



KEMENTERIAN EKONOMI
JABATAN PERANGKAAAN MALAYSIA

B//23

BANCI EKONOMI *ECONOMIC CENSUS* **2023**



SEKTOR PERKHIDMATAN
SERVICES SECTOR

JABATAN PERANGKAAAN MALAYSIA
DEPARTMENT OF STATISTICS MALAYSIA



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Pemakluman

Jabatan Perangkaan Malaysia (DOSM) telah melancarkan OpenDOSM NextGen sebagai medium yang menyediakan katalog data dan visualisasi bagi memudahkan pengguna menganalisis pelbagai data dan boleh diakses melalui portal <https://open.dosm.gov.my>.

DOSM sedang menjalankan Banci Pertanian 2024. Sila layari <https://www.myagricensus.gov.my/> untuk maklumat lanjut. Tema adalah "Banci Pertanian, Kunci Kemajuan Pertanian."

Kerajaan Malaysia telah mengisytiharkan Hari Statistik Negara (MyStats Day) pada 20 Oktober setiap tahun. Tema sambutan MyStats Day adalah "Statistik Nadi Kehidupan". DOSM menyambut ulang tahun ke 75 Jubli Intan pada tahun 2024.

Announcement

The Department of Statistics Malaysia (DOSM) has launched OpenDOSM NextGen as a medium that provides catalogue data and visualisations to facilitate users' analysis and can be accessed through <https://open.dosm.gov.my>.

DOSM is conducting the Agricultural Census 2024. Please visit <https://www.myagricensus.gov.my/> for more information. The theme is "Agriculture Census, Key to Agricultural Development."

The Government of Malaysia has declared National Statistics Day (MyStats Day) on October 20th each year. MyStats Day theme is "Statistics is the Essence of Life". DOSM commemorates its 75th Diamond Jubilee in 2024.

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Kata Pengantar

Penerbitan Banci Ekonomi 2023 Sektor Perkhidmatan ini memaparkan statistik utama bagi tahun rujukan 2022. Ia merangkumi 15 aktiviti ekonomi iaitu Bekalan elektrik, gas, wap & pendinginan udara; Bekalan air; pembetulan, pengurusan sisa & aktiviti pemulihan; Perdagangan borong & runcit; Pengangkutan & penyimpanan; Penginapan; Makanan & minuman; Maklumat & komunikasi; Kewangan; Hartanah; Profesional; Pentadbiran & khidmat sokongan; Pendidikan swasta; Kesihatan swasta & kerja sosial; Kesenian, hiburan & rekreasi; dan Perkhidmatan persendirian & lain-lain aktiviti. Statistik ini diperoleh daripada Banci Ekonomi 2023 yang meliputi semua pertubuhan yang dikelaskan di bawah Piawai Klasifikasi Industri Malaysia (MSIC) 2008 Versi 1.0, selaras dengan *International Standard Industrial Classification of All Economic Activities (ISIC), Revision 4, 2008*. Kali terakhir banci ini dijalankan adalah pada tahun 2016 bagi tahun rujukan 2015.

Statistik utama yang berkaitan dengan bilangan pertubuhan, nilai output kasar, nilai input perantara, nilai ditambah, bilangan pekerja, gaji & upah dan nilai harta tetap mengikut sektor dan subsektor dilaporkan dalam penerbitan ini. Maklumat pekerja terperinci mengikut jantina, kategori, kemahiran, sijil tertinggi diperoleh dan kewarganegaraan turut dipaparkan. Selain itu, statistik utama lain seperti statistik pertubuhan milikan wanita turut dimuatkan dalam penerbitan ini. Statistik tersebut boleh digunakan oleh ahli ekonomi, ahli akademik, pihak swasta, individu dan agensi kerajaan bagi tujuan membuat perancangan dan penggubalan dasar, analisis ekonomi, unjuran dan dapat membantu merancang pembangunan perniagaan.

Penerbitan ini dibahagikan kepada empat bahagian. Bahagian pertama memaparkan statistik utama sektor Perkhidmatan, diikuti bahagian kedua, mengandungi penemuan bagi sektor Perkhidmatan. Sementara itu, bahagian ketiga mengandungi jadual statistik terperinci, manakala bahagian berikutnya merangkumi aspek teknikal, termasuk skop dan liputan, konsep dan definisi serta penjelasan berkaitan pembolehubah utama.

Jabatan Perangkaan Malaysia (DOSM) merakamkan setinggi-tinggi penghargaan atas kerjasama semua pihak yang telah membekalkan statistik yang diperlukan dan menyumbang kepada kejayaan penerbitan ini. Setiap maklum balas dan cadangan untuk penambahbaikan penerbitan ini pada masa akan datang amat dihargai.

DATO' SRI DR. MOHD UZIR MAHIDIN

Ketua Perangkawan Malaysia

Julai 2024

Preface

The Economic Census 2023 Services Sector publication presents the principal statistics for the reference year 2022. It covers 15 economic activities which are Electricity, gas, steam & air conditioning supply; Water supply; sewerage, waste management & remediation activities; Wholesale & retail trade; Transport & storage; Accommodation; Food & beverage; Information & communication; Finance; Real estate; Professional; Administrative & support service; Private education; Private health & social work; Arts, entertainment & recreation; and Personal services & other activities. These statistics were obtained from the Economic Census 2023, which includes all establishments classified under the Malaysia Standard Industrial Classification (MSIC) 2008 Version 1.0, in accordance with the International Standard Industrial Classification of All Economic Activities (ISIC), Revision 4, 2008. The previous census was conducted in 2016, for the reference year of 2015.

Principal statistics related to the number of establishments, value of gross output, value of intermediate input, value added, number of persons engaged, salaries & wages and value of fixed assets by sector and sub-sectors are reported in this publication. Detailed employee information by gender, category, skills, highest certificate obtained and citizenship are also displayed. In addition, other key statistics, such as statistics on women-owned establishments, are also included in this publication. These statistics can be used by economists, academicians, private sectors, individuals, and government agencies for planning and policy formulations, economic analysis, projections, and to assist in business development planning.

This publication is divided into four parts. The first part displays the main highlights of statistics for the Services sector, followed by the second part, which contains findings for the Services sector. Meanwhile, the third part provides detailed statistical tables, while the following part covers technical aspects, including scope and coverage, concepts and definitions, and explanations of key variables.

Department of Statistics Malaysia (DOSM) gratefully acknowledges the cooperation of all parties who have provided the required statistics and contributed to the success of this publication. Every feedback and suggestion towards improving future publications is highly appreciated.

DATO' SRI DR. MOHD UZIR MAHIDIN
Chief Statistician Malaysia

July 2024

Kandungan | Contents

Bahagian Part		Muka Surat Page
	Kata Pengantar <i>Preface</i>	I
	Kandungan <i>Contents</i>	III
1	Statistik Utama <i>Main Statistics</i>	3
2	Ringkasan Penemuan <i>Summary of Findings</i>	7
3	Jadual Statistik <i>Statistical Tables</i>	

Jadual Table	Senarai Jadual Statistik List of Statistical Tables	
1	Statistik Utama Sektor Perkhidmatan mengikut Subsektor, 2010, 2015 dan 2022 <i>Principal Statistics of Services Sector by Sub-sector, 2010, 2015 and 2022</i>	149
2	Statistik Utama Sektor Perkhidmatan mengikut Negeri, 2022 <i>Principal Statistics of Services Sector by State, 2022</i>	151
2.1	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Johor, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Johor, 2022</i>	152
2.2	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Kedah, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Kedah, 2022</i>	154
2.3	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Kelantan, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Kelantan, 2022</i>	156
2.4	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Melaka, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Melaka, 2022</i>	158
2.5	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Negeri Sembilan, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Negeri Sembilan, 2022</i>	160
2.6	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Pahang, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Pahang, 2022</i>	162

Bahagian Part		Muka Surat Page
Jadual Table	Senarai Jadual List of Tables	
2.7	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Pulau Pinang, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Pulau Pinang, 2022</i>	164
2.8	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Perak, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Perak, 2022</i>	166
2.9	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Perlis, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Perlis, 2022</i>	168
2.10	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Selangor, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Selangor, 2022</i>	170
2.11	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Terengganu, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Terengganu, 2022</i>	172
2.12	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Sabah, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Sabah, 2022</i>	174
2.13	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Sarawak, 2022 <i>Principal Statistics of Services Sector by Sub-sector in Sarawak, 2022</i>	176
2.14	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di W. P. Kuala Lumpur, 2022 <i>Principal Statistics of Services Sector by Sub-sector in W.P. Kuala Lumpur, 2022</i>	178
2.15	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di W. P. Labuan, 2022 <i>Principal Statistics of Services Sector by Sub-sector in W.P. Labuan, 2022</i>	180
2.16	Statistik Utama Sektor Perkhidmatan mengikut Subsektor di W. P. Putrajaya, 2022 <i>Principal Statistics of Services Sector by Sub-sector in W.P. Putrajaya, 2022</i>	182
3	Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Subsektor dan Kategori Pekerja, 2022 <i>Number of Persons Engaged for Services Sector by Sub-sector and Category of Workers, 2022</i>	184

Kandungan | Contents

Bahagian Part		Muka Surat Page	
	Jadual <i>Table</i>	Senarai Jadual <i>List of Tables</i>	
	4	Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Subsektor dan Jantina, 2022 <i>Number of Persons Engaged for Services Sector by Sub-sector and Sex, 2022</i>	186
	5	Bilangan Pekerja dan Gaji & Upah bagi Sektor Perkhidmatan mengikut Kategori Pekerja dan Jantina, 2022 <i>Number of Persons Engaged and Salaries & Wages for Services Sector by Category of Workers and Sex, 2022</i>	188
	6	Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Sijil Tertinggi Diperoleh dan Jantina, 2022 <i>Number of Persons Engaged for Services Sector by Highest Certificate Obtained and Sex, 2022</i>	189
	7	Bilangan Pekerja dan Gaji & Upah bagi Sektor Perkhidmatan mengikut Subsektor dan Kategori Kemahiran, 2022 <i>Number of Persons Engaged and Salaries & Wages for Services Sector by Sub-sector and Category of Skills, 2022</i>	190
	8	Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Subsektor dan Kewarganegaraan, 2022 <i>Number of Persons Engaged for Services Sector by Sub-sector and Citizenship, 2022</i>	192
	9	Statistik Utama Pertubuhan Milikan Wanita bagi Sektor Perkhidmatan mengikut Subsektor, 2015 dan 2022 <i>Principal Statistics of Women-owned Establishments for Services Sector by Sub-sector, 2015 and 2022</i>	193
4	Nota Teknikal <i>Technical Notes</i>		197
	Lampiran <i>Appendix</i>		231

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Bahagian | *Part*
1

Statistik Utama
Main Statistics

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STATISTIK UTAMA SEKTOR PERKHIDMATAN

Bilangan Pertubuhan

2022: 951,862 pertubuhan
2015: 818,317 pertubuhan
CAGR: 2.2%



Nilai Output Kasar

2022: RM1,426.6 bilion
2015: RM965.4 bilion
CAGR: 5.7%



Nilai Input Perantaraan

2022: RM647.2 bilion
2015: RM446.8 bilion
CAGR: 5.4%



Nilai Ditambah

2022: RM779.4 bilion
2015: RM518.7 bilion
CAGR: 6.0%



Bilangan Pekerja

2022: 5,831,864 orang
2015: 4,798,077 orang
CAGR: 2.8%



Gaji & Upah

2022: RM204.4 bilion
2015: RM131.6 bilion
CAGR: 6.5%



Nilai Harta Tetap

2022: RM1,219.9 bilion
2015: RM904.7 bilion
CAGR: 4.4%



Bilangan Pertubuhan Milikan Wanita

2022: 205,012 pertubuhan
2015: 173,536 pertubuhan
CAGR: 2.4%



NILAI DITAMBAH TERTINGGI

SUBSEKTOR

Perdagangan borong & runcit

2022: RM299.7 bilion
2015: RM184.0 bilion
CAGR: 7.2%



Kewangan

2022: RM110.1 bilion
2015: RM77.6 bilion
CAGR: 5.1%



Maklumat & komunikasi

2022: RM102.7 bilion
2015: RM62.6 bilion
CAGR: 7.3%



NEGERI

W.P. Kuala Lumpur



2022: RM280.0 bilion
2015: RM205.0 bilion
CAGR: 4.6%

Selangor



2022: RM261.5 bilion
2015: RM152.1 bilion
CAGR: 8.0%

Johor



2022: RM47.7 bilion
2015: RM31.2 bilion
CAGR: 6.3%



MAIN STATISTICS

SERVICES SECTOR

Number of Establishments

2022: 951,862 establishments
2015: 818,317 establishments
CAGR: 2.2%



Value of Gross Output

2022: RM1,426.6 billion
2015: RM965.4 billion
CAGR: 5.7%



Value of Intermediate Input

2022: RM647.2 billion
2015: RM446.8 billion
CAGR: 5.4%



Value Added

2022: RM779.4 billion
2015: RM518.7 billion
CAGR: 6.0%



Number of Persons Engaged

2022: 5,831,864 persons
2015: 4,798,077 persons
CAGR: 2.8%



Salaries & Wages

2022: RM204.4 billion
2015: RM131.6 billion
CAGR: 6.5%



Value of Fixed Assets

2022: RM1,219.9 billion
2015: RM904.7 billion
CAGR: 4.4%



Number of Women-owned Establishments

2022: 205,012 establishments
2015: 173,536 establishments
CAGR: 2.4%



HIGHEST VALUE ADDED

SUB-SECTORS

Wholesale & retail trade

2022: RM299.7 billion
2015: RM184.0 billion
CAGR: 7.2%



Finance

2022: RM110.1 billion
2015: RM77.6 billion
CAGR: 5.1%



Information & communication

2022: RM102.7 billion
2015: RM62.6 billion
CAGR: 7.3%



STATE

W.P. Kuala Lumpur



2022: RM280.0 billion
2015: RM205.0 billion
CAGR: 4.6%

Selangor



2022: RM261.5 billion
2015: RM152.1 billion
CAGR: 8.0%

Johor



2022: RM47.7 billion
2015: RM31.2 billion
CAGR: 6.3%

CAGR 2022/2015

Source: Economic Census 2023, Services Sector
Department of Statistics Malaysia (DOSM)



Bahagian | *Part*
2

Ringkasan Penemuan
Summary of Findings

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1. PENGENALAN

Tahun 2022 telah menjadi permulaan baharu fasa pemulihan ekonomi apabila dunia termasuk Malaysia, mula melonggarkan sekatan Perintah Kawalan Pergerakan (PKP) dan membuka semula sektor ekonomi setelah pandemik COVID-19. Namun begitu, usaha pemulihan dipenuhi dengan cabaran ekonomi global yang baharu, membentuk satu landskap yang kompleks. Momentum awal terganggu oleh pelbagai kejutan yang mengancam proses pemulihan. Konflik antara Rusia dan Ukraine, ketegangan berterusan di Timur Tengah, ketidakseimbangan rantaian bekalan akibat perubahan iklim, bencana alam, harga komoditi yang tidak stabil, krisis tenaga di Eropah, dan kadar inflasi yang melonjak di Amerika Syarikat semuanya menyumbang kepada proses pemulihan yang mencabar. Isu-isu yang saling berkait ini menyebabkan keadaan yang tidak menentu, mengalihkan tumpuan dari pemulihan kepada ketahanan dan penyesuaian dalam ekonomi global yang pesat berubah.

Ekonomi global yang sebahagian besarnya didorong oleh sektor sekunder dan tertiar terus menghadapi tekanan yang besar. Dalam keadaan yang mencabar ini, permintaan domestik menjadi faktor penstabil utama bagi banyak negara, berfungsi sebagai 'talian hayat' penting di tengah-tengah ketidakpastian dan keadaan yang tidak menentu ini.

Prestasi Sektor Perkhidmatan Global, 2022

Sektor Perkhidmatan, yang menjadi pemacu utama pertumbuhan ekonomi dalam kebanyakan ekonomi dunia, menunjukkan prestasi yang pelbagai pada tahun 2022. Peranan sektor ini begitu signifikan bagi tiga (3) kuasa ekonomi utama dunia iaitu Amerika Syarikat, China, dan Jepun, di mana ia menyumbang lebih daripada 50 peratus kepada Keluaran Dalam Negara Kasar (KDNK) negara masing-masing.

Bagi Amerika Syarikat dan Jepun, sumbangan sektor Perkhidmatan terhadap KDNK menunjukkan trend peningkatan. Sumbangan sektor Perkhidmatan kepada KDNK Amerika Syarikat meningkat dari 77.6 peratus pada tahun 2021 kepada lebih daripada 79.0 peratus pada tahun 2022, memperlihatkan peranannya yang kritikal dalam pengembangan ekonomi negara. Pertumbuhan ini dipacu oleh prestasi kukuh dalam subsektor seperti Teknologi maklumat, Kewangan dan Kesihatan, mencerminkan peralihan ekonomi ke arah aktiviti yang lebih berorientasikan perkhidmatan. Selain itu, permintaan domestik yang tinggi terutamanya dalam Perdagangan runcit, borong, kenderaan bermotor, serta Hartanah dan Kewangan, secara ketara mengukuhkan pertumbuhan sektor Perkhidmatan. Aktiviti pengguna yang meningkat ini menunjukkan kepentingan pasaran domestik dalam mengekalkan momentum ekonomi.

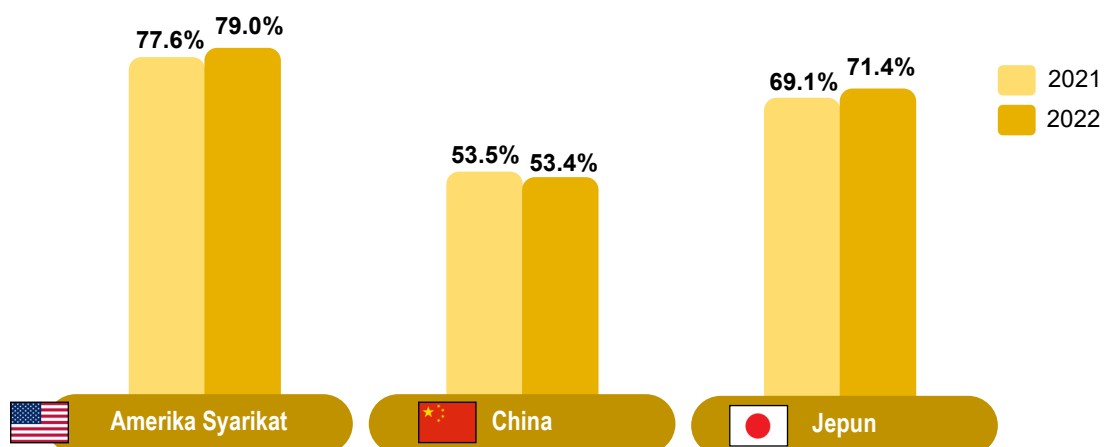
Ringkasan Penemuan

Jepun menunjukkan trend yang serupa, dengan sumbangan sektor Perkhidmatan meningkat daripada 69.1 peratus pada tahun 2021 kepada 71.4 peratus pada tahun 2022. Pertumbuhan ini didorong oleh kemajuan teknologi, peningkatan dalam pelancongan dan peningkatan perbelanjaan penggunaan perkhidmatan. Faktor-faktor ini bergabung untuk meningkatkan peranan sektor Perkhidmatan dalam mengekalkan pertumbuhan ekonomi ditengah-tengah ketidakpastian global.

Sebaliknya, China menghadapi senario yang lebih kompleks. Walaupun sektor Perkhidmatan kekal sebagai komponen penting dalam ekonominya, pertumbuhannya terganggu disebabkan penyesuaian struktur yang berterusan dan perubahan peraturan. Sumbangan sektor ini kepada KDNK mengalami sedikit penurunan, dengan mencatatkan 53.4 peratus pada tahun 2022 berbanding dengan 53.5 peratus pada tahun sebelumnya. Walaupun negara ini mengalihkan fokus strategiknya kepada penggunaan domestik dan inovasi untuk memperkukuh sektor Perkhidmatan, namun ia menghadapi cabaran daripada persekitaran ekonomi global dan reformasi ekonomi dalaman.

Secara keseluruhan, sektor Perkhidmatan di negara-negara ekonomi utama memainkan peranan penting dalam membentuk hasil ekonomi pada tahun 2022. Prestasinya yang berbeza-beza di pelbagai kawasan mencerminkan kepelbagaian lanskap ekonomi dan sumbangan penting sektor ini kepada pertumbuhan KDNK dalam ekonomi global yang sentiasa berubah.

Carta 1: Sumbangan Sektor Perkhidmatan kepada KDNK kepada Amerika Syarikat, China dan Jepun, 2021 dan 2022



Sumber: *World Bank*

Prestasi di rantau ASEAN

Pada tahun 2022, rantau ASEAN memperlihatkan prestasi yang berbeza dalam sumbangan sektor Perkhidmatan kepada KDNK, mencerminkan ekonomi dinamik dalam rantau tersebut. Enam (6) daripada sepuluh negara menunjukkan penurunan berbanding tahun 2021, menunjukkan cabaran yang dihadapi oleh negara ini. Indonesia mencatatkan sumbangan sektor Perkhidmatan sebanyak 41.8 peratus pada tahun 2022, menurun daripada 42.8 peratus tahun sebelumnya, iaitu penurunan sebanyak 1.0 peratus. Begitu juga, Thailand mengalami penurunan sebanyak 0.5 peratus (2022: 56.2%; 2021: 56.7%), Malaysia jatuh sebanyak 0.8 peratus (2022: 50.8%; 2021: 51.6%), Myanmar merosot sebanyak 1.6 peratus (2022: 38.6%; 2021: 40.2%), Kemboja menurun sebanyak 0.5 peratus (2022: 33.7%; 2021: 34.2%), dan Brunei mencatatkan penurunan yang ketara sebanyak 5.1 peratus (2022: 32.5%; 2021: 37.6%).

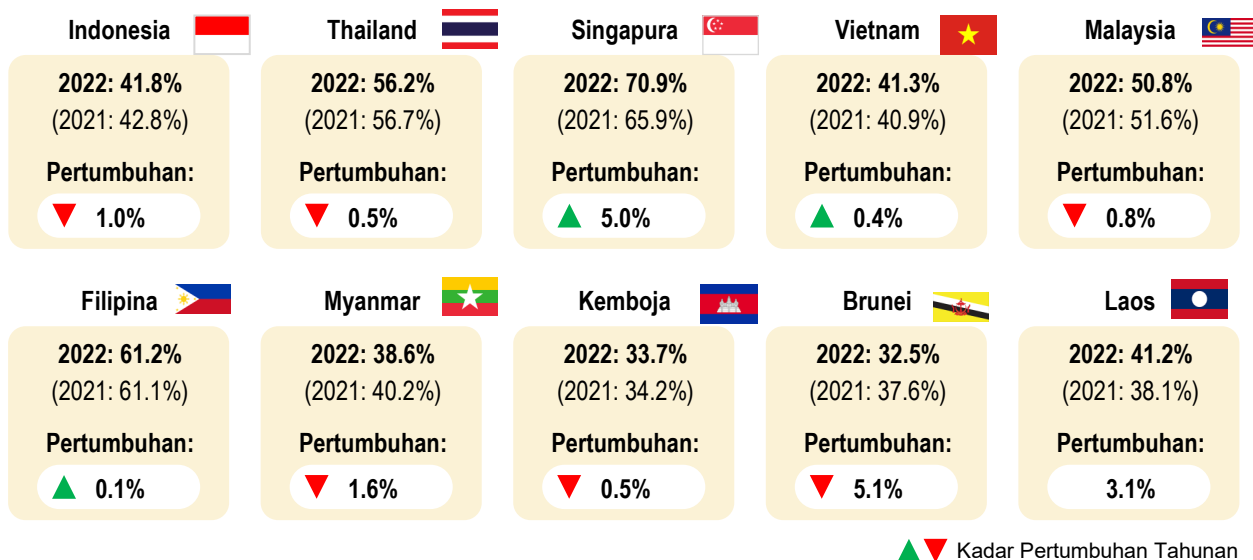
Sebaliknya, empat negara ASEAN lain menunjukkan peningkatan sumbangan sektor Perkhidmatan kepada KDNK pada tahun 2022 berbanding tahun 2021, memperlihatkan daya tahan dan pertumbuhan dalam pasaran tertentu. Singapura mencatatkan peningkatan yang ketara, dengan sumbangan sektor Perkhidmatan meningkat kepada 70.9 peratus pada tahun 2022, naik daripada 65.9 peratus pada tahun 2021, menunjukkan peningkatan yang mengagumkan sebanyak 5.0 peratus. Vietnam mengalami peningkatan sederhana sebanyak 0.4 peratus (2022: 41.3%; 2021: 40.9%), Filipina mencatatkan peningkatan yang kecil sebanyak 0.1 peratus (2022: 61.2%; 2021: 61.1%), dan Laos mencatatkan peningkatan yang ketara sebanyak 3.1 peratus (2022: 41.2%; 2021: 38.1%).

