HSC you can apply for positions that require entry qualifications of SPM / SPM ( V ) / SPMV / certificate (depending on the conditions of appointment) . Applicants who have a degree level can apply for positions that require qualifications of Diploma / STP / STPM / STAM / HSC (depending on the conditions of appointment) provided that the applicant has a qualification at Diploma / STPM STP / STPM / STAM / HSC.

However, matriculation qualification has not yet recognized by the Government for the purpose of appointment to the Public Service.

**10. What will happen if I declined the offer?**

Applicants who have been offered the position but declined or did not report for duty, will not face any penalties. For a position that requires a special test, the applicants may be considered for interview for positions requiring such tests, provided they pass the test and have special approval by the Commission even though they have been appointed and reported to another office earlier.

**11. Is there any group of applicants given special consideration?**

Persons with Disabilities (PWDs), aboriginal applicants, participants of EKasih program will be given special consideration during the initial selection process. They will be screened based on minimum qualifications of the scheme of service or as per advertisement. However, when attending interview, applicants are required to bring documents to prove the validity of the status.



**12. Will special consideration also given to contract staff?**

There is no special consideration or privilege granted to contract officer. They will be considered equally as other applicants. There is no automatic appointment for contract officer even if there is a permanent post available at the department.

**13. Does applicant who is a government scholarship holder given special consideration?**

There is also no special consideration or privilege granted to government scholarship holders. They are subject to the same procedures as applied to other applicants where consideration are based on merits.

**14. Does experience working in the private sector is taken into account?**

The experience is not taken into account during the selection process but applicants can apply for a higher initial salary determined by relevant work experience and qualification.

**15. What are the advantages of joining the Public Service?**

As a Public Service Officer, one is entitle for housing allowance, Cost of Living Allowance (COLA), the Permanent Public Service Remuneration (ITKA), yearly increment, car loan, annual leave entitlement, maternity leave and housing loan.

**16. Is there any discrimination between IPTA / IPTS applicants?**

Applicants are evaluated in a fair / equal process regardless of whether the applicants are from IPTA / IPTS. The selection is based on merits. In addition to that, all candidates who pass the screening



process will be evaluated based on their performance during interview session.

**17. If I have a diploma, can I apply for SPM level positions?**

Yes, Diploma holders are allowed to apply for SPM level positions.

**18. Should I renew my application even after I have passed the examination conducted by the Public Service Commission of Malaysia and a reserve candidate? If I renew my application, will it affect the results that I have attended and passed before?**

It is necessary for all applicants to renew their applications even if they have passed the exams or as reserve candidates. Renewal of the registration form will not affect the results or reserved status. Only the information required / amended when filling the registration form will change.

**19. Does the offer based on order of preference in registration?**

Call for interview is not determined by order of preference during the registration. The process of selection to fill vacancies is done based on the request by Ministry/Department. If the vacancies match the positions in the 15 option given to applicants, they will be called for interview provided that their qualification met the selection requirements.