Prestasi yang berbeza di seluruh rantau ASEAN menunjukkan sifat ekonomi yang kompleks dan dinamik. Walaupun beberapa negara berjaya mengukuhkan sumbangan sektor Perkhidmatan kepada KDNK mereka, negara lain menghadapi cabaran yang menyebabkan penurunan. Perubahan ini menunjukkan trend ekonomi yang lebih luas dan kemampuan setiap negara untuk menangani cabaran global dan serantau.

Lanskap ekonomi di rantau ASEAN mencerminkan ketahanan dan kemampuan negara-negara anggotanya untuk menyesuaikan diri dengan cabaran global. Trend yang pelbagai dalam sumbangan sektor Perkhidmatan menunjukkan peluang pertumbuhan serta aspek yang memerlukan tumpuan strategik. Dalam menghadapi ketidakpastian global, prestasi sektor Perkhidmatan negara-negara ini akan terus menjadi indikator penting bagi prestasi ekonomi keseluruhan dan potensi pembangunan masa depan.

Ringkasan Penemuan

Paparan 1: Sumbangan Sektor Perkhidmatan kepada KDNK



2. PRESTASI KESELURUHAN SEKTOR PERKHIDMATAN, 2010-2022

2.1 Pengenalan

Sektor Perkhidmatan merupakan penyumbang terbesar kepada ekonomi, menyumbang lebih daripada 55 peratus kepada KDNK. Justeru, apabila ekonomi berkembang, kepentingan sektor Perkhidmatan turut meningkat, mempengaruhi daya saing syarikat dalam sektor Pertanian, Pembuatan, Perlombongan, dan sektor Perkhidmatan itu sendiri. Perkhidmatan yang cekap dan kos efektif adalah penting untuk mewujudkan iklim pelaburan yang menguntungkan, seterusnya mempengaruhi prestasi perniagaan, tahap pelaburan, produktiviti, dan kejayaan ekonomi secara keseluruhan, termasuk eksport. Akses kepada perkhidmatan berkualiti tinggi dan mampu milik, seperti telekomunikasi dan perantaraan kewangan, adalah terutamanya penting untuk firma dalam rangkaian pengeluaran global.

Dalam tempoh 2010 hingga 2022, terdapat pelbagai dasar dan program telah dilaksanakan oleh Kerajaan bagi meningkatkan nilai tambah dan mempercepatkan transformasi sektor Perkhidmatan dengan matlamat merealisasikan hasrat Malaysia untuk menjadi negara berpendapatan tinggi. Inisiatif di bawah Rancangan Malaysia ke-10 hingga ke-12, Rancangan Induk Perindustrian dan Program Transformasi Ekonomi yang memberi tumpuan kepada memajukan aktiviti berasaskan teknologi dan pengetahuan, menarik pelaburan langsung asing yang signifikan dalam sektor seperti tenaga boleh diperbaharui, aeroangkasa, dan farmaseutikal sambil menggalakkan perkhidmatan berkemahiran tinggi.

Ringkasan Penemuan

Walaupun sektor Perkhidmatan terkesan pada tahun 2020 dan 2021 akibat pandemik COVID-19, sektor ini menunjukkan ketahanan dan pemulihan selepas pembukaan semula semua sektor ekonomi dan sempadan negara pada tahun 2022. Pemulihan ini memainkan peranan penting terhadap sektor tersebut dalam ekonomi negara, menunjukkan keupayaannya untuk mengadaptasi dan berkembang dalam cabaran.

Ketika Malaysia terus membangun, pengaruh sektor Perkhidmatan dijangka akan berkembang semakin meluas, memacu daya saing dan meningkatkan pertumbuhan ekonomi. Fokus strategik terhadap teknologi dan perkhidmatan berkemahiran tinggi meletakkan Malaysia untuk menarik lebih banyak pelaburan dan meningkatkan kedudukan ekonomi globalnya. Kemajuan ini, disokong oleh dasar kerajaan yang kukuh dan iklim pelaburan yang mesra, menyediakan asas untuk pertumbuhan dan kemakmuran yang berterusan dalam sektor Perkhidmatan di Malaysia, seterusnya menyumbang ke arah negara berpendapatan tinggi.

2.2 Prestasi Sektor Perkhidmatan, 2010-2022

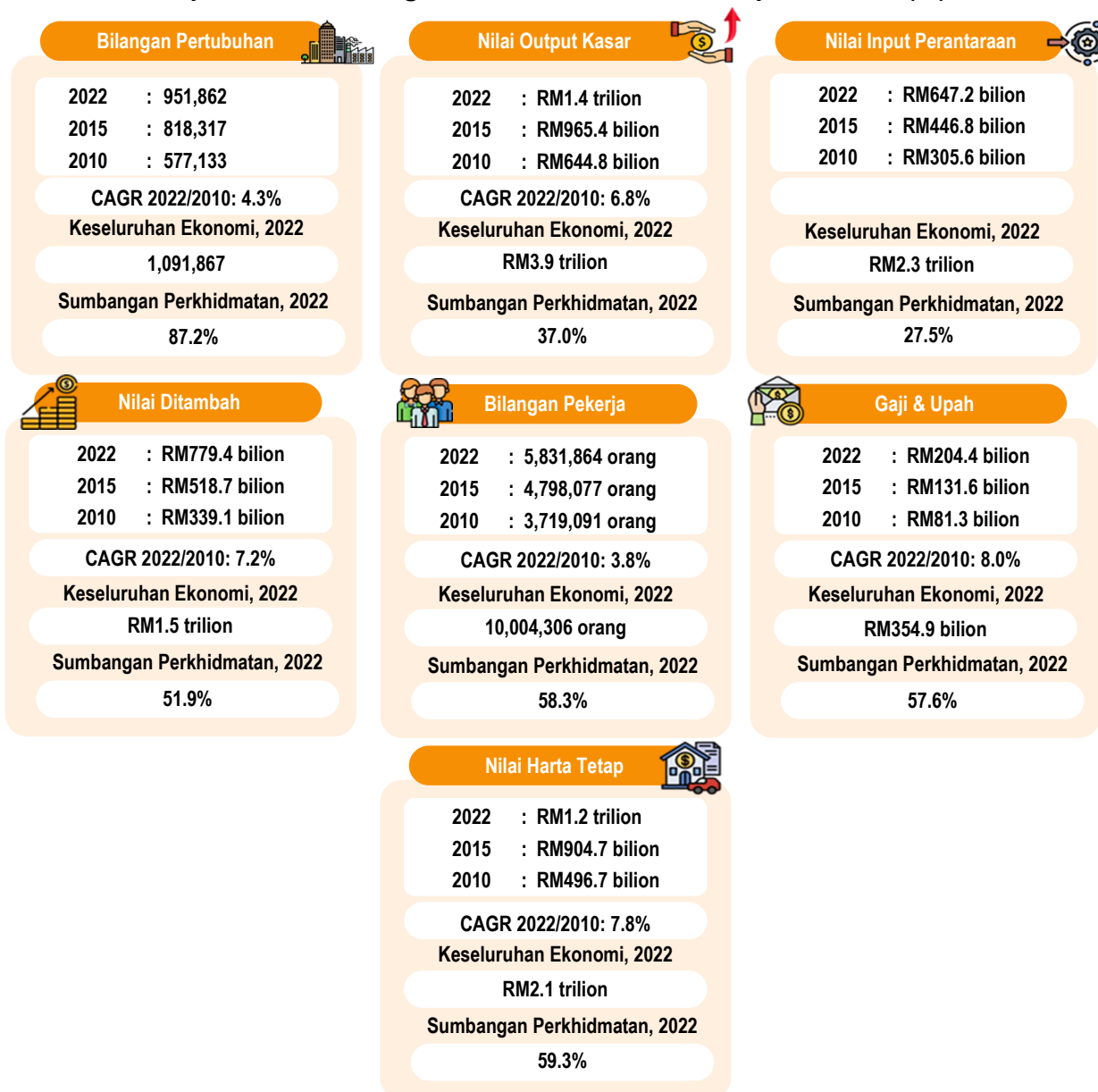
Pada tahun 2022, bilangan pertubuhan yang beroperasi dalam sektor Perkhidmatan adalah 951,862, meningkat secara tahunan sebanyak 4.3 peratus (2010: 577,133 pertubuhan). Nilai output kasar yang dijana oleh sektor ini adalah RM1,426.6 bilion iaitu meningkat sebanyak RM781.7 bilion antara tahun 2010 dan 2022. Peningkatan ini selaras dengan pengembangan nilai aset tetap yang telah meningkat lebih daripada dua kali ganda dalam tempoh 12 tahun daripada RM496.7 bilion pada tahun 2010 kepada RM1,219.9 bilion pada tahun 2022. Sektor ini mencatatkan 5,831,864 bilangan pekerja berbanding 3,719,091 orang pada tahun 2010 dengan gaji dan upah pada tahun 2022 berjumlah RM204.4 bilion, meningkat 8.0 peratus atau RM123.1 bilion sepanjang tempoh tersebut.

Dari segi ekonomi keseluruhan, sektor Perkhidmatan menyumbang bilangan pertubuhan yang tertinggi, iaitu 87.2 peratus. Nilai output kasar dan bilangan pekerja menyumbang masing-masing 37.0 peratus dan 58.3 peratus kepada ekonomi keseluruhan Malaysia pada tahun 2022.

Bagi nilai ditambah, sektor Perkhidmatan menyaksikan pengembangan tahunan sebanyak 7.2 peratus pada tahun 2022 berbanding tahun 2010. Peningkatan ini disumbangkan terutamanya oleh Perdagangan borong & runcit, Makanan & minuman, Maklumat & komunikasi, Pengangkutan & penyimpanan serta Perkhidmatan perniagaan (Profesional, dan Pentadbiran & khidmat sokongan). Pertumbuhan ini didorong oleh peningkatan dalam perbelanjaan pengguna, penerimaan teknologi digital yang lebih meluas di semua sektor dan permintaan yang semakin meningkat untuk perkhidmatan profesional.

Ringkasan Penemuan

Paparan 2: Sumbangan Sektor Perkhidmatan kepada KDNK (%)



Perdagangan borong & runcit mengalami pertumbuhan sebanyak 7.8 peratus, didorong oleh prestasi yang luar biasa di semua segmen terutamanya Perdagangan runcit, yang sebahagian besarnya disebabkan oleh peningkatan perbelanjaan isi rumah hasil daripada pasaran buruh yang lebih baik. Subsektor Perdagangan runcit menyaksikan pertumbuhan yang kukuh sebanyak 10.3 peratus yang dipacu oleh Jualan runcit di kedai bukan pengkhususan dan Jualan runcit di kedai pengkhususan. Selain itu, subsektor Kenderaan bermotor menyumbang kepada prestasi subsektor ini, dengan jualan kenderaan meningkat sebanyak 2.4 peratus kepada 720,658 unit (2013: 583,060 unit).

Ringkasan Penemuan

Subsektor Pengangkutan & penyimpanan berkembang sebanyak 5.3 peratus, didorong oleh pertumbuhan yang ketara dalam semua aktiviti kecuali Pengangkutan udara. Ini disokong oleh peningkatan dalam aktiviti Pos & kurier dengan pertumbuhan sebanyak 10.4 peratus dan aktiviti Penggudangan & aktiviti sokongan yang menunjukkan peningkatan 6.5 peratus antara tahun 2010 sehingga 2022.

Subsektor Makanan & minuman serta Penginapan menyaksikan pemulihan yang ketara dengan pertumbuhan sebanyak 7.6 peratus, didorong oleh pengembangan berterusan dalam aktiviti berkaitan pelancongan, yang membawa kepada kadar penghunian hotel yang lebih tinggi dan peningkatan jumlah perbelanjaan untuk makan di restoran. Subsektor hartanah dan perkhidmatan perniagaan kembali pulih dengan merekodkan pertumbuhan sebanyak 8.0 peratus, di antara tahun 2010 hingga 2022. Subsektor Hartanah mendapat manfaat daripada peningkatan transaksi hartanah dan aktiviti pembangunan yang didorong oleh urbanisasi yang berterusan dan projek infrastruktur. Segmen Perkhidmatan perniagaan berkembang disebabkan oleh permintaan yang meningkat untuk perkhidmatan Profesional, terutamanya dalam aktiviti Guaman dan Perakaunan.

Subsektor Maklumat & komunikasi pula berkembang sebanyak 7.7 peratus, disokong oleh aktiviti Telekomunikasi, dengan peningkatan penggunaan perkhidmatan e-dagang dan langganan penstriman media, termasuk pakej hiburan dan sukan. Pertumbuhan ini juga disumbangkan oleh liputan jalur lebar yang lebih luas dan peningkatan kelajuan internet melalui inisiatif Jaringan Digital Nasional (JENDELA).


Perkhidmatan utiliti meningkat sebanyak 9.5 peratus dalam tempoh 12 tahun, didorong oleh penggunaan elektrik yang stabil merentasi segmen industri, komersial, dan domestik, disebabkan oleh peningkatan permintaan untuk produk-produk pembuatan dan pembukaan semula semua sektor ekonomi. Perkhidmatan Kewangan pula mencatatkan peningkatan sederhana sebanyak 5.3 peratus, dipengaruhi oleh penguncupan dalam aktiviti Kewangan dan pertumbuhan sederhana dalam aktiviti Insurans.

Perkhidmatan lain kembali pulih dengan pertumbuhan sebanyak 7.0 peratus, yang dicerminkan oleh pertumbuhan positif dalam subsektor Pendidikan swasta dan Kesihatan swasta, dengan pendaftaran tinggi di kolej swasta dan universiti swasta serta permintaan yang kukuh untuk perkhidmatan Kesihatan swasta dari tahun 2010 hingga 2022. Peningkatan permintaan untuk perkhidmatan kesihatan selepas COVID-19 juga sangat menyumbang kepada pertumbuhan ini. Pemulihan ini juga disokong oleh pemulihan aktiviti Sukan & rekreasi apabila negara beralih kembali kepada keadaan normal pada tahun 2022.

Ringkasan Penemuan

Secara ringkasnya, pertumbuhan yang ketara dan ketahanan sektor Perkhidmatan menekankan peranan pentingnya dalam lanskap ekonomi Malaysia. Pengembangan sektor ini yang didorong oleh peningkatan perbelanjaan pengguna, kemajuan teknologi, dan pelaburan strategik, menunjukkan sumbangan yang penting kepada hala tuju negara untuk menjadi ekonomi yang berpendapatan tinggi.

Paparan 3: Nilai Ditambah bagi Sektor Perkhidmatan mengikut Subsektor, 2010, 2015 dan 2022

Subsektor	2010	2015	2022	CAGR 2022/2010
	 Nilai Ditambah (RM juta)			
Bekalan elektrik, gas, wap & pendinginan udara	9,991	26,710	30,455	9.7
Bekalan air; pembetungan, pengurusan sisa & aktiviti pemulihan	3,535	5,923	9,902	9.0
Perdagangan borong & runcit	122,339	184,037	299,710	7.8
Pengangkutan & penyimpanan	31,413	43,747	58,056	5.3
Penginapan	5,556	7,866	9,405	4.5
Makanan & minuman	16,428	27,973	43,831	8.5
Maklumat & komunikasi	42,096	62,559	102,650	7.7
Kewangan	59,498	77,571	110,073	5.3
Hartanah	11,518	17,561	23,202	6.0
Profesional	11,810	24,346	36,588	9.9
Pentadbiran & khidmat sokongan	5,516	10,508	12,833	7.3
Pendidikan swasta	6,337	9,369	15,052	7.5
Kesihatan swasta & kerja sosial	4,774	7,996	13,650	9.1
Kesenian, hiburan & rekreasi	5,785	8,619	9,408	4.1
Perkhidmatan persendirian & lain-lain aktiviti	2,521	3,878	4,591	5.1
	339,117	518,663	779,407	7.2

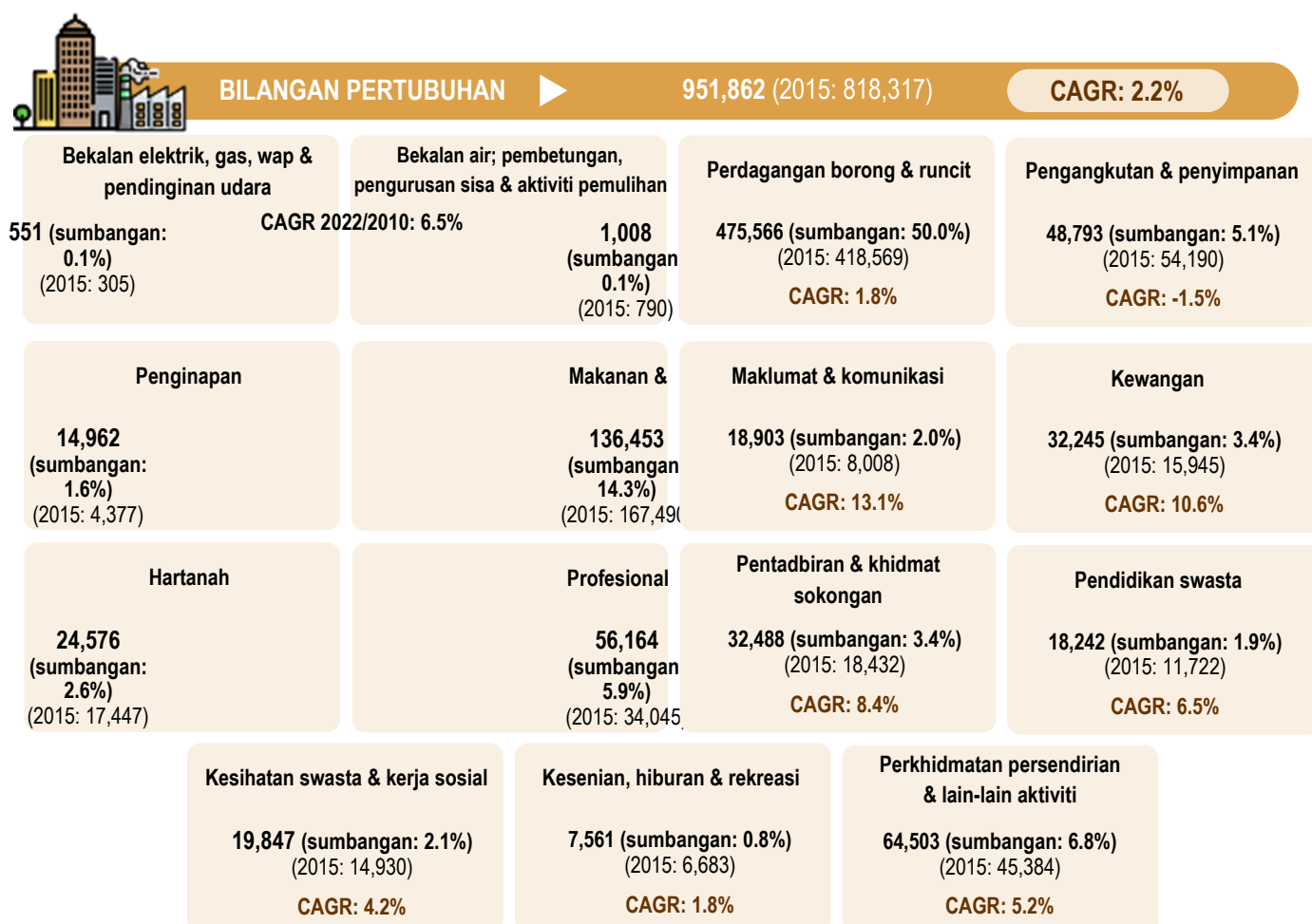
Ringkasan Penemuan

3. BILANGAN PERTUBUHAN

Bilangan pertubuhan yang beroperasi pada tahun 2022 ialah sebanyak 951,862 berbanding 818,317 pada tahun 2015, meningkat sebanyak 133,545 pertubuhan. Perdagangan borong & runcit merekodkan bilangan pertubuhan tertinggi, iaitu sebanyak 475,566 atau menyumbang 50.0 peratus. Ini diikuti oleh Makanan & minuman dengan 136,453 pertubuhan (sumbangan: 14.3%) dan Perkhidmatan persendirian & lain-lain aktiviti dengan 64,503 pertubuhan (sumbangan: 6.8%) seperti yang ditunjukkan di **Paparan 4**.

Kadar pertumbuhan tahunan direkodkan sebanyak 2.2 peratus, dengan pertumbuhan tertinggi di Penginapan (CAGR: 19.2%), Maklumat & komunikasi (CAGR: 13.1%) dan Kewangan (CAGR: 10.6%).

Paparan 4: Bilangan Pertubuhan bagi Subsektor Perkhidmatan, 2015 dan 2022



CAGR 2022/2015

Industri Berpotensi dan Industri Bertumbuh Perlahan

Perbandingan antara tahun 2015 dan 2022 menunjukkan beberapa aktiviti dalam sektor Perkhidmatan merekodkan kadar pertumbuhan lebih tinggi daripada purata berbanding aktiviti lain, didorong terutamanya oleh kemajuan teknologi. Perkhidmatan telekomunikasi tanpa wayar merekodkan pertumbuhan tahunan sebanyak 12.5 peratus manakala perkhidmatan telekomunikasi satelit meningkat 10.8 peratus. Kedua-dua aktiviti ini mengalami pertumbuhan pesat selaras dengan kemajuan teknologi, membawa kepada perubahan dalam modus operandi perniagaan dan gaya hidup masyarakat.

Perkembangan dalam teknologi juga membawa kepada peningkatan dalam aktiviti jual beli atas talian yang memacu kepada pertumbuhan pertumbuhan bagi aktiviti pos & kurier. Bilangan pertumbuhan subsektor ini bertumbuh 20.3 peratus, meningkat daripada 690 pertumbuhan pada tahun 2015 kepada 2,511 pertumbuhan pada tahun 2022. Selain itu, penekanan yang semakin meningkat terhadap pendidikan berkualiti dan pelaburan yang lebih tinggi dalam sektor pendidikan sepanjang tempoh ini telah membawa kepada peningkatan bilangan pertumbuhan pendidikan rendah swasta. Bilangan pertumbuhan dalam pendidikan rendah swasta bertumbuh secara tahunan sebanyak 13.1 peratus, meningkat daripada 141 pada tahun 2015 kepada 334 pertumbuhan pada tahun 2022.

Aktiviti perkhidmatan bangunan dan lanskap turut merekodkan pertumbuhan dua digit iaitu 12.0 peratus dalam tempoh tujuh tahun, disokong oleh pertumbuhan dalam bilangan pertumbuhan perniagaan. Pada banci kali ini, liputan industri dalam subsektor Penginapan telah diperluaskan kepada aktiviti inap desa tidak formal dengan 9,096 pertumbuhan yang dilaporkan beroperasi pada tahun 2022.

Sebaliknya, kemajuan teknologi juga telah menyumbang kepada penurunan bilangan pertumbuhan dalam beberapa aktiviti. Antaranya, aktiviti Pembaikan & penyelenggaraan VCD/DVD menunjukkan CAGR sebanyak -15.8 peratus, Jualan runcit rekod muzik, pita audio, cakera padat, kaset, pita video, VCD dan DVD, pita dan cakera kosong mengalami penurunan sebanyak -7.7 peratus, Penyewaan pita video, piring hitam, CD dan DVD menurun -11.8 peratus dan Kafe siber menguncup -15.9 peratus. Peningkatan dalam langganan *broadband* dan kemunculan perkhidmatan langganan atas talian telah menjejaskan permintaan terhadap aktiviti-aktiviti tersebut dan menjadikannya tidak lagi relevan pada masa kini.

Trend ini menggambarkan impak yang tinggi dalam kemajuan teknologi terhadap sektor Perkhidmatan, mendorong pertumbuhan dalam beberapa bidang selain membawa kepada penurunan dalam bidang lain. Keupayaan sektor ini mengadaptasi kepada perubahan amat penting bagi menyumbang kepada pembangunan ekonomi Malaysia secara berterusan.


Ringkasan Penemuan

4. NILAI OUTPUT KASAR

Nilai output kasar sektor Perkhidmatan untuk tahun 2022 merekodkan RM1,426.6 bilion dengan peningkatan tahunan sebanyak 5.7 peratus berbanding tahun 2015. **Paparan 5** menunjukkan subsektor yang merekodkan pertumbuhan melebihi pertumbuhan nasional adalah Bekalan elektrik, gas, wap & pendinginan udara (CAGR: 7.6%), Kesihatan swasta & kerja sosial (CAGR: 7.6%), Pendidikan swasta (CAGR: 6.9%), Perdagangan borong & runcit (CAGR: 6.8%), Bekalan air; pembedungan, pengurusan sisa & aktiviti pemuliharaan (CAGR: 6.3%), Maklumat & komunikasi (CAGR: 6.2%), Makanan & minuman (CAGR: 5.9%) dan Profesional (CAGR: 5.8%).

Penyumbang utama nilai output kasar sektor Perkhidmatan bagi tahun 2022 ialah Perdagangan borong & runcit sebanyak 34.1 peratus atau RM486.2 bilion. Seterusnya, diikuti oleh Maklumat & komunikasi dengan sumbangan 13.3 peratus (RM190.1 bilion), Kewangan 12.1 peratus (RM172.0 bilion), Pengangkutan & penyimpanan 9.8 peratus (RM140.5 bilion) dan Makanan & minuman 6.9 peratus (RM99.0 bilion).

Paparan 5: Nilai Output Kasar bagi Subsektor Perkhidmatan, 2015 dan 2022

	Nilai Output Kasar Sumbangan 			
Bekalan elektrik, gas, wap & pendinginan udara	● (2015: RM54.4b)	RM90.6b	6.4%	CAGR: 7.6%
Bekalan air; pembedungan, pengurusan sisa & aktiviti pemuliharaan	● (2015: RM12.3b)	RM18.9b	1.3%	CAGR: 6.3%
Perdagangan borong & runcit	● (2015: RM306.6b)	RM486.2b	34.1%	CAGR: 6.8%
Pengangkutan & penyimpanan	● (2015: RM109.2b)	RM140.5b	9.8%	CAGR: 3.7%
Penginapan	● (2015: RM13.9b)	RM16.7b	1.2%	CAGR: 2.6%
Makanan & minuman	● (2015: RM66.4b)	RM99.0b	6.9%	CAGR: 5.9%
Maklumat & komunikasi	● (2015: RM124.6b)	RM190.1b	13.3%	CAGR: 6.2%
Kewangan	● (2015: RM122.4b)	RM172.0b	12.1%	CAGR: 5.0%
Hartanah	● (2015: RM28.1b)	RM36.8b	2.6%	CAGR: 3.9%
Profesional	● (2015: RM40.5b)	RM60.0b	4.2%	CAGR: 5.8%
Pentadbiran & khidmat sokongan	● (2015: RM27.1b)	RM31.7b	2.2%	CAGR: 2.3%
Pendidikan swasta	● (2015: RM15.2b)	RM24.1b	1.7%	CAGR: 6.9%
Kesihatan swasta & kerja sosial	● (2015: RM16.8b)	RM28.0b	2.0%	CAGR: 7.6%
Kesenian, hiburan & rekreasi	● (2015: RM20.0b)	RM22.5b	1.6%	CAGR: 1.7%
Perkhidmatan persendirian & lain-lain aktiviti	● (2015: RM8.1b)	RM9.5b	0.7%	CAGR: 2.4%
JUMLAH	(2015: RM965.4b)	RM1,426.6b	 100.0%	CAGR: 5.7%

CAGR 2022/2015

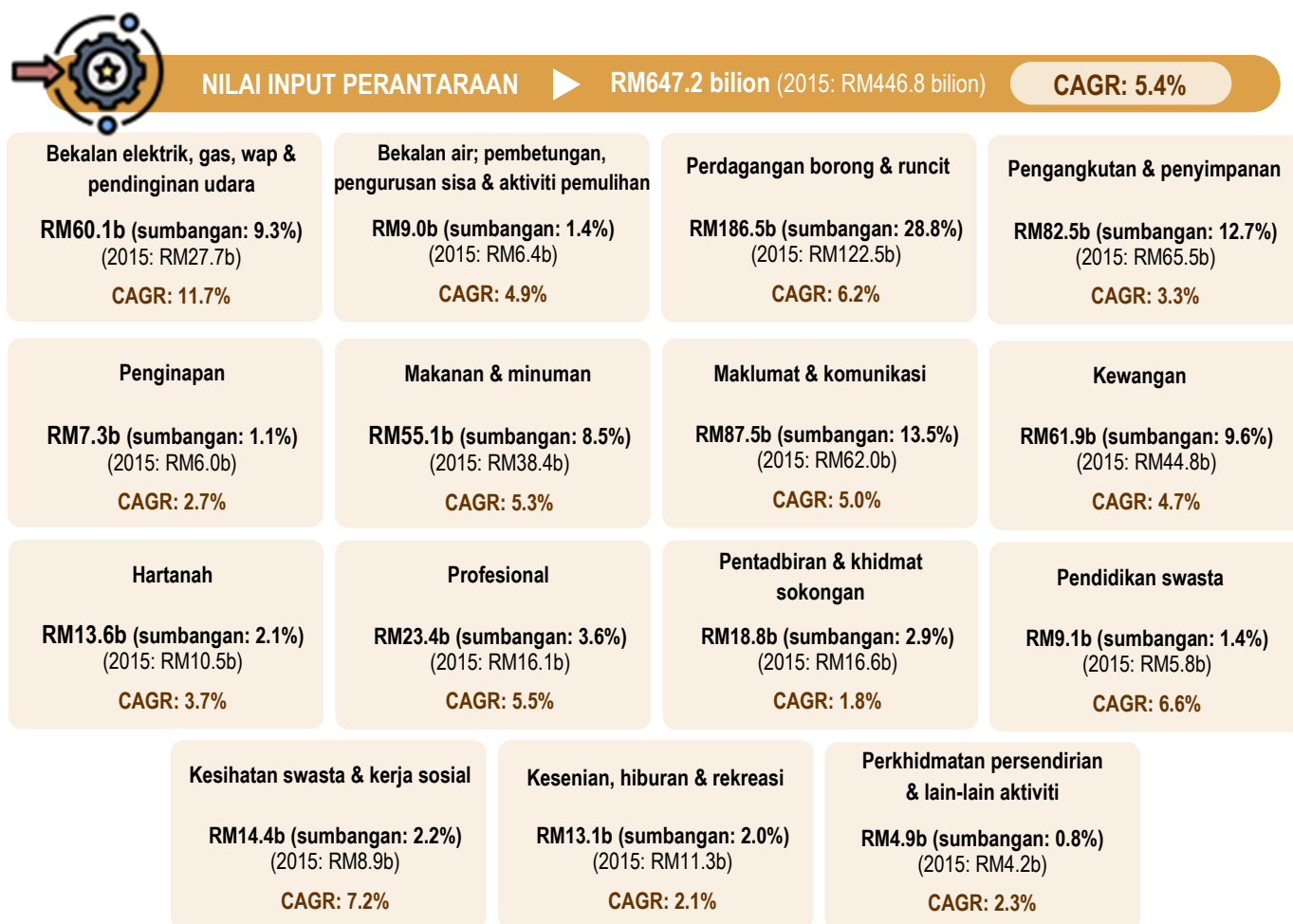
Ringkasan Penemuan

5. NILAI INPUT PERANTARAAN

Nilai input perantara sektor Perkhidmatan mencapai RM647.2 bilion pada tahun 2022, mencatatkan pertumbuhan tahunan sebanyak 5.4 peratus sejak 2015. Subsektor dengan pertumbuhan tertinggi adalah Bekalan elektrik, gas, wap & pendinginan udara (CAGR: 11.7%), Kesihatan swasta & kerja sosial (CAGR: 7.2%), Pendidikan swasta (CAGR: 6.6%), Perdagangan borong & runcit (CAGR: 6.2%) dan Profesional (CAGR: 5.5%) seperti di **Paparan 6**.

Perdagangan borong & runcit merupakan penyumbang terbesar kepada nilai input perantara sektor Perkhidmatan pada tahun 2022 dengan sumbangan 28.8 peratus atau RM186.5 bilion. Ini diikuti oleh Maklumat & komunikasi dengan sumbangan 13.5 peratus (RM87.5 bilion), Pengangkutan & penyimpanan 12.7 peratus (RM82.5 bilion), Kewangan 9.6 peratus (RM61.9 bilion) dan Bekalan elektrik, gas, wap & pendinginan udara 9.3 peratus (RM60.1 bilion).

Paparan 6: Nilai Input Perantara bagi Subsektor Perkhidmatan, 2015 dan 2022



CAGR 2022/2015

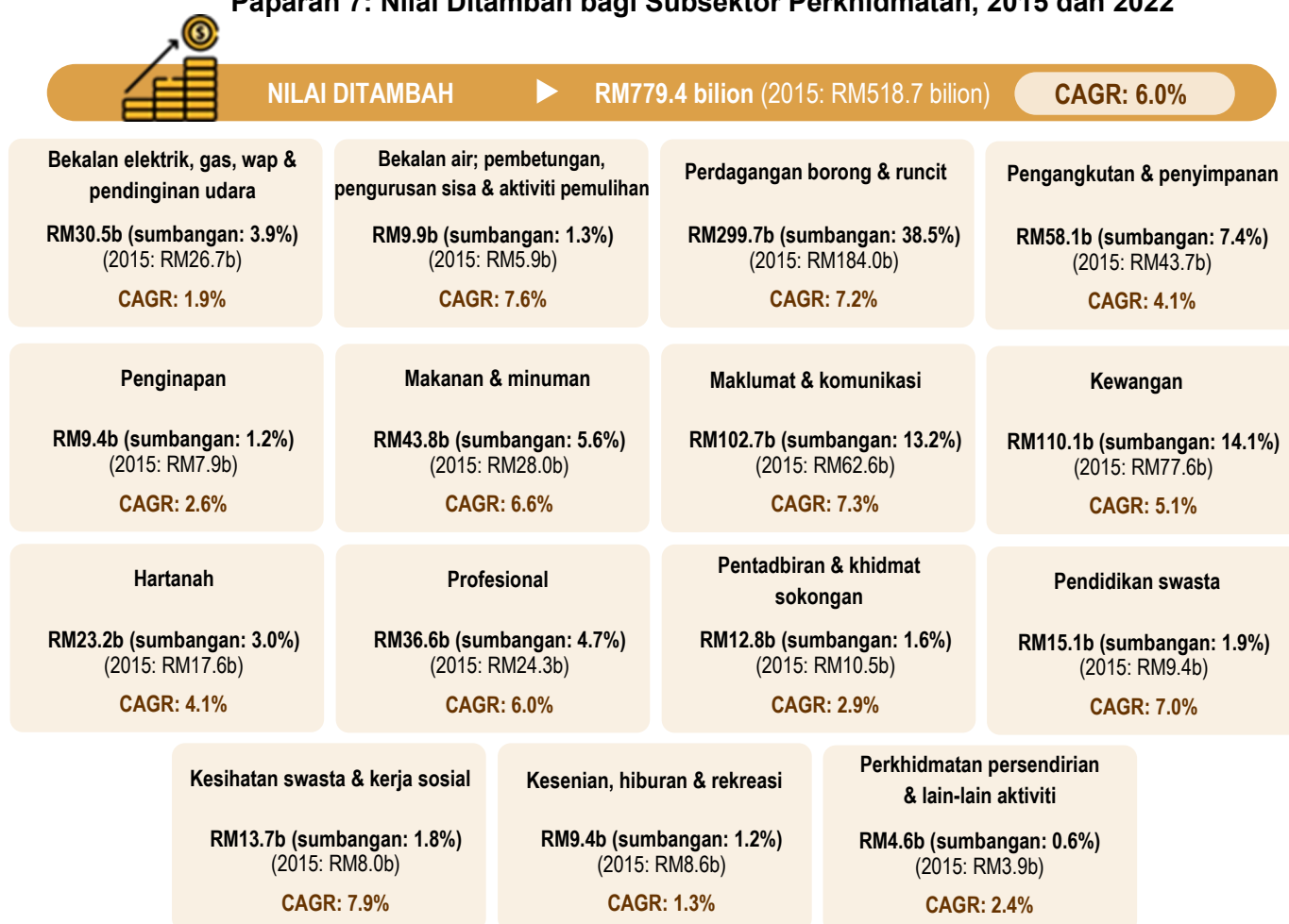
Ringkasan Penemuan

6. NILAI DITAMBAH

Nilai ditambah dalam sektor Perkhidmatan meningkat sebanyak 6.0 peratus secara tahunan, menokok daripada RM518.7 bilion pada tahun 2015 kepada RM779.4 bilion pada tahun 2022 seperti yang ditunjukkan di **Paparan 7**. Subsektor yang mencatatkan pertumbuhan ketara adalah Kesihatan swasta & kerja sosial (CAGR: 7.9%), Bekalan air; pembedungan, pengurusan sisa & aktiviti pemulihan (CAGR: 7.6%), Maklumat & komunikasi (CAGR: 7.3%), Perdagangan borong & runcit (CAGR: 7.2%), Pendidikan swasta (CAGR: 7.0%), Makanan & minuman (CAGR: 6.6%) dan Profesional (CAGR: 6.0%).

Perdagangan borong & runcit merupakan penyumbang terbesar dengan sumbangan 38.5 peratus (RM299.7 bilion). Ini diikuti oleh Kewangan dan Maklumat & komunikasi masing-masing menyumbang sebanyak 14.1 peratus dan 13.2 peratus. Selain itu, Pengangkutan & penyimpanan dan Makanan & minuman masing-masing menyumbang 7.4 peratus dan 5.6 peratus.

Paparan 7: Nilai Ditambah bagi Subsektor Perkhidmatan, 2015 dan 2022



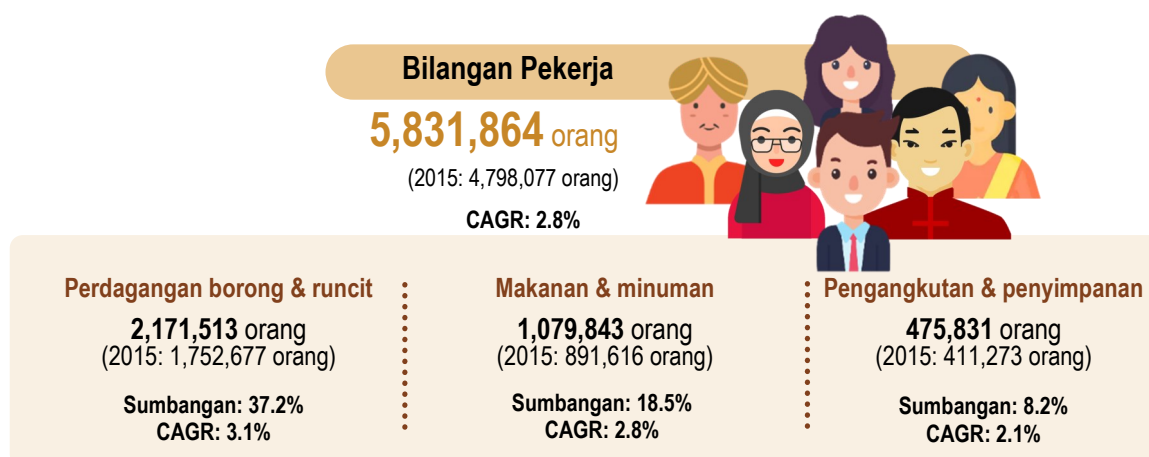
CAGR 2022/2015

7. BILANGAN PEKERJA DAN GAJI & UPAH

7.1 BILANGAN PEKERJA DAN GAJI & UPAH SEKTOR PERKHIDMATAN

Bilangan pekerja dalam sektor Perkhidmatan meningkat sebanyak 2.8 peratus, merekodkan 5,831,864 orang pada tahun 2022 berbanding 4,798,077 orang pada tahun 2015. Perdagangan borong & runcit menyumbang 37.2 peratus, dengan 2,171,513 orang pekerja, mencatatkan peningkatan tahunan sebanyak 3.1 peratus berbanding 1,752,677 orang pada 2015. Selain itu, bilangan pekerja Makanan & minuman adalah sebanyak 1,079,843 orang (sumbangan: 18.5%) pada tahun 2022, meningkat daripada 891,616 pada 2015. Bilangan pekerja Pengangkutan & penyimpanan pada tahun 2022 adalah seramai 475,831 orang berbanding 411,273 orang pada 2015 seperti ditunjukkan di **Paparan 8**.

Paparan 8: Bilangan Pekerja Sektor Perkhidmatan mengikut Tiga Subsektor Tertinggi, 2015 dan 2022



CAGR 2022/2015

Jumlah gaji & upah yang dibayar dalam sektor Perkhidmatan meningkat 6.5 peratus kepada RM204.4 bilion pada 2022 berbanding RM131.6 bilion pada 2015. Perdagangan borong & runcit mencatatkan gaji & upah tertinggi, mencapai RM76.2 bilion, meningkat 8.5 peratus secara tahunan (sumbangan: 37.3%). Sementara itu, Kewangan mencatatkan RM24.7 billion, peningkatan tahunan sebanyak 5.2 peratus (sumbangan: 12.1%), diikuti oleh Maklumat & komunikasi berjumlah RM19.3 bilion (sumbangan: 9.4%) dengan pertumbuhan tahunan sebanyak 7.5 peratus (2015: RM11.7 bilion) seperti di **Paparan 9**.

Pekerja dalam Maklumat & komunikasi menerima purata gaji bulanan tertinggi sebanyak RM6,442, diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara dengan RM6,327 dan Kewangan, RM5,517.

Ringkasan Penemuan

Paparan 9: Gaji & Upah bagi Subsektor Perkhidmatan, 2015 dan 2022

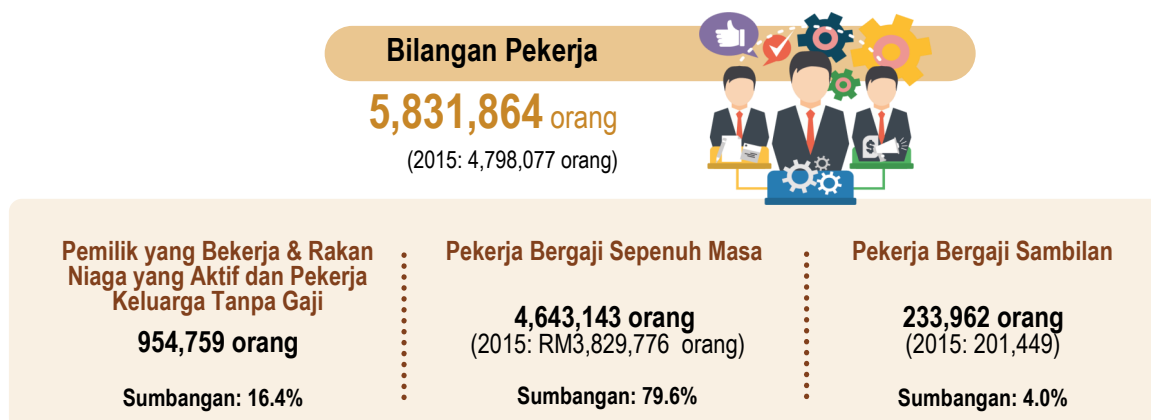
Sumbangan 2015	Gaji & Upah	2022 Sumbangan	CAGR	Purata Gaji Sebulan 2022
2.8% RM3.6b	Bekalan elektrik, gas, wap & pendinginan udara	RM3.9b 1.9%	3.9%	RM6,327
1.1% RM1.4b	Bekalan air; pembetulan, pengurusan sisa & aktiviti pemulihan	RM2.4b 1.2%	7.8%	RM3,317
32.7% RM43.1b	Perdagangan borong & runcit	RM76.2b 37.3%	8.5%	RM3,690
10.8% RM14.3b	Pengangkutan & penyimpanan	RM18.4b 9.0%	3.7%	RM3,548
2.3% RM3.0b	Penginapan	RM4.1b 2.0%	4.4%	RM2,395
7.3% RM9.7b	Makanan & minuman	RM15.5b 7.6%	7.0%	RM1,689
8.9% RM11.7b	Maklumat & komunikasi	RM19.3b 9.4%	7.5%	RM6,442
13.2% RM17.3b	Kewangan	RM24.7b 12.1%	5.2%	RM5,517
2.1% RM2.7b	Hartanah	RM4.2b 2.0%	6.3%	RM3,621
7.7% RM10.1b	Profesional	RM14.2b 7.0%	5.0%	RM3,556
3.0% RM4.0b	Pentadbiran & khidmat sokongan	RM5.3b 2.6%	4.2%	RM2,272
3.3% RM4.3b	Pendidikan swasta	RM6.3b 3.1%	5.5%	RM3,461
2.8% RM3.7b	Kesihatan swasta & kerja sosial	RM6.3b 3.1%	8.1%	RM3,601
1.0% RM1.3b	Kesenian, hiburan & rekreasi	RM1.7b 0.8%	3.5%	RM2,109
1.2% RM1.5b	Perkhidmatan persendirian & lain-lain aktiviti	RM2.1b 1.0%	4.9%	RM1,775
100.0% RM131.6b	Jumlah	RM204.4b 100.0%	6.5%	RM3,493

CAGR 2022/2015

7.2 BILANGAN PEKERJA DAN GAJI & UPAH DALAM SEKTOR PERKHIDMATAN MENGIKUT KATEGORI PEKERJA

Bagi sektor Perkhidmatan, pekerja bergaji sepenuh masa membentuk majoriti dengan sumbangan sebanyak 79.6 peratus (4,643,143 orang) daripada jumlah 5,831,864 pekerja. Sementara itu, 954,759 orang (sumbangan: 16.4%) adalah pemilik yang bekerja & rakan niaga yang aktif dan pekerja keluarga tanpa gaji, manakala 233,962 orang (sumbangan: 4.0%) adalah pekerja bergaji sambilan (**Paparan 10**).

Paparan 10: Bilangan Pekerja Sektor Perkhidmatan mengikut Kategori Pekerja, 2022



CAGR 2022/2015






Ringkasan Penemuan

Dalam kalangan pekerja bergaji sepenuh masa, pekerja sokongan perkeranian dan pekerjaan berkaitan membentuk segmen terbesar dalam pasaran tenaga kerja, menyumbang 43.3 peratus dengan jumlah 2,011,447 orang. Pekerja asas merangkumi 25.5 peratus (1,181,993 orang) manakala pengurus, profesional dan penyelidik merangkumi 20.5 peratus (953,653 orang) daripada jumlah pekerja bergaji sepenuh masa dalam sektor Perkhidmatan. Secara keseluruhan, ketiga-tiga kategori ini mewakili 89.3 peratus daripada jumlah pekerja, iaitu seramai 4,147,093 orang pekerja bergaji sepenuh masa.

Walau bagaimanapun dari segi jumlah gaji yang diterima mengikut kategori pekerja, pengurus, profesional dan penyelidik mendahului dengan RM88.9 bilion (sumbangan: 44.2%), manakala pekerja sokongan perkeranian dan pekerjaan berkaitan pula menerima RM63.3 bilion dalam gaji & upah (sumbangan: 31.5%). Sementara itu, pekerja asas menyumbang 12.4 peratus atau RM25.0 bilion.

Pada skala gaji yang lebih tinggi, pengurus, profesional dan penyelidik menerima purata gaji sebanyak RM7,766 sebulan. Juruteknik dan profesional bersekutu mengikuti dengan purata sebanyak RM4,892 sebulan, manakala pekerja sokongan perkeranian dan pekerjaan yang berkaitan sebanyak RM2,624 sebulan, seperti yang diperincikan di **Paparan 11**.

Paparan 11: Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Kategori Pekerja Sepenuh Masa, 2022

Bilangan Pekerja Sumbangan		Gaji & Upah Sumbangan		Purata Gaji Bulanan
 Pengurus, profesional dan penyelidik				
953,653 orang	20.5%	RM88.9b	44.2%	RM7,766
 Juruteknik dan profesional bersekutu				
317,350 orang	6.8%	RM18.6b	9.3%	RM4,892
 Pekerja sokongan perkeranian dan pekerja berkaitan				
2,011,447 orang	43.3%	RM63.3b	31.5%	RM2,624
 Operator mesin & loji dan pemasangan				
178,700 orang	3.8%	RM5.2b	2.6%	RM2,432
 Pekerja asas				
1,181,993 orang	25.5%	RM25.0b	12.4%	RM1,761
JUMLAH				
4,643,143 orang	100.0%	RM201.0b	100.0%	RM3,608

Nota.




Pekerja sokongan perkeranian dan pekerja berkaitan terdiri daripada pekerja sokongan perkeranian, pekerja Perkhidmatan & jualan, pekerja kemahiran dan pekerja pertukangan yang berkaitan

7.3 BILANGAN PEKERJA BAGI SEKTOR PERKHIDMATAN MENGIKUT KATEGORI KEMAHIRAN

Pekerja separuh mahir mendominasi lanskap pekerjaan di sektor Perkhidmatan, menyumbang 47.2 peratus daripada jumlah keseluruhan 4,643,143 orang pekerja pada 2022. Seterusnya adalah pekerja mahir yang merangkumi 27.4 peratus dengan 1,271,003 orang, manakala pekerja berkemahiran rendah pula mewakili 25.4 peratus dengan 1,181,993 orang. Dari segi gaji & upah, pekerja mahir mendahului dengan RM107.5 bilion (sumbangan: 53.5%), diikuti oleh pekerja separuh mahir dengan RM68.6 bilion (sumbangan: 34.1%) dan pekerja berkemahiran rendah dengan RM25.0 bilion (sumbangan: 12.4%).

Pekerja mahir memperoleh purata gaji bulanan sebanyak RM7,048, lebih dua kali ganda daripada jumlah yang diterima oleh pekerja separuh mahir sebanyak RM2,608 dan jauh lebih tinggi berbanding pekerja berkemahiran rendah yang menerima sebanyak RM1,761 seperti yang ditunjukkan di **Paparan 12**.

Paparan 12: Bilangan Pekerja bagi Subsektor Perkhidmatan mengikut Kategori Kemahiran, 2022

Bilangan Pekerja Sumbangan	Gaji & Upah Sumbangan	Purata Gaji Bulanan
 Pekerja Mahir		
1,271,003 orang 27.4%	RM107.5b 53.5%	RM7,048
 Pekerja Separuh Mahir		
2,190,147 orang 47.2%	RM68.6b 34.1%	RM2,608
 Pekerja Berkemahiran Rendah		
1,181,993 orang 25.4%	RM25.0b 12.4%	RM1,761
JUMLAH		
4,643,143 orang 100.0%	RM201.0b 100.0%	RM3,608

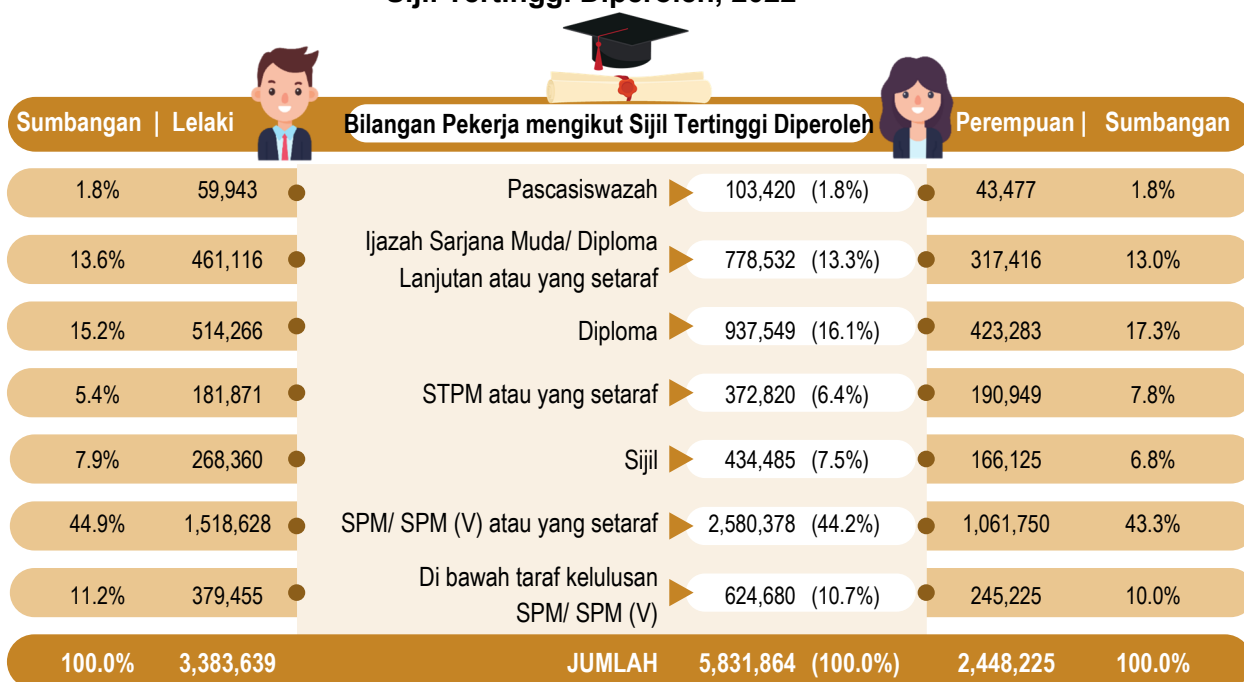
Ringkasan Penemuan

7.4 BILANGAN PEKERJA SEKTOR PERKHIDMATAN MENGIKUT SIJIL TERTINGGI DIPEROLEH

Pekerja dengan kelayakan SPM/SPM(V) atau yang setaraf mewakili 44.2 peratus daripada jumlah pekerja sektor Perkhidmatan iaitu seramai 2,580,378 orang pada 2022 (**Paparan 13**). Kedudukan seterusnya adalah pemegang Diploma berjumlah 937,549 orang (sumbangan: 16.1%), diikuti oleh pekerja pemegang Ijazah Sarjana Muda/ Diploma Lanjutan atau yang setaraf berjumlah 778,532 orang (sumbangan: 13.3%).

Sektor Perkhidmatan didominasi oleh lelaki, iaitu seramai 3,383,639 orang (sumbangan: 58.0%), manakala perempuan mewakili 42.0 peratus, berjumlah 2,448,225 orang. Pekerja dengan SPM/SPM(V) atau kelayakan atau yang setaraf mempunyai jumlah pekerja lelaki tertinggi, berjumlah 1,518,628 orang (sumbangan: 44.9%), manakala pada kelayakan yang sama juga merekodkan jumlah perempuan yang lebih tinggi, seramai 1,061,750 orang (sumbangan: 43.3%).

Paparan 13: Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Sijil Tertinggi Diperoleh, 2022

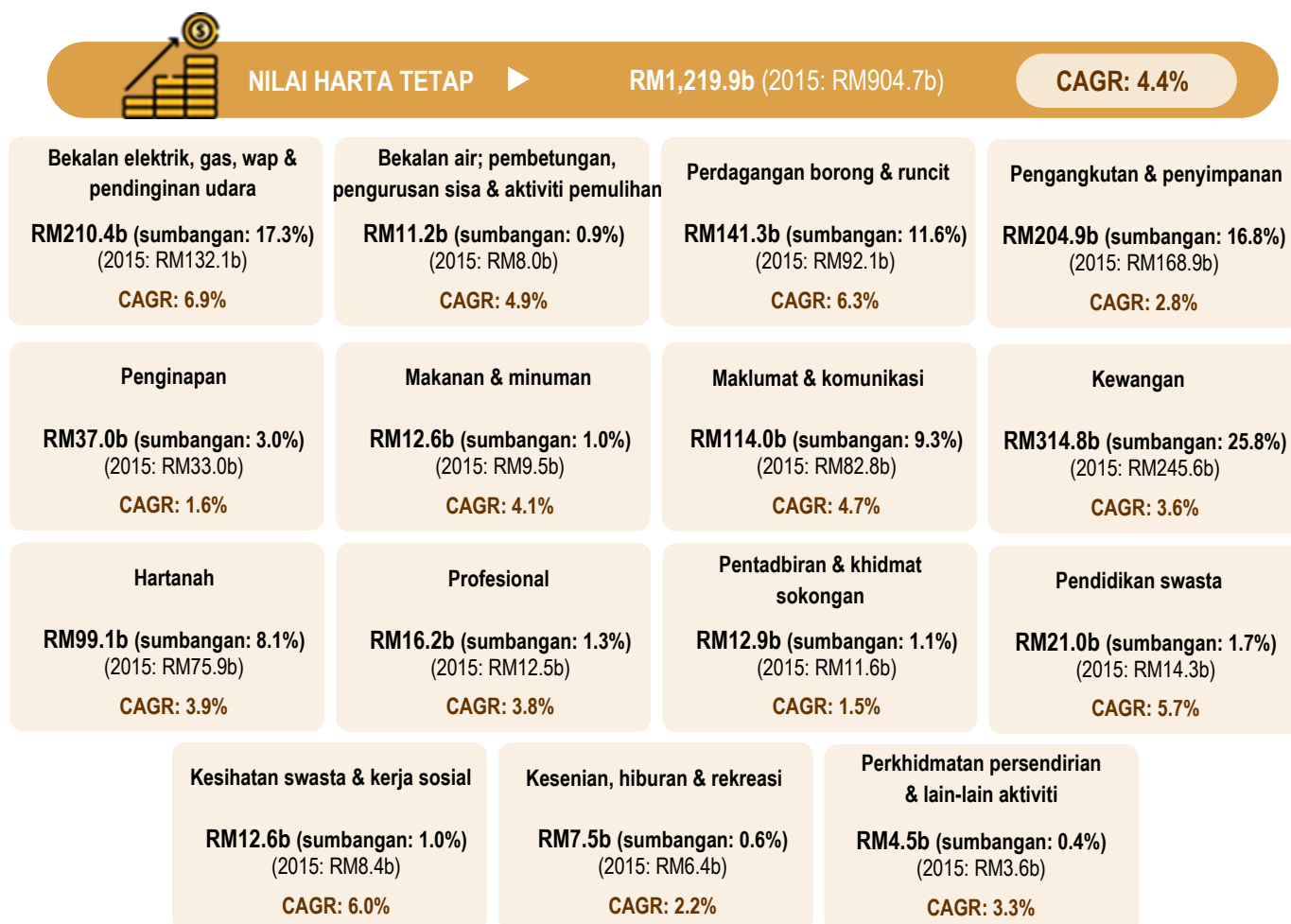


8. NILAI HARTA TETAP

Nilai harta tetap dalam sektor Perkhidmatan bagi tahun 2022 merekodkan RM1,219.9 bilion dengan peningkatan tahunan sebanyak 4.4 peratus dari tahun 2015. **Paparan 14** menunjukkan subsektor dengan kadar pertumbuhan melebihi nasional adalah Bekalan elektrik, gas, wap & pendinginan udara (CAGR: 6.9%), Perdagangan borong & runcit (CAGR: 6.3%), Kesihatan swasta & kerja sosial (CAGR: 6.0%), Pendidikan swasta (CAGR: 5.7%), Bekalan air; pembetulan, pengurusan sisa & aktiviti pemuliharaan (CAGR: 4.9%) dan Maklumat & komunikasi (CAGR: 4.7%).

Penyumbang utama nilai harta tetap dalam sektor Perkhidmatan pada tahun 2022 adalah Kewangan dengan RM314.8 bilion atau 25.8 peratus. Ini diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara dengan RM210.4 bilion (sumbangan: 17.3%), Pengangkutan & penyimpanan berjumlah RM204.9 bilion (sumbangan: 16.8%), Perdagangan borong & runcit bernilai RM141.3 bilion (sumbangan: 11.6%) dan Maklumat & komunikasi pada RM114.0 bilion (sumbangan: 9.3%).

Paparan 14: Nilai Harta Tetap bagi Subsektor Perkhidmatan, 2015 dan 2022



CAGR 2022/2015

9. PERTUBUHAN MILIKAN WANITA

Pada tahun 2022, pertumbuhan milikan wanita memberikan impak yang signifikan dalam sektor Perkhidmatan dengan jumlah 205,012 pertumbuhan diusahakan oleh usahawan wanita (**Paparan 15**). Penyumbang sektor ini adalah Perdagangan borong & runcit yang meliputi 92,162 pertumbuhan dan menyumbang 45.0 peratus daripada jumlah keseluruhan. Ini diikuti dengan Makanan & minuman, 63,759 pertumbuhan (31.0%), dan Perkhidmatan persendirian & lain-lain aktiviti, 10,824 pertumbuhan (5.3%).

Pertumbuhan milikan wanita ini menjana nilai output kasar yang ketara sebanyak RM83.0 bilion. Subsektor Perdagangan borong & runcit merupakan penyumbang utama mencatatkan 37.7 peratus (RM31.3 bilion) daripada jumlah nilai output kasar. Ini diikuti dengan Makanan & minuman yang menyumbang sebanyak 18.2 peratus (RM15.1 bilion) dan Profesional menyumbang 6.9 peratus (RM5.8 bilion).

Bagi nilai input perantaraan, Perdagangan borong & runcit juga mendahului dengan sumbangan sebanyak 31.3 peratus (RM12.1 bilion) diikuti dengan Makanan & minuman 23.6 peratus (RM9.1 bilion) dan Pentadbiran & khidmat sokongan menyumbang 7.6 peratus (RM2.9 bilion).

Pertumbuhan milikan wanita meningkatkan nilai tambah kepada ekonomi secara signifikan dengan jumlah RM44.4 bilion. Perdagangan borong & runcit merupakan penyumbang terbesar dengan merekodkan 43.2 peratus (RM19.2 bilion). Makanan & minuman pula menyumbang 13.4 peratus dan Profesional menyumbang 8.2 peratus.

Dalam konteks pekerja, pertumbuhan milikan wanita menyediakan pekerjaan bagi 788,884 orang. Perdagangan borong & runcit menggaji jumlah tertinggi dengan 291,371 orang (36.9%). Makanan & minuman menggaji 248,364 orang (31.5%) dan Pendidikan swasta menyediakan pekerjaan bagi 45,267 orang (5.7%).

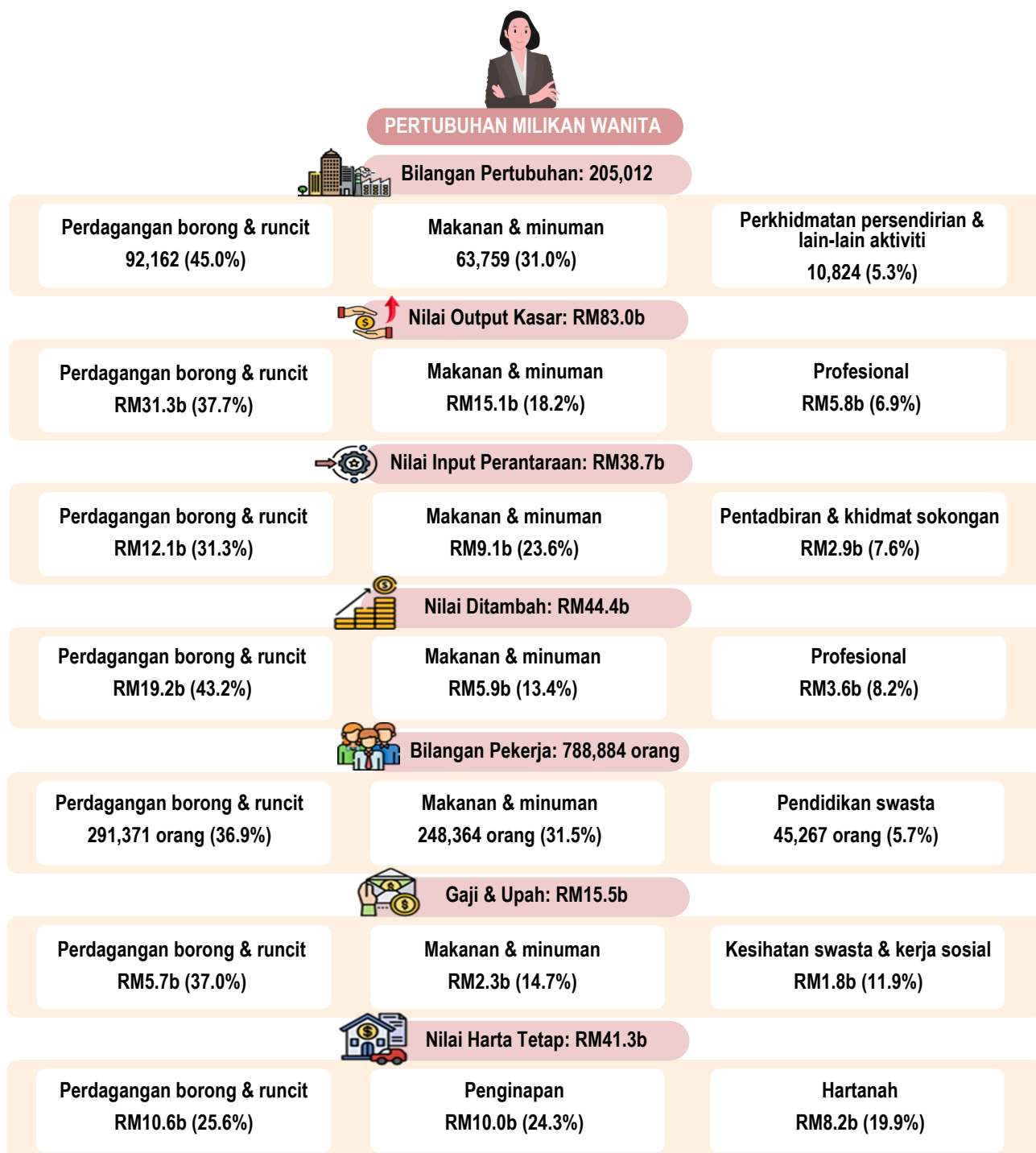
Gaji dan upah bagi pertumbuhan milikan wanita berjumlah RM15.5 bilion pada tahun 2022. Perdagangan borong & runcit mencatatkan jumlah gaji dan upah tertinggi, iaitu sebanyak RM5.7 bilion (37.0%). Ini diikuti dengan Makanan & minuman dengan RM2.3 bilion (14.7%) dan Kesihatan swasta & kerja sosial menyumbang RM1.8 bilion (11.9%).

Perdagangan borong & runcit mendahului dalam nilai aset tetap pertumbuhan milikan wanita dengan jumlah RM10.6 bilion (25.6%). Ini diikuti dengan Penginapan sebanyak RM10.0 bilion (24.3%) dan Hartanah yang menyumbang RM8.2 bilion (19.9%).

Ringkasan Penemuan

Statistik ini menerangkan sumbangan penting pertumbuhan milikan wanita kepada sektor Perkhidmatan pada tahun 2022 selain menggariskan peranan pertumbuhan milikan wanita dalam memacu pertumbuhan ekonomi dan kepelbagaian dalam ekonomi Malaysia.

Paparan 15: Statistik Utama Pertumbuhan Milikan Wanita bagi Sektor Perkhidmatan, 2022



(%): Peratus Sumbangan

10. PRESTASI MENGIKUT NEGERI

Sektor Perkhidmatan merekodkan sejumlah 951,862 pertubuhan beroperasi pada tahun 2022. Prestasi mengikut negeri menunjukkan Selangor menduduki tempat pertama 232,206 pertubuhan (sumbangan: 24.4%), diikuti oleh W.P. Kuala Lumpur dengan 130,089 pertubuhan (sumbangan: 13.7%) dan Johor dengan 108,159 pertubuhan (sumbangan: 11.4%) seperti di **Paparan 16**.

Bagi nilai output kasar, W.P. Kuala Lumpur mencatatkan nilai tertinggi iaitu RM503.7 bilion dengan sumbangan 35.3 peratus, diikuti oleh Selangor (RM477.2 bilion; sumbangan: 33.4%) dan Johor (RM91.6 bilion; sumbangan: 6.4%) pada tahun 2022.

W.P. Kuala Lumpur mencatatkan nilai input perantaraan tertinggi iaitu RM223.7 bilion dengan sumbangan 34.6 peratus, diikuti oleh Selangor (RM215.6 bilion; sumbangan: 33.3%) dan Johor (RM43.9 bilion; sumbangan: 6.8%).

Nilai ditambah pada tahun 2022 didominasi oleh W.P. Kuala Lumpur berjumlah RM280.0 bilion dengan sumbangan 35.9 peratus. Ini diikuti oleh Selangor (RM261.5 bilion; sumbangan: 33.6%) dan Johor (RM47.7 bilion; sumbangan: 6.1%).

Selangor merekodkan bilangan pekerja tertinggi seramai 1,585,500 orang yang mencatatkan sumbangan 27.2 peratus. Ini diikuti oleh W.P. Kuala Lumpur dengan 1,334,282 orang menyumbang sebanyak 22.9 peratus manakala Johor merekodkan dengan 555,229 orang dengan sumbangan 9.5 peratus.

Sementara itu, gaji & upah bagi sektor Perkhidmatan pada tahun 2022 berjumlah RM204.4 bilion. Tiga negeri yang mencatatkan nilai gaji & upah tertinggi adalah W.P. Kuala Lumpur dengan RM67.1 bilion, mewakili 32.8 peratus, diikuti oleh Selangor (RM65.1 bilion; sumbangan: 31.8%) dan Johor (RM15.7 bilion; sumbangan: 7.7%).

Nilai harta tetap yang dimiliki pada tahun 2022 menunjukkan W.P. Kuala Lumpur merekodkan nilai harta tetap tertinggi iaitu RM543.2 bilion dengan sumbangan 44.5 peratus, diikuti oleh Selangor (RM352.8 bilion; sumbangan: 28.9%) dan Johor (RM82.0 bilion; sumbangan: 6.7%).

Ringkasan Penemuan

Paparan 16: Statistik Utama Sektor Perkhidmatan mengikut Negeri, 2022



MALAYSIA



Bilangan Pertubuhan: 951,862

Selangor
232,206 (24.4%)

W.P. Kuala Lumpur
130,089 (13.7%)

Johor
108,159 (11.4%)



Nilai Output Kasar: RM1,426.6b

W.P. Kuala Lumpur
RM503.7b (35.3%)

Selangor
RM477.2b (33.4%)

Johor
RM91.6b (6.4%)



Nilai Input Perantara: RM647.2b

W.P. Kuala Lumpur
RM223.7b (34.6%)

Selangor
RM215.6b (33.3%)

Johor
RM43.9b (6.8%)



Nilai Ditambah: RM779.4b

W.P. Kuala Lumpur
RM280.0b (35.9%)

Selangor
RM261.5b (33.6%)

Johor
RM47.7b (6.1%)



Bilangan Pekerja: 5,831,864 orang

Selangor
1,585,500 orang (27.2%)

W.P. Kuala Lumpur
1,334,282 orang (22.9%)

Johor
555,229 orang (9.5%)



Gaji & Upah: RM204.4b

W.P. Kuala Lumpur
RM67.1b (32.8%)

Selangor
RM65.1b (31.8%)

Johor
RM15.7b (7.7%)



Nilai Harta Tetap: RM1,219.9b

W.P. Kuala Lumpur
RM543.2b (44.5%)

Selangor
RM352.8b (28.9%)

Johor
RM82.0b (6.7%)

(%): Peratus Sumbangan

10.1 JOHOR

Bilangan pertubuhan yang beroperasi di Johor berjumlah 108,159 pertubuhan daripada keseluruhan pertubuhan di sektor Perkhidmatan pada tahun 2022. Nilai output kasar yang direkodkan adalah RM91.6 bilion, manakala nilai input perantaraan RM43.9 bilion menghasilkan nilai ditambah sebanyak RM47.7 bilion. Sementara itu, bilangan pekerja yang direkodkan adalah seramai 555,229 orang dengan gaji & upah berjumlah RM15.7 bilion dan nilai harta tetap pada 2022 berjumlah RM82.0 bilion.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Johor dengan 54,516 pertubuhan atau 50.4 peratus. Ini diikuti dengan Makanan & minuman (15,727 pertubuhan; sumbangan: 14.5%) dan Perkhidmatan persendirian dan lain-lain aktiviti (8,614 pertubuhan; sumbangan: 8.0%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 72.9 peratus kepada jumlah pertubuhan di negeri Johor.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM30.2 bilion atau 33.0 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara sebanyak RM11.6 bilion (sumbangan: 12.7%) dan Pengangkutan & penyimpanan sebanyak RM11.0 bilion (sumbangan: 12.0%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM52.8 bilion (sumbangan: 57.7%).

Perdagangan borong & runcit turut merekodkan nilai input perantaraan tertinggi sebanyak RM12.7 bilion dengan sumbangan 28.9 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara (RM8.6 bilion; sumbangan: 19.5%) dan Pengangkutan & penyimpanan (RM5.8 bilion; sumbangan: 13.1%).

Selari dengan prestasi nilai output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Johor sebanyak RM17.5 bilion atau 36.8 peratus. Ini diikuti oleh Kewangan (RM5.6 bilion; sumbangan: 11.8%) dan Pengangkutan & penyimpanan (RM5.2 bilion; sumbangan: 11.0%).

Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Johor, iaitu 226,099 orang dengan sumbangan 40.7 peratus. Ini diikuti oleh Makanan & minuman dengan 106,421 orang (sumbangan: 19.2%) dan Pengangkutan & penyimpanan dengan 54,898 orang (sumbangan: 9.9%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM6.6 bilion atau 41.7 peratus. Ini diikuti oleh Pengangkutan & penyimpanan (RM1.8 bilion; sumbangan: 11.5%) dan Makanan & minuman (RM1.7 bilion; sumbangan: 10.5%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Pengangkutan & penyimpanan mencatatkan jumlah tertinggi sebanyak RM16.8 bilion dengan sumbangan 20.5 peratus. Ini diikuti oleh Hartanah sebanyak RM15.4 bilion (sumbangan: 18.7%) dan Bekalan elektrik, gas, wap & pendinginan udara sebanyak RM15.1 bilion (sumbangan: 18.4%).

Paparan 17: Statistik Utama bagi Johor, 2022



JOHOR



Bilangan Pertubuhan: 108,159

Perdagangan borong & runcit
54,516 (50.4%)

Makanan & minuman
15,727 (14.5%)

Perkhidmatan persendirian & lain-lain aktiviti
8,614 (8.0%)



Nilai Output Kasar: RM91.6b

Perdagangan borong & runcit
RM30.2b (33.0%)

Bekalan elektrik, gas, wap & pendinginan udara
RM11.6b (12.7%)

Pengangkutan & penyimpanan
RM11.0b (12.0%)



Nilai Input Perantaraan: RM43.9b

Perdagangan borong & runcit
RM12.7b (28.9%)

Bekalan elektrik, gas, wap & pendinginan udara
RM8.6b (19.5%)

Pengangkutan & penyimpanan
RM5.8b (13.1%)



Nilai Ditambah: RM47.7b

Perdagangan borong & runcit
RM17.5b (36.8%)

Kewangan
RM5.6b (11.8%)

Pengangkutan & penyimpanan
RM5.2b (11.0%)



Bilangan Pekerja: 555,229 orang

Perdagangan borong & runcit
226,099 orang (40.7%)

Makanan & minuman
106,421 orang (19.2%)

Pengangkutan & penyimpanan
54,898 orang (9.9%)



Gaji & Upah: RM15.7b

Perdagangan borong & runcit
RM6.6b (41.7%)

Pengangkutan & penyimpanan
RM1.8b (11.5%)

Makanan & minuman
RM1.7b (10.5%)



Nilai Harta Tetap: RM82.0b

Pengangkutan & penyimpanan
RM16.8b (20.5%)

Hartanah
RM15.4b (18.7%)

Bekalan elektrik, gas, wap & pendinginan udara
RM15.1b (18.4%)

(%): Peratus Sumbangan

10.2 KEDAH

Bilangan pertubuhan yang beroperasi di Kedah berjumlah 42,163 pertubuhan atau 4.4 peratus daripada keseluruhan pertubuhan di sektor Perkhidmatan pada tahun 2022. Nilai output kasar yang direkodkan adalah RM19.4 bilion manakala nilai input perantaraan RM8.9 bilion, menghasilkan nilai ditambah sebanyak RM10.5 bilion.

Kedah merekodkan bilangan 210,382 orang daripada keseluruhan pekerja dalam sektor Perkhidmatan pada tahun 2022. Gaji & upah pula berjumlah RM4.4 bilion, sementara nilai harta tetap merekodkan RM18.6 billion.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Kedah dengan 22,065 pertubuhan atau 52.3 peratus. Ini diikuti dengan Makanan & minuman (6,603 pertubuhan; sumbangan: 15.7%) dan Perkhidmatan persendirian dan lain-lain aktiviti (4,080 pertubuhan; sumbangan: 9.7%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 77.7 peratus kepada jumlah pertubuhan di negeri Kedah.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM8.0 bilion atau 41.1 peratus, diikuti oleh Makanan dan minuman sebanyak RM2.4 bilion (sumbangan: 12.2%) dan Kewangan dengan RM1.7 bilion (sumbangan: 9.0%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM12.1 bilion (sumbangan: 62.3%).

Perdagangan borong & runcit turut merekodkan nilai input perantaraan tertinggi sebanyak RM3.1 bilion dengan sumbangan 35.2 peratus, diikuti oleh Makanan dan minuman (RM1.5 bilion; sumbangan: 16.5%) dan Pengangkutan & penyimpanan (RM0.9 bilion, sumbangan: 9.9%).

Selari dengan prestasi nilai output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Kedah sebanyak RM4.8 bilion atau 45.9 peratus. Ini diikuti oleh Kewangan (RM1.2 bilion; sumbangan: 11.4%) dan Makanan dan minuman (RM0.9 bilion; sumbangan: 8.6%).

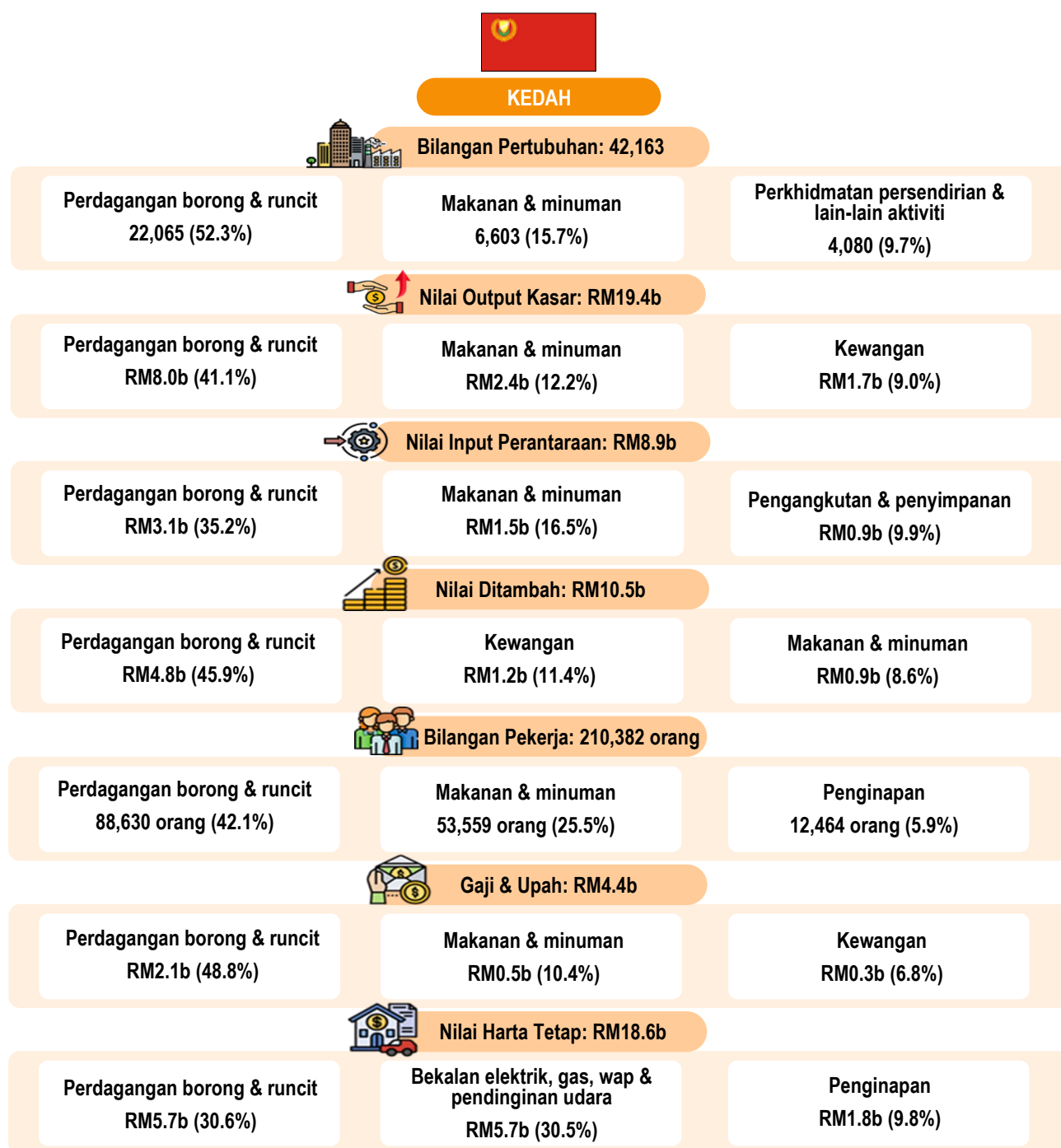
Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Kedah iaitu 88,630 orang dengan sumbangan 42.1 peratus. Ini diikuti oleh Makanan & minuman dengan 53,559 orang (sumbangan: 25.5%) dan Penginapan dengan 12,464 orang (sumbangan: 5.9%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM2.1 bilion atau 48.8 peratus. Ini diikuti oleh Makanan & minuman (RM0.5 bilion; sumbangan: 10.4%) dan Kewangan (RM0.3 bilion; sumbangan: 6.8%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Perdagangan borong & runcit mencatatkan jumlah tertinggi sebanyak RM5.7 bilion dengan sumbangan 30.6 peratus. Ini diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara sebanyak RM5.7 bilion (sumbangan: 30.5%) dan Penginapan sebanyak RM1.8 bilion (sumbangan: 9.8%).

Paparan 18: Statistik Utama bagi Kedah, 2022



(%): Peratus Sumbangan

10.3 KELANTAN

Bilangan pertubuhan yang beroperasi di Kelantan berjumlah 38,281 pertubuhan atau 4.0 peratus daripada keseluruhan pertubuhan di sektor Perkhidmatan pada tahun 2022. Nilai output kasar yang direkodkan adalah RM10.8 billion, manakala nilai input perantaraan RM4.4 billion menghasilkan nilai ditambah sebanyak RM6.4 bilion. Sementara itu, bilangan pekerja direkodkan 152,645 orang dengan gaji & upah berjumlah RM2.1 bilion. Nilai harta tetap pada 2022 berjumlah RM5.5 bilion.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Kelantan dengan 23,753 pertubuhan atau 62.0 peratus. Ini diikuti dengan Makanan & minuman (7,181 pertubuhan; sumbangan: 18.8%) dan Perkhidmatan persendirian & lain-lain aktiviti (2,569 pertubuhan; sumbangan: 6.7%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 87.5 peratus kepada jumlah pertubuhan di negeri Kelantan.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM5.8 bilion atau 54.1 peratus, diikuti oleh Makanan dan minuman sebanyak RM1.9 bilion (sumbangan: 17.8%) dan Kewangan (RM0.7 bilion; sumbangan: 6.1%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM8.4 bilion (sumbangan: 78.0%).

Perdagangan borong & runcit turut merekodkan nilai input perantaraan tertinggi sebanyak RM2.1 bilion dengan sumbangan 46.7 peratus, diikuti oleh Makanan dan minuman (RM1.1 bilion; sumbangan: 24.8%) dan Penginapan (RM0.2 bilion; sumbangan: 5.2%).

Selari dengan prestasi nilai output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Kelantan sebanyak RM3.8 bilion atau 59.2 peratus. Ini diikuti oleh Makanan dan minuman (RM0.8 bilion; sumbangan: 12.9%) dan Kewangan (RM0.5 bilion; sumbangan: 7.7%).

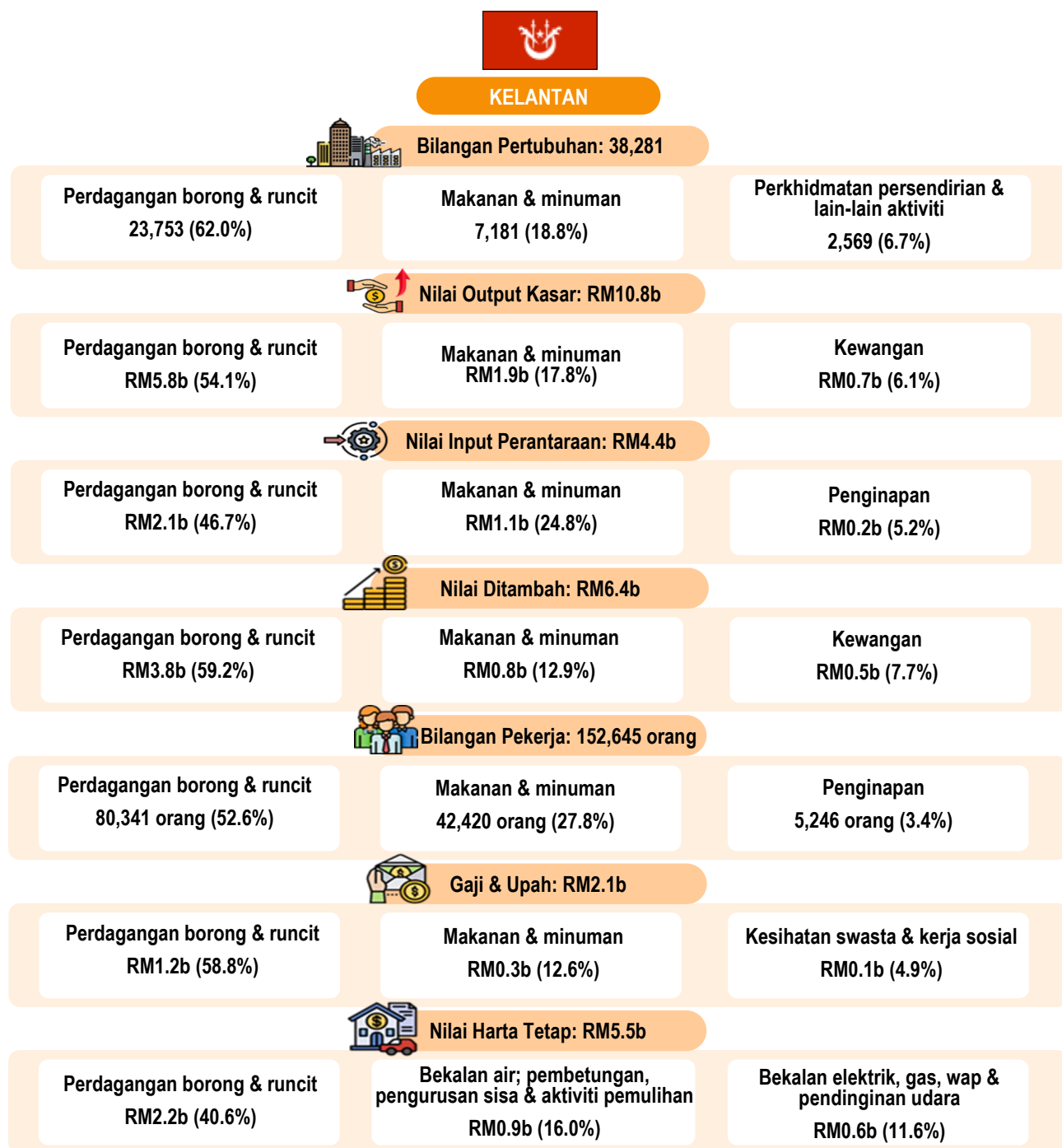
Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Kelantan iaitu 80,341 orang dengan sumbangan 52.6 peratus. Ini diikuti oleh Makanan dan minuman (42,420 orang; sumbangan: 27.8%) dan Penginapan (5,246 orang; sumbangan: 3.4%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM1.2 bilion atau 58.8 peratus. Ini diikuti oleh Makanan & minuman (RM0.3 bilion; sumbangan: 12.6%) dan Kesihatan swasta & kerja sosial (RM0.1 bilion; sumbangan: 4.9%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Perdagangan borong & runcit mencatatkan jumlah tertinggi sebanyak RM2.2 bilion dengan sumbangan 40.6 peratus. Ini diikuti oleh Bekalan air; pembetulan, pengurusan sisa dan aktiviti pemulihan sebanyak RM0.9 bilion (sumbangan: 16.0%) dan Bekalan elektrik, gas, wap & pendinginan udara sebanyak RM0.6 bilion (sumbangan: 11.6%).

Paparan 19: Statistik Utama bagi Kelantan, 2022



(%): Peratus Sumbangan

10.4 MELAKA

Prestasi di Melaka menunjukkan kesan positif ke atas sektor perkhidmatan pada tahun 2022. Bilangan pertubuhan yang beroperasi di Melaka adalah sebanyak 28,726 pertubuhan dalam sektor perkhidmatan pada tahun 2022. Nilai output kasar direkodkan sebanyak RM21.2 bilion, manakala nilai input perantaraan adalah RM10.2 bilion, dengan nilai ditambah sebanyak RM11.0 bilion. Sementara itu, bilangan pekerja direkodkan 159,349 orang dengan gaji & upah berjumlah RM4.0 bilion. Nilai harta tetap adalah RM15.2 bilion.

Perdagangan borong & runcit menyumbang utama banyak kepada bilangan pertubuhan di Melaka dengan 13,757 pertubuhan atau 47.9 peratus. Ini diikuti dengan Makanan & minuman (4,838 pertubuhan; sumbangan: 16.8%) dan Perkhidmatan persendirian & lain-lain aktiviti (2,400 pertubuhan; sumbangan: 8.4%). Ketiga-tiga perkhidmatan ini secara kumulatif menyumbang 73.1 peratus daripada jumlah keseluruhan pertubuhan di Melaka.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM7.5 bilion atau 35.4 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara dengan RM3.7 bilion (sumbangan: 17.4%) dan Makanan & minuman dengan RM1.9 bilion (sumbangan: 9.0%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah sebanyak RM13.1 bilion (sumbangan: 61.8%).

Bekalan elektrik, gas, wap & pendinginan udara juga mencatatkan nilai input perantaraan tertinggi sebanyak RM3.0 bilion dengan sumbangan sebanyak 29.8 peratus, diikuti oleh Perdagangan borong & runcit (RM2.6 bilion; sumbangan: 25.3%) dan Makanan & minuman (RM1.0 bilion; sumbangan: 9.9%).

Selari dengan prestasi nilai output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Melaka berjumlah RM4.9 bilion atau 44.8 peratus. Ini diikuti oleh Kewangan (RM1.1 bilion; sumbangan: 9.8%) dan Makanan & minuman (RM0.9 bilion; sumbangan: 8.2%).

Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut mencatatkan bilangan pekerja yang tertinggi di Melaka, iaitu sebanyak 73,269 orang dengan sumbangan sebanyak 46.0 peratus. Ini diikuti oleh Makanan & minuman dengan 35,404 orang (sumbangan: 22.2%) dan Pengangkutan & penyimpanan dengan 6,616 orang (sumbangan: 4.2%).

Gaji & upah tertinggi turut disumbangkan oleh Perdagangan borong & runcit, berjumlah RM2.1 bilion atau 52.6 peratus. Ini diikuti oleh Makanan & minuman (RM0.3 bilion; sumbangan: 8.1%) dan Pendidikan swasta (RM0.3 bilion; sumbangan: 6.3%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Bekalan elektrik, gas, wap & pendinginan udara mencatatkan jumlah tertinggi iaitu RM4.7 bilion, menyumbang 30.6 peratus. Ini diikuti oleh Perdagangan borong & runcit dengan RM2.8 bilion (sumbangan: 18.3%) dan Pendidikan swasta dengan RM2.1 bilion (sumbangan: 13.6%).

Paparan 20: Statistik Utama bagi Melaka, 2022



MELAKA



Bilangan Pertubuhan: 28,726

Perdagangan borong & runcit
13,757 (47.9%)

Makanan & minuman
4,838 (16.8%)

Perkhidmatan persendirian &
lain-lain aktiviti
2,400 (8.4%)



Nilai Output Kasar: RM21.2b

Perdagangan borong & runcit
RM7.5b (35.4%)

Bekalan elektrik, gas, wap &
pendinginan udara
RM3.7b (17.4%)

Makanan & minuman
RM1.9b (9.0%)



Nilai Input Perantaraan: RM10.2b

Bekalan elektrik, gas, wap &
pendinginan udara
RM3.0b (29.8%)

Perdagangan borong & runcit
RM2.6b (25.3%)

Makanan & minuman
RM1.0b (9.9%)



Nilai Ditambah: RM11.0b

Perdagangan borong & runcit
RM4.9b (44.8%)

Kewangan
RM1.1b (9.8%)

Makanan & minuman
RM0.9b (8.2%)



Bilangan Pekerja: 159,349 orang

Perdagangan borong & runcit
73,269 orang (46.0%)

Makanan & minuman
35,404 orang (22.2%)

Pengangkutan & penyimpanan
6,616 orang (4.2%)



Gaji & Upah: RM4.0b

Perdagangan borong & runcit
RM2.1b (52.6%)

Makanan & minuman
RM0.3b (8.1%)

Pendidikan swasta
RM0.3b (6.3%)



Nilai Harta Tetap: RM15.2b

Bekalan elektrik, gas, wap &
pendinginan udara
RM4.7b (30.6%)

Perdagangan borong & runcit
RM2.8b (18.3%)

Pendidikan swasta
RM2.1b (13.6%)

(%): Peratus Sumbangan

10.5 NEGERI SEMBILAN

Negeri Sembilan memberikan sumbangan terhadap prestasi sektor Perkhidmatan pada tahun 2022. Bilangan pertubuhan yang beroperasi di Negeri Sembilan berjumlah 33,075 pertubuhan atau 3.5 peratus daripada keseluruhan pertubuhan di sektor Perkhidmatan pada tahun 2022. Nilai output kasar yang direkodkan adalah RM23.8 bilion, manakala nilai input perantaraan RM12.3 bilion menghasilkan nilai ditambah sebanyak RM11.5 bilion. Sementara itu, bilangan pekerja direkodkan adalah seramai 155,906 orang dengan gaji & upah berjumlah RM3.6 bilion. Nilai harta tetap pada tahun 2022 berjumlah RM22.6 bilion.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Negeri Sembilan dengan 15,053 pertubuhan atau 45.5 peratus. Ini diikuti dengan Makanan & minuman (6,362 pertubuhan; sumbangan: 19.2%) dan Perkhidmatan persendirian & lain-lain aktiviti (2,868 pertubuhan; sumbangan: 8.7%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 73.4 peratus kepada jumlah pertubuhan di Negeri Sembilan.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM6.9 bilion atau 29.0 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara sebanyak RM6.8 bilion (sumbangan: 28.4%) dan Makanan & minuman (RM2.2 bilion; sumbangan: 9.4%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM15.9 bilion (sumbangan: 66.8%).

Bekalan elektrik, gas, wap & pendinginan udara turut merekodkan nilai input perantaraan tertinggi sebanyak RM5.0 bilion dengan sumbangan 40.4 peratus, diikuti oleh Perdagangan borong & runcit (RM2.5 bilion; sumbangan: 20.2%) dan Makanan & minuman RM1.3 bilion (sumbangan: 10.2%).

Selari dengan prestasi nilai output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Negeri Sembilan sebanyak RM4.4 bilion atau 38.4 peratus. Ini diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara (RM1.8 bilion; sumbangan: 15.6%) dan Kewangan (RM1.1 bilion; sumbangan: 9.4%).

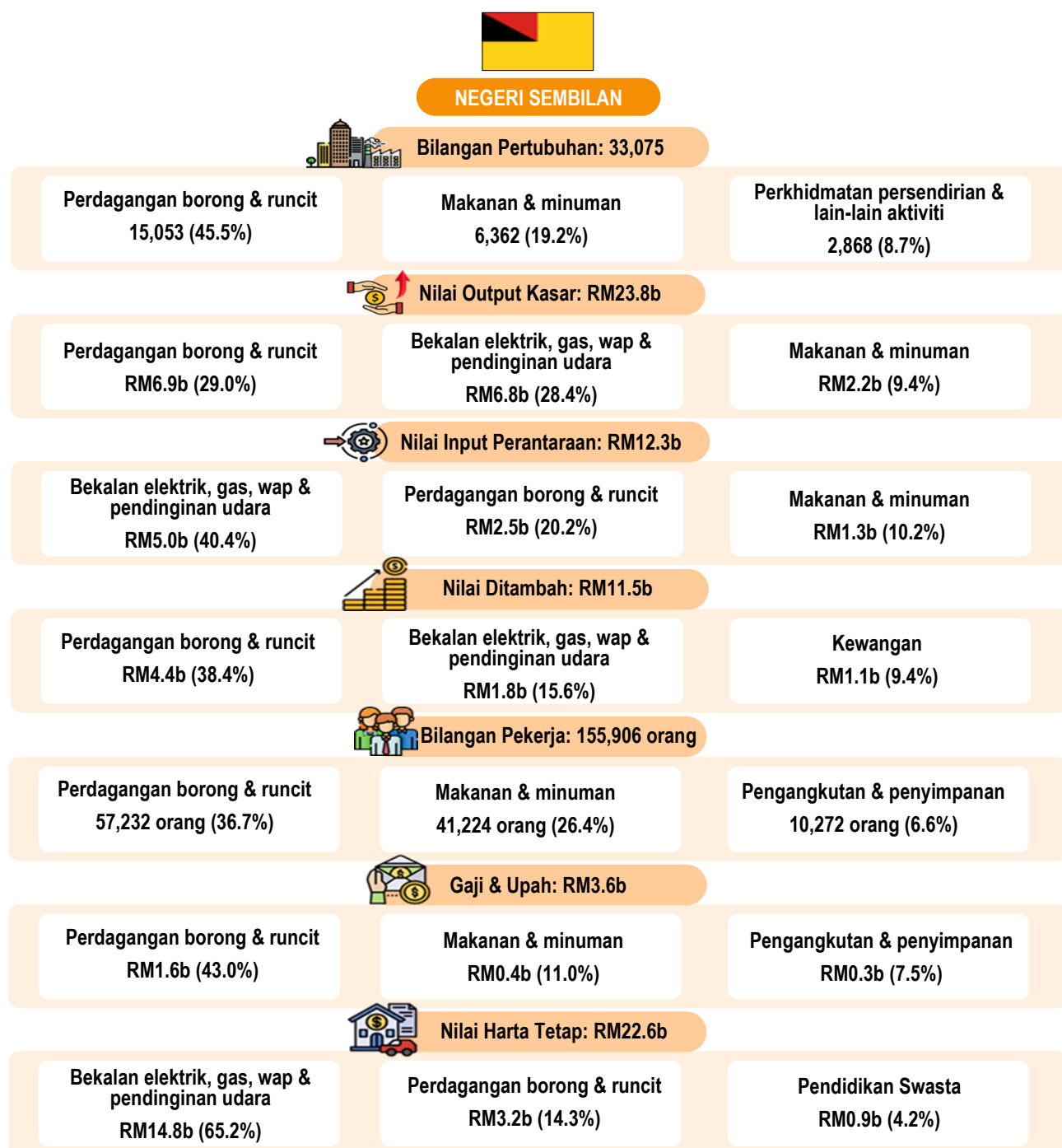
Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Negeri Sembilan iaitu 57,232 orang dengan sumbangan 36.7 peratus. Ini diikuti oleh Makanan & minuman (41,224 orang; sumbangan: 26.4%) dan Pengangkutan & penyimpanan (10,272 orang; sumbangan: 6.6%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM1.6 bilion atau 43.0 peratus. Ini diikuti oleh Makanan & minuman (RM0.4 bilion; sumbangan: 11.0%) dan Pengangkutan & penyimpanan (RM0.3 bilion; sumbangan: 7.5%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Bekalan elektrik, gas, wap & pendinginan udara mencatatkan jumlah tertinggi sebanyak RM14.8 bilion dengan sumbangan 65.2 peratus. Ini diikuti oleh Perdagangan borong & runcit sebanyak RM3.2 bilion (sumbangan: 14.3%) dan Pendidikan swasta sebanyak RM0.9 bilion (sumbangan: 4.2%).

Paparan 21: Statistik Utama bagi Negeri Sembilan, 2022



(%): Peratus Sumbangan

10.6 PAHANG

Bilangan pertubuhan yang beroperasi di Pahang berjumlah 36,199 pertubuhan pada tahun 2022. Nilai output kasar yang direkodkan adalah RM26.8 bilion, manakala nilai input perantara RM12.5 bilion menghasilkan nilai ditambah sebanyak RM14.3 bilion. Sementara itu, bilangan pekerja berjumlah 174,749 orang dengan gaji & upah bernilai RM3.9 bilion. Nilai harta tetap pada tahun 2022 berjumlah RM14.0 billion.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Pahang dengan 18,854 pertubuhan atau 52.1 peratus. Ini diikuti dengan Makanan & minuman (6,841 pertubuhan; sumbangan: 18.9%) dan Perkhidmatan persendirian & lain-lain aktiviti (3,807 pertubuhan; sumbangan: 10.5%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang menyumbang 81.5 peratus kepada jumlah pertubuhan di negeri Pahang.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM9.7 bilion atau 36.1 peratus, diikuti oleh Kesenian, hiburan & rekreasi sebanyak RM6.9 bilion (sumbangan: 25.7%) dan Makanan & minuman (RM2.9 bilion; sumbangan: 10.8%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM19.5 bilion (sumbangan: 72.6%).

Kesenian, hiburan & rekreasi merekodkan nilai input perantara tertinggi sebanyak RM4.4 bilion dengan sumbangan 34.9 peratus, diikuti oleh Perdagangan borong & runcit (RM3.2 bilion; sumbangan: 25.6%) dan Makanan & minuman (RM1.8 bilion, sumbangan: 14.0%).

Selari dengan prestasi nilai output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Pahang sebanyak RM6.5 bilion atau 45.3 peratus. Ini diikuti oleh Kesenian, hiburan & rekreasi (RM2.5 bilion; sumbangan: 17.7%) dan Makanan & minuman (RM1.1 bilion; sumbangan: 8.0%).

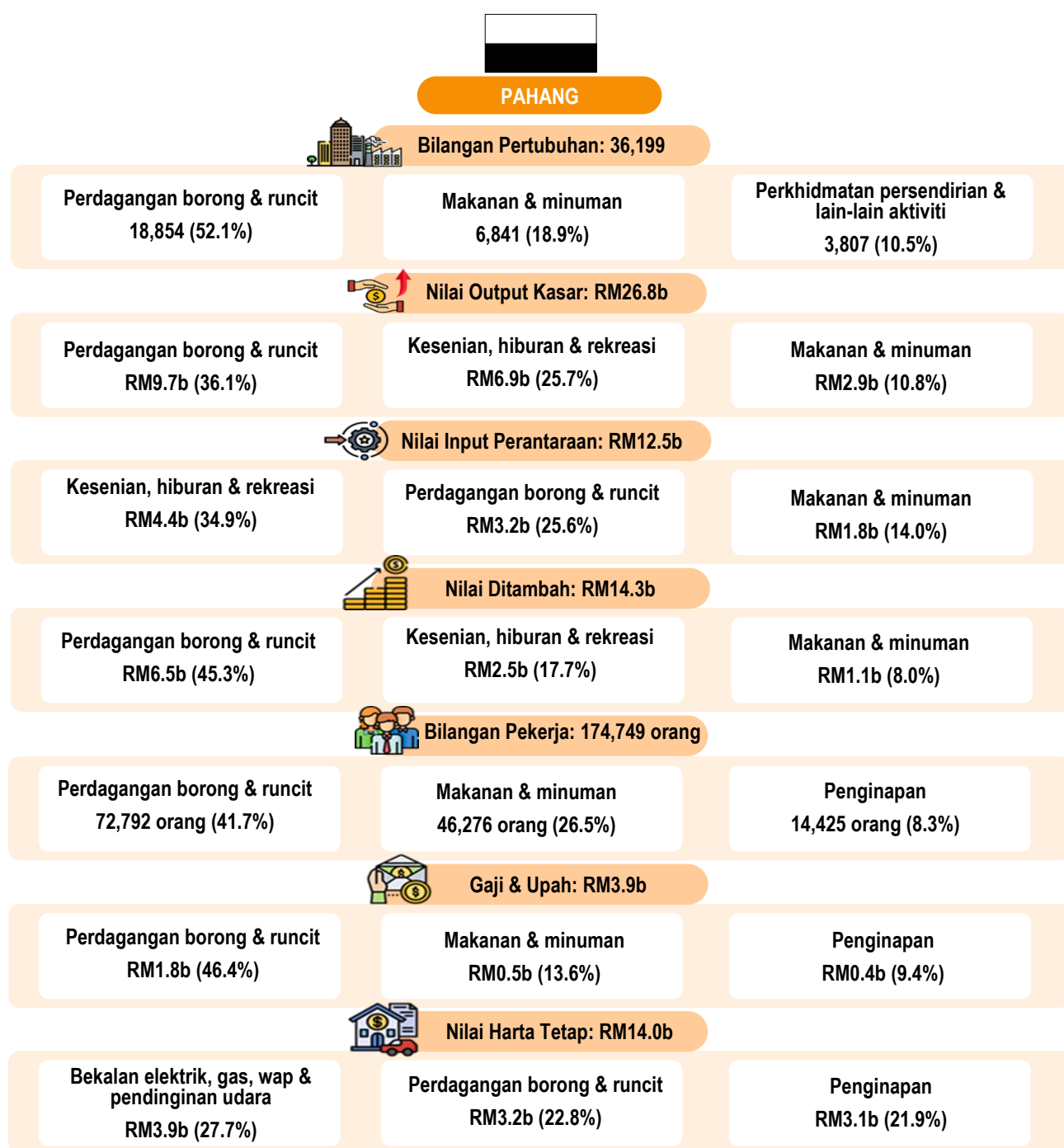
Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Pahang iaitu 72,792 orang dengan sumbangan 41.7 peratus. Ini diikuti oleh Makanan & minuman (46,276 orang; sumbangan: 26.5%) dan Penginapan (14,425 orang; sumbangan: 8.3%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM1.8 bilion atau 46.4 peratus. Ini diikuti oleh Makanan & minuman (RM0.5 bilion; sumbangan: 13.6%) dan Penginapan (RM0.4 bilion; sumbangan: 9.4%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Bekalan elektrik, gas, wap & pendinginan udara mencatatkan jumlah tertinggi sebanyak RM3.9 bilion dengan sumbangan 27.7 peratus. Ini diikuti oleh Perdagangan borong & runcit sebanyak RM3.2 bilion (sumbangan: 22.8%) dan Penginapan sebanyak RM3.1 bilion (sumbangan: 21.9%).

Paparan 22: Statistik Utama bagi Pahang, 2022



(%): Peratus Sumbangan

10.7 PULAU PINANG

Sektor Perkhidmatan di Pulau Pinang merupakan penyumbang keempat terbesar kepada ekonomi. Pada tahun 2022, terdapat 70,166 pertubuhan yang beroperasi di Pulau Pinang. Output kasar yang direkodkan adalah RM69.0 bilion pada 2022. Peningkatan yang sama dalam input perantaraan sebanyak RM32.4 billion, menghasilkan nilai ditambah sebanyak RM36.6 bilion. Pulau Pinang juga mencatatkan bilangan pekerja keempat terbesar dengan 358,038 orang dan gaji & upah mencapai RM10.2 bilion. Manakala nilai harta tetap merekodkan RM37.5 bilion.

Perdagangan borong & runcit menyumbang kepada majoriti pertubuhan di Pulau Pinang, dengan 33,510 atau 47.8 peratus. Ini diikuti dengan Makanan & minuman (11,432 pertubuhan; sumbangan: 16.3%) dan Perkhidmatan persendirian & lain-lain aktiviti (5,506 pertubuhan; sumbangan: 7.8%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 71.9 peratus kepada jumlah pertubuhan di Pulau Pinang.

Perdagangan borong & runcit juga mencatatkan output kasar tertinggi sebanyak RM27.8 bilion atau 40.3 peratus, diikuti oleh Makanan & minuman dengan RM7.0 bilion (sumbangan: 10.2%) dan Kewangan dengan RM6.3 bilion (sumbangan: 9.2%). Semua tiga negeri dalam perkhidmatan ini secara kumulatifnya menyumbang RM41.1 bilion (sumbangan: 59.7%).

Nilai input perantaraan bagi Perdagangan borong & runcit mencapai RM11.9 bilion (sumbangan: 36.7%), diikuti oleh Makanan & minuman dengan RM3.9 bilion (sumbangan: 12.2%) dan Pengangkutan & penyimpanan (RM3.3 bilion; sumbangan: 10.3%).

Selaras dengan prestasi output kasar, Perdagangan borong & runcit turut mencatatkan nilai ditambah tertinggi di Pulau Pinang, mencapai RM15.9 bilion atau 43.4 peratus. Ini diikuti oleh Kewangan (RM4.2 bilion, sumbangan: 11.5%) dan Makanan & minuman (RM3.1 bilion; sumbangan: 8.4%).

Sementara itu, Perdagangan borong & runcit juga merekodkan bilangan pekerja paling tinggi di Pulau Pinang dengan 135,251 orang (sumbangan: 37.8%) daripada jumlah Perkhidmatan. Ini diikuti oleh Makanan & minuman dengan 74,643 orang (sumbangan: 20.8%) dan Pengangkutan & penyimpanan dengan 24,769 orang (sumbangan: 6.9%).

Gaji & upah tertinggi dicatatkan oleh Perdagangan Borong & runcit, berjumlah RM4.2 bilion (sumbangan: 41.2%). Ini diikuti oleh Makanan & minuman dengan RM1.1 bilion (sumbangan: 10.4%) dan Kewangan (RM0.9 bilion; sumbangan: 8.8%).

Ringkasan Penemuan

Selain itu, bagi harta tetap, Perdagangan borong & runcit merekodkan jumlah tertinggi sebanyak RM8.0 bilion dengan sumbangan 21.3 peratus. Ini diikuti oleh Maklumat & komunikasi dengan RM5.1 bilion (sumbangan: 13.6%) dan Kewangan dengan RM4.8 bilion (sumbangan: 12.8%).

Paparan 23: Statistik Utama bagi Pulau Pinang, 2022



PULAU PINANG



Bilangan Pertubuhan: 70,166

Perdagangan borong & runcit
33,510 (47.8%)

Makanan & minuman
11,432 (16.3%)

Perkhidmatan persendirian &
lain-lain aktiviti
5,506 (7.8%)



Nilai Output Kasar: RM69.0b

Perdagangan borong & runcit
RM27.8b (40.3%)

Makanan & minuman
RM7.0b (10.2%)

Kewangan
RM6.3b (9.2%)



Nilai Input Perantaraan: RM32.4b

Perdagangan borong & runcit
RM11.9b (36.7%)

Makanan & minuman
RM3.9b (12.2%)

Pengangkutan & penyimpanan
RM3.3b (10.3%)



Nilai Ditambah: RM36.6b

Perdagangan borong & runcit
RM15.9b (43.4%)

Kewangan
RM4.2b (11.5%)

Makanan & minuman
RM3.1b (8.4%)



Bilangan Pekerja: 358,038 orang

Perdagangan borong & runcit
135,251 orang (37.8%)

Makanan & minuman
74,643 orang (20.8%)

Pengangkutan & penyimpanan
24,769 orang (6.9%)



Gaji & Upah: RM10.2b

Perdagangan borong & runcit
RM4.2b (41.2%)

Makanan & minuman
RM1.1b (10.4%)

Kewangan
RM0.9b (8.8%)



Harta Tetap: RM37.5b

Perdagangan borong & runcit
RM8.0b (21.3%)

Maklumat dan komunikasi
RM5.1b (13.6%)

Kewangan
RM4.8b (12.8%)

(%): Peratus Sumbangan

10.8 PERAK

Bilangan pertubuhan yang beroperasi di Perak berjumlah 67,704 atau 7.1 peratus daripada keseluruhan pertubuhan di sektor Perkhidmatan pada tahun 2022. Nilai output kasar yang direkodkan adalah RM45.0 bilion, manakala nilai input perantaraan RM23.7 bilion menghasilkan nilai ditambah sebanyak RM21.3 bilion. Perak merekodkan 316,975 orang pekerja pada tahun 2022 dengan gaji & upah berjumlah RM7.4 billion, sementara nilai harta tetap adalah RM28.7 bilion.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Perak dengan 35,534 pertubuhan atau 52.5 peratus. Ini diikuti dengan Makanan & minuman (11,551 pertubuhan; sumbangan: 17.1%) dan Perkhidmatan persendirian dan lain-lain aktiviti (6,191 pertubuhan; sumbangan: 9.1%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 78.7 peratus kepada jumlah pertubuhan di negeri Perak.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM16.7 bilion atau 37.1 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara sebanyak RM10.3 bilion (sumbangan: 22.9%) dan Makanan & minuman (RM4.3 bilion; sumbangan: 9.6%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM31.3 bilion (sumbangan: 69.6%).

Bekalan elektrik, gas, wap & pendinginan udara merekodkan nilai input perantaraan tertinggi sebanyak RM8.8 bilion dengan sumbangan 36.9 peratus, diikuti oleh Perdagangan borong & runcit (RM6.4 bilion; sumbangan: 27.1%) dan Makanan & minuman (RM2.6 bilion, sumbangan: 11.0%).

Selari dengan prestasi nilai output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Perak sebanyak RM10.3 bilion atau 48.2 peratus. Ini diikuti oleh Kewangan (RM2.3 bilion; sumbangan: 10.9%) dan Makanan & minuman (RM1.7 bilion; sumbangan: 8.1%).

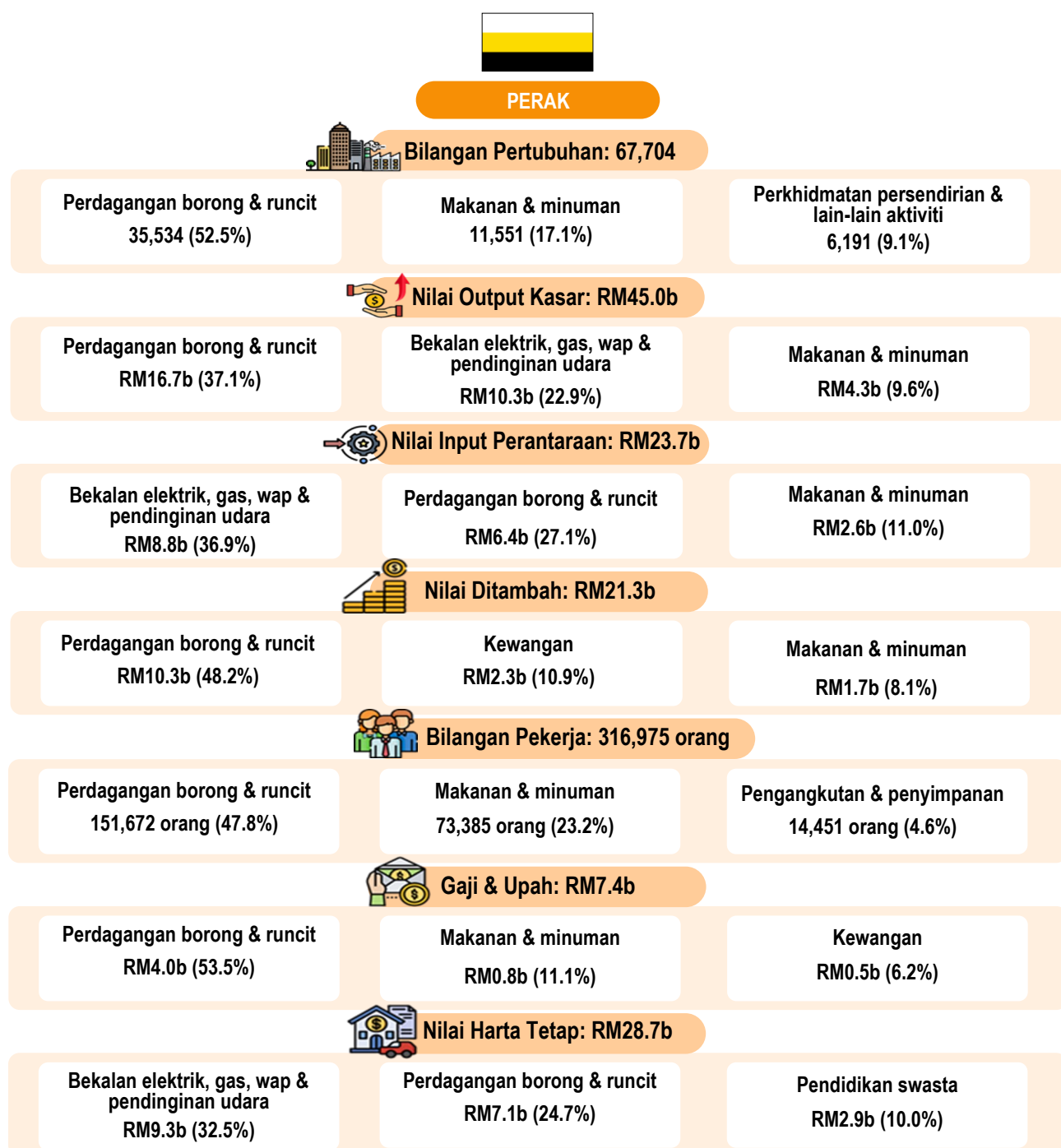
Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Perak iaitu 151,672 orang dengan sumbangan 47.8 peratus. Ini diikuti oleh Makanan & minuman (73,385 orang; sumbangan: 23.2%) dan Pengangkutan dan penyimpanan (14,451 orang; sumbangan: 4.6%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM4.0 bilion atau 53.5 peratus. Ini diikuti oleh Makanan & minuman (RM0.8 bilion; sumbangan: 11.1%) dan Kewangan (RM0.5 bilion; sumbangan: 6.2%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Bekalan elektrik, gas, wap & pendinginan udara mencatatkan jumlah tertinggi sebanyak RM9.3 bilion dengan sumbangan 32.5 peratus. Ini diikuti oleh Perdagangan borong & runcit sebanyak RM7.1 bilion (sumbangan: 24.7%) dan Pendidikan swasta sebanyak RM2.9 bilion (sumbangan: 10.0%).

Paparan 24: Statistik Utama bagi Perak, 2022



(%): Peratus Sumbangan

10.9 PERLIS

Prestasi ekonomi di Perlis menunjukkan pertumbuhan yang memberangsangkan dalam beberapa aspek utama. Bilangan pertubuhan yang beroperasi di Perlis berjumlah 6,211 pertubuhan pada tahun 2022. Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Perlis dengan 2,976 pertubuhan atau 47.9 peratus. Ini diikuti dengan Makanan & minuman (1,475 pertubuhan; sumbangan: 23.7%) dan Perkhidmatan persendirian dan lain-lain aktiviti (541 pertubuhan; sumbangan: 8.7%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang menyumbang 80.3 peratus kepada jumlah pertubuhan di negeri Perlis (**Paparan 25**).

Nilai output kasar merekodkan RM3.9 billion yang mana Perdagangan borong & runcit mencatatkan nilai output kasar tertinggi sebanyak RM1.0 bilion atau 24.9 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara sebanyak RM0.9 bilion (sumbangan: 23.0%) dan Kewangan (RM0.8 bilion; sumbangan: 21.4%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM2.7 bilion (sumbangan: 69.3%).

Perlis turut mencatatkan nilai input perantaraan sebanyak RM1.4 billion, yang disumbangkan oleh Perdagangan borong & runcit yang merekodkan nilai input perantaraan tertinggi sebanyak RM0.3 bilion dengan sumbangan 24.1 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara (RM0.3 bilion; sumbangan: 20.9%) dan Makanan & minuman (RM0.2 bilion, sumbangan: 16.5%).

Selari dengan prestasi nilai output kasar, nilai ditambah di Perlis adalah RM2.4 billion. Perdagangan borong & runcit merekodkan nilai ditambah tertinggi di Perlis berjumlah RM0.62 bilion atau 25.4 peratus. Ini diikuti oleh Kewangan (RM0.61 bilion; sumbangan: 25.2%) dan Bekalan elektrik, gas, wap & pendinginan udara (RM0.59 bilion; sumbangan: 24.3%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM1.8 bilion (sumbangan: 74.9%).

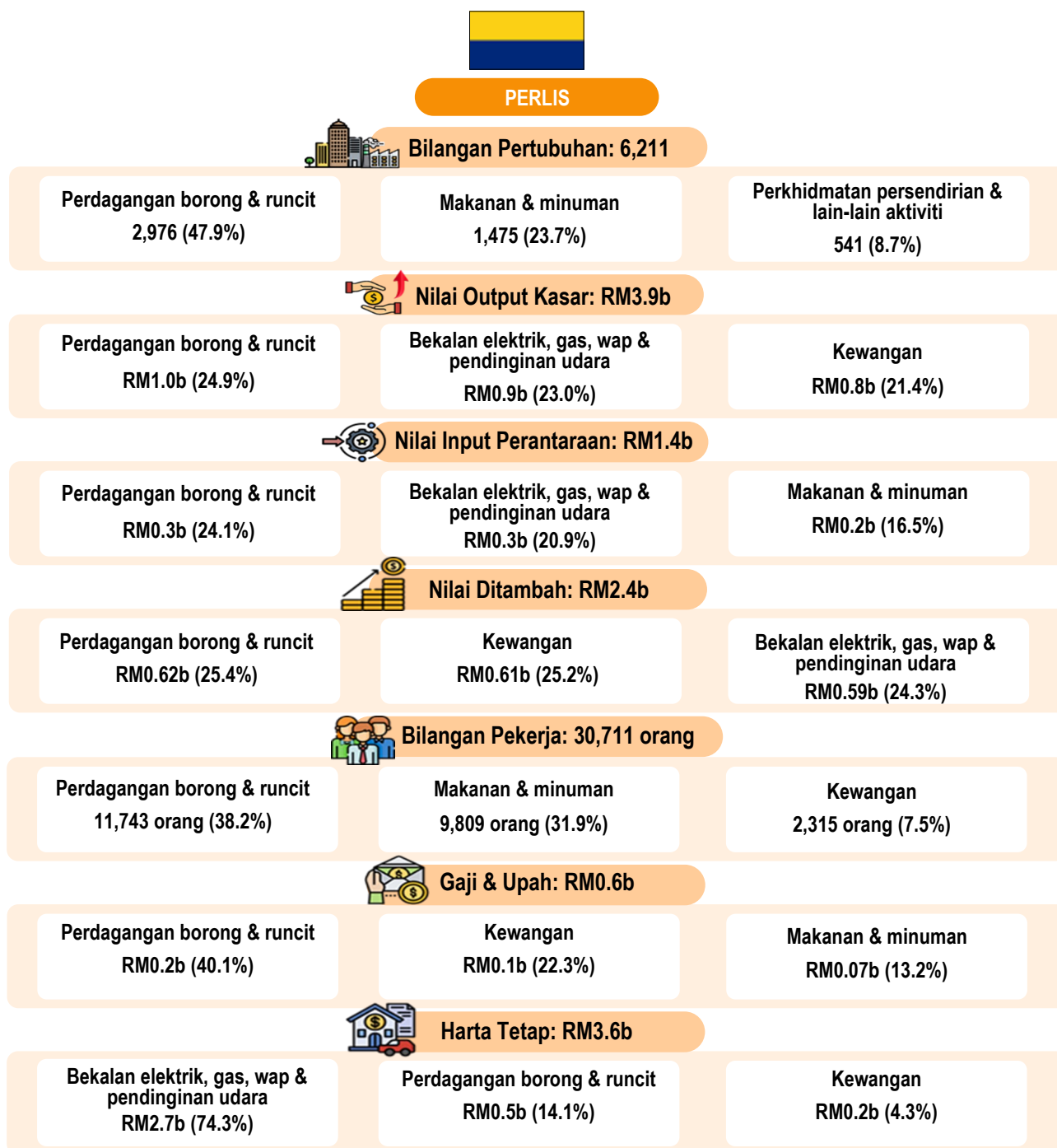
Bilangan pekerja di Perlis merekodkan 30,711 orang yang disumbangkan oleh Perdagangan borong & runcit yang merekodkan bilangan pekerja yang tertinggi iaitu 11,743 orang dengan sumbangan 38.2 peratus. Ini diikuti oleh Makanan & minuman (9,809 orang; sumbangan: 31.9%) dan Kewangan (2,315 orang; sumbangan: 7.5%).

Manakala, gaji & upah pula berjumlah RM0.6 billion. Gaji & upah tertinggi disumbangkan oleh Perdagangan borong & runcit sebanyak RM0.2 bilion atau 40.1 peratus. Ini diikuti oleh Kewangan (RM0.1 bilion; sumbangan: 22.3%) dan Makanan & minuman (RM0.07 bilion; sumbangan: 13.2%).

Ringkasan Penemuan

Selain itu, nilai harta tetap di Perlis adalah RM3.6 billion. Ini disumbangkan oleh Bekalan Elektrik, Gas, Wap & Pendinginan Udara mencatatkan nilai harta tetap tertinggi iaitu RM2.7 billion, dengan sumbangan 74.3 peratus. Ini diikuti oleh Perdagangan Borong & Runcit sebanyak RM0.5 bilion (sumbangan: 14.1%) dan Kewangan sebanyak RM0.2 bilion (sumbangan: 4.3%) (**Paparan 25**).

Paparan 25: Perangkaan Utama bagi Perlis, 2022



(%): Peratus Sumbangan

10.10 SELANGOR

Secara keseluruhan, Selangor merupakan penyumbang utama prestasi sektor Perkhidmatan pada tahun 2022. Bilangan pertubuhan yang beroperasi di Selangor berjumlah 232,206 pertubuhan dengan merekodkan nilai output kasar sebanyak RM477.2 bilion. Pada masa yang sama, nilai input perantaraan adalah RM215.6 bilion menghasilkan nilai ditambah sebanyak RM261.5 bilion. Selangor turut mencatatkan bilangan pekerja tertinggi seramai 1,585,500 orang dengan gaji & upah berjumlah RM65.1 bilion. Sementara itu, nilai harta tetap adalah RM352.8 bilion seperti di **Paparan 26**.

Perdagangan borong & runcit masih kekal sebagai penyumbang utama kepada bilangan pertubuhan di Selangor dengan 109,507 pertubuhan atau 47.2 peratus. Ini diikuti dengan Makanan & minuman (24,625 pertubuhan; sumbangan: 10.6%) dan Profesional (22,350 pertubuhan; sumbangan: 9.6%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 67.4 peratus kepada jumlah pertubuhan di negeri Selangor.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM185.3 bilion atau 38.8 peratus, diikuti oleh Pengangkutan & penyimpanan sebanyak RM76.5 bilion (sumbangan: 16.0%) dan Maklumat & komunikasi (RM57.2 bilion; sumbangan: 12.0%). Secara kolektif, ketiga-tiga perkhidmatan ini menyumbang 66.8 peratus daripada jumlah keseluruhan output kasar dengan nilai sebanyak RM319.0 bilion.

Pada masa yang sama, Perdagangan borong & runcit turut merekodkan nilai input perantaraan tertinggi dengan RM66.8 bilion atau menyumbang sebanyak 31.0 peratus, diikuti oleh Pengangkutan & penyimpanan (RM46.1 bilion; sumbangan: 21.4%) dan Maklumat & komunikasi dengan RM27.2 bilion (sumbangan: 12.6%).

Selari dengan prestasi nilai output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Selangor sebanyak RM118.6 bilion atau 45.3 peratus. Ini diikuti oleh Pengangkutan & penyimpanan (RM30.3 bilion; sumbangan: 11.6%) dan Maklumat & komunikasi (RM30.0 bilion; sumbangan: 11.5%).

Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Selangor iaitu 519,952 orang dengan sumbangan 32.8 peratus. Ini diikuti oleh Makanan & minuman (278,345 orang; sumbangan: 17.6%) dan Pengangkutan & penyimpanan (210,591 orang; sumbangan: 13.3%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM22.1 bilion atau 34.0 peratus. Ini diikuti oleh Pengangkutan & penyimpanan (RM10.1 bilion; sumbangan: 15.5%) dan Maklumat & komunikasi (RM8.0 bilion; sumbangan: 12.4%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Pengangkutan & penyimpanan mencatatkan jumlah tertinggi sebanyak RM115.0 bilion dengan sumbangan 32.6 peratus. Ini diikuti oleh Kewangan sebanyak RM105.7 bilion (sumbangan: 30.0%) dan Perdagangan borong & runcit sebanyak RM44.0 bilion (sumbangan: 12.5%).

Paparan 26: Statistik Utama bagi Selangor, 2022



SELANGOR



Bilangan Pertubuhan: 232,206

Perdagangan borong & runcit
109,507 (47.2%)

Makanan & minuman
24,625 (10.6%)

Profesional
22,350 (9.6%)



Nilai Output Kasar: RM477.2b

Perdagangan borong & runcit
RM185.3b (38.8%)

Pengangkutan & penyimpanan
RM76.5b (16.0%)

Maklumat & komunikasi
RM57.2b (12.0%)



Nilai Input Perantaraan: RM215.6b

Perdagangan borong & runcit
RM66.8b (31.0%)

Pengangkutan & penyimpanan
RM46.1b (21.4%)

Maklumat & komunikasi
RM27.2b (12.6%)



Nilai Ditambah: RM261.5b

Perdagangan borong & runcit
RM118.6b (45.3%)

Pengangkutan & penyimpanan
RM30.3b (11.6%)

Maklumat & komunikasi
RM30.0b (11.5%)



Bilangan Pekerja: 1,585,500 orang

Perdagangan borong & runcit
519,952 orang (32.8%)

Makanan & minuman
278,345 orang (17.6%)

Pengangkutan & penyimpanan
210,591 orang (13.3%)



Gaji & Upah: RM65.1b

Perdagangan borong & runcit
RM22.1b (34.0%)

Pengangkutan & penyimpanan
RM10.1b (15.5%)

Maklumat & komunikasi
RM8.0b (12.4%)



Harta Tetap: RM352.8b

Pengangkutan & penyimpanan
RM115.0b (32.6%)

Kewangan
RM105.7b (30.0%)

Perdagangan borong & runcit
RM44.0b (12.5%)

(%): Peratus Sumbangan

10.11 TERENGGANU

Bilangan pertubuhan yang beroperasi di Terengganu berjumlah 29,065 pertubuhan atau 3.1 peratus daripada keseluruhan pertubuhan di sektor Perkhidmatan pada tahun 2022. Nilai output kasar yang direkodkan adalah RM12.1 billion, manakala nilai input perantaraan RM5.2 bilion menghasilkan nilai ditambah sebanyak RM6.9 billion. Sementara itu, bagi bilangan pekerja, Terengganu merekodkan 120,311 orang atau 2.1 peratus daripada keseluruhan pekerja dalam sektor Perkhidmatan pada tahun 2022. Gaji & upah pula berjumlah RM2.2 bilion dan nilai harta tetap berjumlah RM10.7 billion.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Terengganu dengan 14,354 pertubuhan atau 49.4 peratus. Ini diikuti dengan Makanan & minuman (6,825 pertubuhan; sumbangan: 23.5%) dan Perkhidmatan persendirian dan lain-lain aktiviti (3,050 pertubuhan; sumbangan: 10.5%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 83.4 peratus kepada jumlah pertubuhan di negeri Terengganu.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM5.3 bilion atau 43.6 peratus, diikuti oleh Makanan & minuman sebanyak RM1.9 billion (sumbangan: 15.5%) dan Pengangkutan & penyimpanan dengan RM1.5 bilion (sumbangan: 12.7%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM8.7 bilion atau 71.8 peratus.

Perdagangan borong & runcit turut merekodkan nilai input perantaraan tertinggi sebanyak RM1.9 bilion dengan sumbangan 36.1 peratus, diikuti oleh Makanan & minuman (RM1.0 bilion; sumbangan: 19.1%) dan Pengangkutan & penyimpanan (RM0.8 bilion, sumbangan: 15.8%).

Selari dengan prestasi nilai output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Terengganu sebanyak RM3.4 bilion atau 49.2 peratus. Ini diikuti oleh Makanan & minuman (RM0.9 bilion; sumbangan: 12.8%) dan Pengangkutan & penyimpanan (RM0.7 bilion; sumbangan: 10.4%).

Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Terengganu iaitu 47,340 orang dengan sumbangan 39.3 peratus. Ini diikuti oleh Makanan & minuman dengan 37,836 orang (sumbangan: 31.4%) dan Pengangkutan & penyimpanan dengan 6,727 orang (sumbangan: 5.6%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM1.0 bilion atau 44.1 peratus. Ini diikuti oleh Makanan & minuman (RM0.3 bilion; sumbangan: 14.5%) dan Pengangkutan & penyimpanan (RM0.2 bilion; sumbangan: 8.8%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Bekalan elektrik, gas, wap & pendinginan udara mencatatkan jumlah tertinggi sebanyak RM2.8 bilion dengan sumbangan 25.9 peratus. Ini diikuti oleh Pengangkutan & penyimpanan sebanyak RM2.4 bilion (22.3%) dan Perdagangan borong & runcit sebanyak RM1.7 bilion (16.1%).

Paparan 27: Statistik Utama bagi Terengganu, 2022



TERENGGANU



Bilangan Pertubuhan: 29,065

Perdagangan borong & runcit
14,354 (49.4%)

Makanan & minuman
6,825 (23.5%)

Perkhidmatan persendirian &
lain-lain aktiviti



Nilai Output Kasar: RM12.1b

Perdagangan borong & runcit
RM5.3b (43.6%)

Makanan & minuman
RM1.9b (15.5%)

Pengangkutan & penyimpanan
RM1.5b (12.7%)



Nilai Input Perantaraan: RM5.2b

Perdagangan borong & runcit
RM1.9b (36.1%)

Makanan & minuman
RM1.0b (19.1%)

Pengangkutan & penyimpanan
RM0.8b (15.8%)



Nilai Ditambah: RM6.9b

Perdagangan borong & runcit
RM3.4b (49.2%)

Makanan & minuman
RM0.9b (12.8%)

Pengangkutan & penyimpanan
RM0.7b (10.4%)



Bilangan Pekerja: 120,311 orang

Perdagangan borong & runcit
47,340 orang (39.3%)

Makanan & minuman
37,836 orang (31.4%)

Pengangkutan & penyimpanan
6,727 orang (5.6%)



Gaji & Upah: RM2.2b

Perdagangan borong & runcit
RM1.0b (44.1%)

Makanan & minuman
RM0.3b (14.5%)

Pengangkutan & penyimpanan
RM0.2b (8.8%)



Harta Tetap: RM10.7b

Bekalan elektrik, gas, wap &
pendinginan udara
RM2.8b (25.9%)

Pengangkutan & penyimpanan
RM2.4b (22.8%)

Perdagangan borong & runcit
RM1.7b (16.1%)

(%): Peratus Sumbangan

10.12 SABAH

Bilangan pertubuhan yang beroperasi di Sabah berjumlah 62,527 pertubuhan daripada keseluruhan pertubuhan di sektor Perkhidmatan pada tahun 2022. Nilai output kasar yang direkodkan adalah RM47.7 bilion, manakala nilai input perantaraan RM21.0 billion, menghasilkan nilai ditambah sebanyak RM26.7 bilion.

Sabah turut merekodkan bilangan pekerja dengan 306,117 orang daripada keseluruhan pekerja dalam sektor Perkhidmatan pada tahun 2022. Gaji & upah pula berjumlah RM7.5 billion dan nilai harta tetap merekodkan RM25.1 bilion.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Sabah dengan 35,582 pertubuhan atau 56.9 peratus. Ini diikuti dengan Makanan & minuman (7,875 pertubuhan; sumbangan:12.6%) dan Pengangkutan & penyimpanan (5,886 pertubuhan; sumbangan: 9.4%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 78.9 peratus kepada jumlah pertubuhan di negeri Sabah.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM25.2 bilion atau 52.9 peratus, diikuti oleh Makanan & minuman sebanyak RM4.4 bilion (sumbangan: 9.3%) dan Pengangkutan & penyimpanan (RM3.7 bilion; sumbangan: 7.8%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM33.3 bilion (sumbangan: 70.0%).

Perdagangan borong & runcit turut merekodkan nilai input perantaraan tertinggi sebanyak RM9.0 bilion dengan sumbangan 43.1 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendinginan udara (RM2.8 bilion; sumbangan: 13.2%) dan Makanan & minuman (RM2.4 bilion, sumbangan: 11.6%).

Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Sabah sebanyak RM16.2 bilion atau 60.5 peratus. Ini diikuti oleh Kewangan (RM2.3 bilion; sumbangan: 8.6%) dan Makanan & minuman (RM2.0 bilion; sumbangan: 7.5%).

Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Sabah iaitu 135,075 orang dengan sumbangan 44.1 peratus. Ini diikuti oleh Makanan & minuman (57,077 orang; sumbangan: 18.6%) dan Pengangkutan dan penyimpanan (28,888 orang; sumbangan: 9.4%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM3.5 bilion atau 46.1 peratus. Ini diikuti oleh Makanan & minuman (RM0.7 bilion; sumbangan: 9.1%) dan Pengangkutan & penyimpanan (RM0.6 bilion; sumbangan: 8.3%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Bekalan elektrik, gas, wap & pendinginan udara mencatatkan jumlah tertinggi sebanyak RM6.0 bilion dengan sumbangan 23.8 peratus. Ini diikuti oleh Penginapan sebanyak RM4.7 bilion (sumbangan: 18.9%) dan Perdagangan borong & runcit sebanyak RM4.6 bilion (sumbangan: 18.3%).

Paparan 28: Statistik Utama bagi Sabah, 2022



SABAH



Bilangan Pertubuhan: 62,527

Perdagangan borong & runcit
35,582 (56.9%)

Makanan & minuman
7,875 (12.6%)

Pengangkutan & penyimpanan
5,866 (9.4%)



Nilai Output Kasar: RM47.7b

Perdagangan borong & runcit
RM25.2b (52.9%)

Makanan & minuman
RM4.4b (9.3%)

Pengangkutan & penyimpanan
RM3.7b (7.8%)



Nilai Input Perantaraan: RM21.0b

Perdagangan borong & runcit
RM9.0b (43.1%)

Bekalan elektrik, gas, wap & pendinginan udara
RM2.8b (13.2%)

Makanan & minuman
RM2.4b (11.6%)



Nilai Ditambah: RM26.7b

Perdagangan borong & runcit
RM16.2b (60.5%)

Kewangan
RM2.3b (8.6%)

Makanan & minuman
RM2.0b (7.5%)



Bilangan Pekerja: 306,117 orang

Perdagangan borong & runcit
135,075 orang (44.1%)

Makanan & minuman
57,077 orang (18.6%)

Pengangkutan & penyimpanan
28,888 orang (9.4%)



Gaji & Upah: RM7.5b

Perdagangan borong & runcit
RM3.5b (46.1%)

Makanan & minuman
RM0.7b (9.1%)

Pengangkutan & penyimpanan
RM0.6b (8.3%)



Harta Tetap: RM25.1b

Bekalan elektrik, gas, wap & pendinginan udara
RM6.0b (23.8%)

Penginapan
RM4.7b (18.9%)

Perdagangan borong & runcit
RM4.6b (18.3%)

(%): Peratus Sumbangan

10.13 SARAWAK

Pada tahun 2022, bilangan pertubuhan yang beroperasi di Sarawak berjumlah 63,427 pertubuhan daripada keseluruhan pertubuhan di sektor Perkhidmatan. Nilai output kasar yang direkodkan adalah RM61.1 bilion, manakala nilai input perantaraan RM27.4 bilion menghasilkan nilai ditambah sebanyak RM33.7 bilion.

Sarawak merekodkan bilangan pekerja dengan 334,268 orang daripada keseluruhan pekerja dalam sektor Perkhidmatan pada tahun 2022. Gaji & upah pula berjumlah RM9.4 billion dan nilai harta tetap merekodkan RM54.5 bilion.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Sarawak dengan 33,354 pertubuhan atau 52.6 peratus. Ini diikuti dengan Makanan & minuman (10,654 pertubuhan; sumbangan: 16.8%) dan Pengangkutan & penyimpanan (4,898 pertubuhan; sumbangan: 7.7%). Ketiga-tiga perkhidmatan ini secara kumulatifnya menyumbang 77.1 peratus kepada jumlah pertubuhan di negeri Sarawak.

Perdagangan borong & runcit juga mencatatkan nilai output kasar tertinggi sebanyak RM22.0 bilion atau 36.0 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendingin udara sebanyak RM11.6 bilion (sumbangan: 18.9%) dan Pengangkutan & penyimpanan (RM7.8 bilion; sumbangan 12.8%). Nilai sumbangan ketiga-tiga perkhidmatan ini adalah RM41.3 bilion (sumbangan: 67.7%).

Perdagangan borong & runcit turut merekodkan nilai input perantaraan tertinggi sebanyak RM8.0 bilion dengan sumbangan 29.4 peratus, diikuti oleh Bekalan elektrik, gas, wap & pendingin udara (RM6.3 bilion; sumbangan: 22.9%) dan Pengangkutan & penyimpanan (RM4.5 billion; sumbangan: 16.4%).

Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Sarawak sebanyak RM13.9 bilion atau 41.3 peratus. Ini diikuti oleh Bekalan elektrik, gas, wap & pendingin udara (RM5.3 bilion; sumbangan: 15.7%) dan Pengangkutan & penyimpanan (RM3.3 bilion; sumbangan: 9.8%).

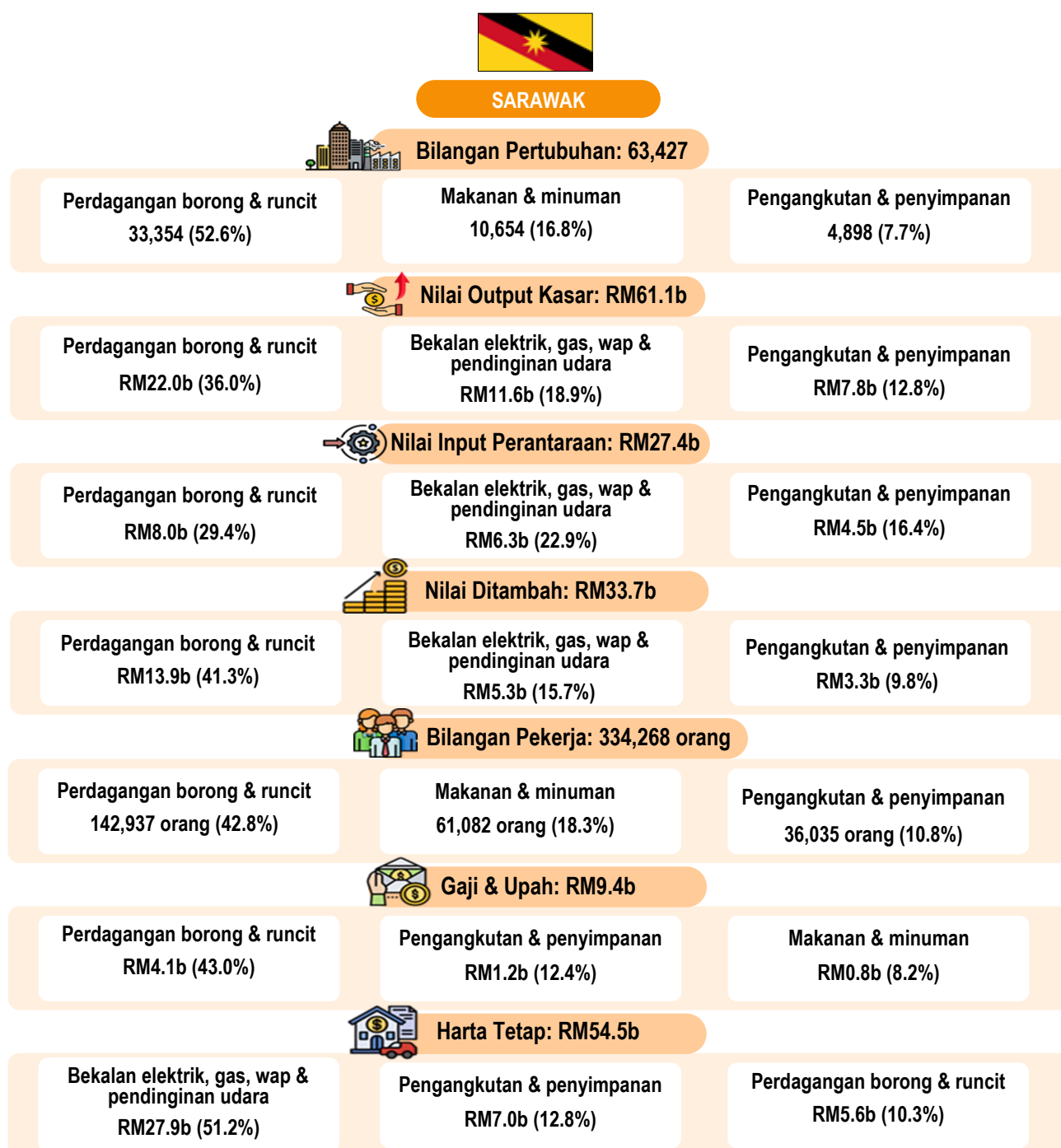
Sementara itu, bagi bilangan pekerja, Perdagangan borong & runcit turut merekodkan bilangan pekerja yang tertinggi di Sarawak iaitu 142,937 orang dengan sumbangan 42.8 peratus. Ini diikuti oleh Makanan & minuman (61,082 orang; sumbangan: 18.3%) dan Pengangkutan & penyimpanan (36,035 orang; sumbangan: 10.8%).

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit sebanyak RM4.1 bilion atau 43.0 peratus. Ini diikuti oleh Pengangkutan & penyimpanan (RM1.2 bilion; sumbangan 12.4%) dan Makanan & minuman (RM0.8 bilion; sumbangan 8.2%).

Ringkasan Penemuan

Selain itu, bagi nilai harta tetap, Bekalan elektrik, gas, wap & pendingin udara mencatatkan jumlah tertinggi sebanyak RM27.9 bilion dengan sumbangan 51.2 peratus. Ini diikuti oleh Pengangkutan & penyimpanan sebanyak RM7.0 bilion (sumbangan: 12.8%) dan Perdagangan borong & runcit sebanyak RM5.6 bilion (sumbangan: 10.3%).

Paparan 29: Statistik Utama bagi Sarawak, 2022



(%): Peratus Sumbangan

10.14 WILAYAH PERSEKUTUAN

Pada tahun 2022, Wilayah Persekutuan (termasuk WP Kuala Lumpur, WP Labuan, dan WP Putrajaya) merupakan penyumbang kedua terbesar dari segi bilangan pertubuhan, selepas Selangor, dengan 133,952 pertubuhan. Namun, dari segi output kasar, Wilayah Persekutuan merekodkan RM517.1 billion daripada jumlah keseluruhan output sektor Perkhidmatan. Sehubungan itu, Wilayah Persekutuan juga mendahului bagi nilai input perantaraan dengan jumlah RM228.3 bilion yang menghasilkan nilai ditambah sebanyak RM288.8 bilion.

Bilangan pekerja di Wilayah Persekutuan untuk sektor Perkhidmatan adalah 1,371,684 orang daripada keseluruhan bilangan pekerja di seluruh negara. Wilayah Persekutuan juga menyumbang sumbangan terbesar dalam pembayaran gaji & upah berjumlah RM68.3 bilion daripada keseluruhan nasional. Dari segi aset tetap yang dimiliki oleh pertubuhan adalah bersamaan dengan RM549.0 bilion, dimiliki oleh pertubuhan di Wilayah Persekutuan.

Perdagangan borong & runcit merupakan penyumbang utama kepada bilangan pertubuhan di Wilayah Persekutuan dengan 62,751 pertubuhan atau 46.8 peratus. Ini diikuti oleh Makanan & minuman (14,464 pertubuhan; sumbangan: 10.8%) dan Profesional (11,661 pertubuhan; sumbangan: 8.7%). Secara keseluruhan, ketiga-tiga perkhidmatan ini menyumbang sebanyak 57.7 peratus daripada jumlah bilangan pertubuhan di Wilayah Persekutuan. Perdagangan borong & runcit juga mencatatkan output kasar tertinggi sebanyak RM134.9 bilion atau 26.1 peratus, diikuti oleh Maklumat & komunikasi dengan RM124.3 bilion (sumbangan: 24.0%) dan Kewangan dengan RM105.0 bilion (sumbangan: 20.3%). Sumbangan ketiga-tiga perkhidmatan ini berjumlah RM364.3 bilion atau 70.4 peratus daripada jumlah keseluruhan nilai output kasar sektor Perkhidmatan di Wilayah Persekutuan.

Bagi input perantaraan, Perdagangan borong & runcit menyumbang sumbangan terbesar sebanyak 24.5 peratus atau RM56.0 bilion, diikuti rapat oleh Maklumat & komunikasi dengan sumbangan 24.4 peratus (RM55.8 bilion). Perkhidmatan kewangan berada di tempat ketiga dengan sumbangan sebanyak 16.6 peratus (RM38.0 bilion). Selaras dengan prestasi output kasar, Perdagangan borong & runcit mencatatkan nilai ditambah tertinggi di Wilayah Persekutuan dengan jumlah sebanyak RM78.9 bilion (sumbangan: 27.3%). Ini diikuti oleh Maklumat & komunikasi dengan RM68.5 bilion (23.7%) dan Kewangan dengan RM67.0 bilion (23.2%).

Sementara itu, dari segi bilangan pekerja, Perdagangan borong & runcit juga mencatatkan bilangan pekerja tertinggi di Wilayah Persekutuan, iaitu sebanyak 429,180 orang dengan sumbangan sebanyak 31.3 peratus. Ini diikuti oleh Kewangan dengan 217,814 orang (sumbangan: 15.9%) dan Makanan & minuman dengan 162,362 orang (sumbangan: 11.8%).

Ringkasan Penemuan

Gaji & upah tertinggi juga disumbangkan oleh Perdagangan borong & runcit, berjumlah RM21.8 bilion atau 31.9 peratus. Ini diikuti oleh Kewangan (RM14.5 bilion; sumbangan: 21.3%) dan Maklumat & komunikasi (RM10.5 bilion; sumbangan: 15.4%). Selain itu, bagi nilai aset tetap, Kewangan mencatatkan jumlah tertinggi sebanyak RM181.6 bilion, menyumbang 33.1 peratus kepada jumlah keseluruhan aset tetap. Ini diikuti oleh Maklumat & komunikasi dengan RM84.0 bilion (sumbangan: 15.3%) dan Pengangkutan & penyimpanan dengan RM53.2 bilion (sumbangan: 9.7%).

Paparan 30: Statistik Utama bagi Wilayah Persekutuan, 2022



WILAYAH PERSEKUTUAN



Bilangan Pertubuhan: 133,952

Perdagangan borong & runcit
62,751 (46.8%)

Makanan & minuman
14,464 (10.8%)

Profesional
11,661 (8.7%)



Nilai Output Kasar: RM517.1b

Perdagangan borong & runcit
RM134.9b (26.1%)

Maklumat & komunikasi
RM124.3b (24.0%)

Kewangan
RM105.0b (20.3%)



Nilai Input Perantaraan: RM228.3b

Perdagangan borong & runcit
RM56.0b (24.5%)

Maklumat & komunikasi
RM55.8b (24.4%)

Kewangan
RM38.0b (16.6%)



Nilai Ditambah: RM288.8b

Perdagangan borong & runcit
RM78.9b (27.3%)

Maklumat & komunikasi
RM68.5b (23.7%)

Kewangan
RM67.0b (23.2%)



Bilangan Pekerja: 1,371,684 orang

Perdagangan borong & runcit
429,180 orang (31.3%)

Kewangan
217,814 orang (15.9%)

Makanan & minuman
162,362 orang (11.8%)



Gaji & Upah: RM68.3b

Perdagangan borong & runcit
RM21.8b (31.9%)

Kewangan
RM14.5b (21.3%)

Maklumat & komunikasi
RM10.5b (15.4%)



Harta Tetap: RM549.0b

Kewangan
RM181.6b (33.1%)

Maklumat & komunikasi
RM84.0b (15.3%)

Pengangkutan & penyimpanan
RM53.2b (9.7%)

(%): Peratus Sumbangan

Evolusi Sektor Perkhidmatan Malaysia: Tinjauan Statistik dan Impak Ekonomi

Raziatul Rashidah Mohd. Yusof; Sitee Suria Zakaria; Suhaya Komari; Masitah Kamaludin;
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Bahagian Perangkaan Perkhidmatan, Jabatan Perangkaan Malaysia

1. Pengenalan

Sektor perkhidmatan adalah tonggak utama ekonomi Malaysia, mencerminkan peralihan negara daripada ekonomi berasaskan pertanian kepada ekonomi yang pelbagai dan perindustrian. Evolusi sektor ini telah memacu pertumbuhan ekonomi, sektor pekerjaan dan pembangunan negara secara keseluruhan. Artikel ini mengupas landskap sejarah dan landskap semasa sektor perkhidmatan Malaysia, dengan memberi tumpuan kepada peranan penting yang dimainkan oleh Banci Ekonomi yang dijalankan oleh Jabatan Perangkaan Malaysia (DOSM). Banci ini menyediakan data penting yang membentuk dasar dan menggalakkan pengembangan sektor.

Selain Banci Ekonomi, survei lain yang dijalankan oleh DOSM turut memainkan peranan penting dalam merangkumi pelbagai aspek sektor perkhidmatan. Survei Perkhidmatan Suku Tahunan (SPST), misalnya, menawarkan maklumat yang tepat tentang prestasi pelbagai industry perkhidmatan, membolehkan penggubal dasar dan perniagaan bertindak balas dengan pantas kepada arah aliran dan cabaran ekonomi. Survei Tenaga Buruh (STB) menyediakan maklumat penting tentang corak pekerjaan dan dinamik tenaga kerja dalam sektor perkhidmatan, membantu menangani isu berkaitan penawaran dan permintaan pasaran buruh. Tambahan pula, Survei Ekonomi Tahunan (AES) untuk sektor perkhidmatan memberikan analisis yang mendalam tentang prestasi kewangan, kecekapan operasi dan perubahan struktur dalam sesebuah sektor, memudahkan keputusan dibuat berdasarkan data dan pelaburan strategik.

2. Banci Ekonomi: Asas Utama Kepada Dasar dan Pertumbuhan

Banci Ekonomi yang dijalankan setiap lima tahun oleh DOSM merupakan alat yang sangat penting untuk memahami dinamik sektor perkhidmatan Malaysia. Banci komprehensif ini mengumpulkan maklumat terperinci tentang pelbagai aspek sesebuah sektor seperti bilangan pertubuhan, output, input, nilai tambah, pekerjaan, gaji & upah, aset tetap dan data mengenai akses internet dan juga pinjaman.

Ia juga termasuk modul daya saing yang merangkumi aspek seperti penglibatan ekonomi digital, akses kepada pembiayaan, inovasi, dan aktiviti penyelidikan dan pembangunan (R&D), aktiviti import dan eksport, perbelanjaan alam sekitar, dan penggunaan teknologi yang berkaitan dengan Revolusi Perindustrian Keempat (IR 4.0). Tambahan pula, Banci Ekonomi membincangkan butiran khusus sektor, termasuk yang berkaitan dengan perkhidmatan dan peralatan minyak dan gas, serta anak syarikat sekutu asing, bagi memastikan pemahaman yang menyeluruh tentang pelbagai sektor yang menyumbang kepada ekonomi Malaysia. Dapatan yang diperolehi daripada banci ini adalah penting untuk penggubal dasar, ahli ekonomi dan pemain industri, membolehkan keputusan bermaklumat dibuat dan perancangan yang lebih strategik.

3. Dapatan Utama daripada Banci Ekonomi 2023 (Tahun Rujukan 2022)

Pada tahun 2022, Banci Ekonomi menunjukkan terdapat 951.9 ribu pertubuhan dalam sektor perkhidmatan di Malaysia. Selangor muncul sebagai penyumbang utama dengan 24.4 peratus daripada pertubuhan ini, diikuti oleh Kuala Lumpur, Johor, Pulau Pinang, dan Perak. Sektor borong & runcit sahaja menyumbang 475.6 ribu pertubuhan (sumbangan: 50.0%), menunjukkan kepentingannya dalam landskap perkhidmatan yang lebih luas.

Banci Ekonomi juga menekankan sumbangan besar sektor perkhidmatan kepada pekerjaan, pendapatan dan aset. Sektor perkhidmatan mencatatkan 5.8 juta orang pekerja dengan gaji & upah berjumlah RM204.4 bilion pada 2022. Dari segi aset, sektor Perkhidmatan merekodkan sebanyak RM1,219.9 bilion. Dengan menyediakan parameter ini, Banci Ekonomi membantu mengenal pasti arah aliran pertumbuhan, anjakan sektoral dan peluang yang muncul dalam sektor perkhidmatan.

4. Sejarah Evolusi Sektor Perkhidmatan Malaysia

Pasca merdeka, Malaysia bergantung kepada ekonomi pertanian, dengan sektor perkhidmatan memainkan peranan sekunder. Perkhidmatan tradisional seperti runcit, pengangkutan dan perkhidmatan kerajaan merupakan sebahagian besar daripada sektor ini, hanya menyumbang secara sederhana kepada Keluaran Dalam Negara Kasar (KDNK).

Tahun 1970-an dan 1980-an merupakan era perindustrian, didorong oleh Dasar Ekonomi Baru (DEB) yang bertujuan untuk mengurangkan kemiskinan dan penstrukturan semula ekonomi. Pelaburan dalam infrastruktur mendorong pertumbuhan perkhidmatan pengangkutan dan logistik. Perkembangan ini menyokong perdagangan dan memudahkan integrasi Malaysia ke dalam ekonomi global, menjadikan logistik sebagai elemen penting dalam pertumbuhan perindustrian yang berorientasikan eksport. Pada masa yang sama, sektor perkhidmatan dipelbagaikan melangkaui kewangan, insurans, pengangkutan dan logistik, dengan kemunculan perkhidmatan profesional seperti perundangan, perakaunan dan perundingan,

yang menjadi penting kepada ekonomi yang lebih kompleks dan pelbagai.

Pada tahun 1990-an, kerajaan Malaysia meliberalisasikan sektor perkhidmatan untuk menarik lebih banyak pelabur asing, memperkenalkan tenaga pakar dan teknologi, dan meningkatkan daya saing sektor perkhidmatan di Malaysia. Inisiatif ini bertujuan untuk meningkatkan ekonomi dan membuka sektor yang sebelum ini terhad kepada penyertaan asing. Faedah liberalisasi ini termasuk menarik pelaburan langsung asing (FDI), menggalakkan pemindahan kepakaran dan teknologi, membolehkan syarikat Malaysia berkembang di peringkat dunia, mewujudkan peluang pekerjaan bernilai tinggi, dan meningkatkan daya saing dalam sektor perkhidmatan.

Sebagai sebahagian daripada transformasi ini, pada tahun 1990, Malaysia melancarkan kempen 'Tahun Melawat Malaysia' yang pertama. Inisiatif ini bertujuan untuk memanfaatkan langkah-langkah liberalisasi yang melonggarkan sekatan perjalanan, meningkatkan hubungan antarabangsa dan meningkatkan usaha promosi di peringkat antarabangsa. Liberalisasi sektor pelancongan membolehkan Malaysia membangun dan mengembangkan infrastruktur pelancongannya, termasuk lapangan terbang, hotel, dan tarikan pelancong, bagi memenuhi permintaan yang semakin meningkat daripada pelancong antarabangsa. Dengan menerima pelaburan asing dan memupuk persaingan, Malaysia berjaya menarik modal yang besar ke dalam industri pelancongan, yang seterusnya meningkatkan daya tarikannya sebagai destinasi pelancongan. Hasilnya, peningkatan ketara dalam ketibaan pelancong antarabangsa di Malaysia dalam tempoh ini, mencecah kira-kira 7.4 juta pelawat dan berkembang kepada 3 kempen seterusnya seperti dalam **Paparan 31**. Pertumbuhan ini bukan sahaja menyumbang kepada kepelbagaian ekonomi negara tetapi juga meletakkan Malaysia sebagai sebuah negara yang berdaya saing dalam pasaran pelancongan global.

Paparan 31: Jumlah ketibaan pelancong semasa Tahun Melawat Malaysia



Sumber: Pelancongan Malaysia

Selain daripada sektor pelancongan, kerajaan telah memulakan beberapa siri reformasi kewangan yang bertujuan untuk meliberalisasikan sektor kewangan yang bermula seawal tahun 1970-an tetapi mendapat momentum yang ketara pada tahun 1990-an. Pembaharuan ini termasuk mengurangkan kawalseliaan kadar faedah, membenarkan bank asing beroperasi di Malaysia dan meningkatkan rangka kerja kawal selia untuk institusi kewangan. Matlamat reformasi ini adalah untuk mewujudkan sistem kewangan yang lebih berdaya saing dan cekap yang boleh menyokong pertumbuhan pesat ekonomi negara.

Liberalisasi sektor perkhidmatan berterusan sehingga tahun 2000-an. Pada tahun 2009, kerajaan Malaysia meneruskan langkah liberalisasi, menghapuskan syarat ekuiti untuk pelabur asing merentasi 27 subsektor perkhidmatan. Ini diikuti dengan pembaharuan tambahan pada 2011, membenarkan sehingga 100 peratus penyertaan ekuiti asing dalam tujuh sektor perkhidmatan. Usaha ini dibangunkan untuk melengkapkan pertumbuhan sektor pembuatan dan memastikan promosi dan pembangunan berterusan sektor perkhidmatan melalui liberalisasi progresif.

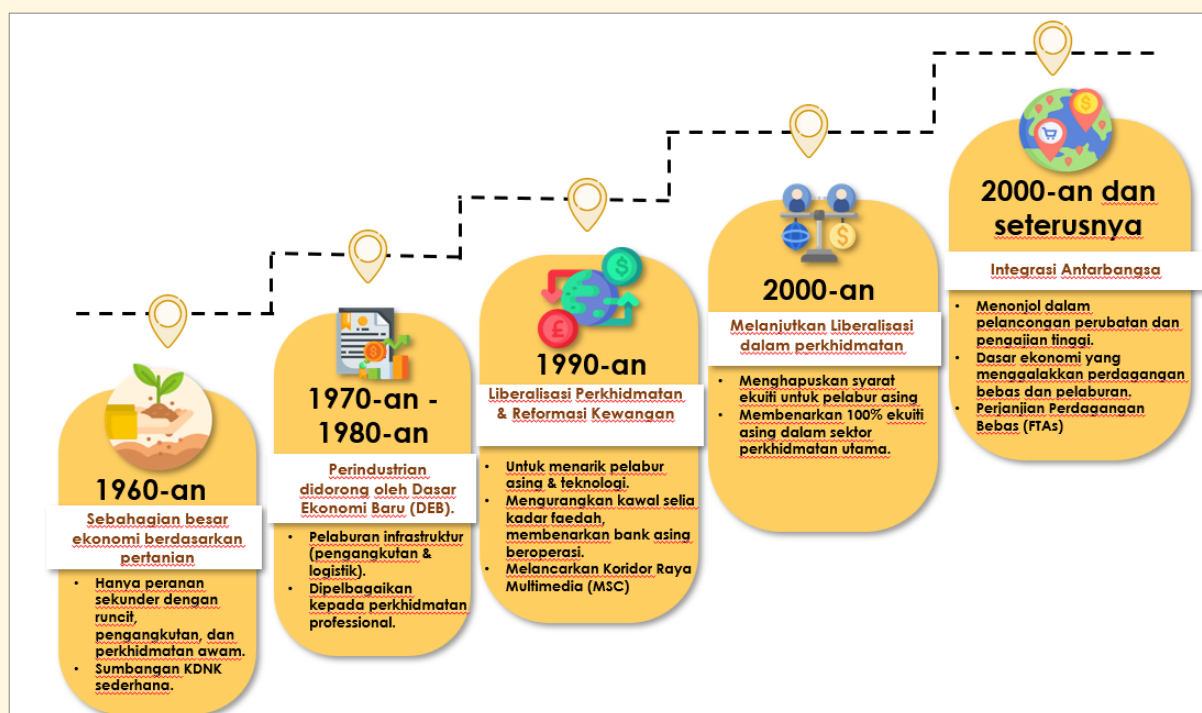
Pada masa yang sama, Malaysia mengalami transformasi teknologi yang pesat didorong oleh pelaburan yang besar dalam infrastruktur telekomunikasi dan teknologi maklumat. Pendirian proaktif kerajaan dalam mempromosikan penggunaan digital merentas sektor mendorong pertumbuhan ketara dalam industri Teknologi Maklumat dan Komunikasi (ICT), e-dagang dan perkhidmatan digital. Evolusi ini memainkan peranan penting dalam meningkatkan produktiviti, ketersambungan dan daya saing global Malaysia. Inisiatif penting dalam tempoh ini ialah pengenalan Koridor Raya Multimedia (MSC) pada Ogos 1996 oleh Perdana Menteri Tun Dr. Mahathir Mohamad. Direka untuk meletakkan Malaysia sebagai hab global untuk ICT dan multimedia, MSC menarik syarikat teknologi antarabangsa utama dan memupuk syarikat baharu tempatan melalui insentif seperti pengecualian cukai dan geran R&D. Dari masa ke masa, MSC meluaskan tumpuannya dengan memasukkan teknologi membangun seperti bandar pintar dan teknologi mampan, mengukuhkan lagi peranan Malaysia dalam landskap teknologi antarabangsa.

Awal 2000-an menyaksikan Malaysia meningkatkan integrasinya ke dalam ekonomi global. Integrasi global memainkan peranan penting dalam membentuk eksport perkhidmatan Malaysia, mempengaruhi pelbagai sektor seperti pelancongan, penjagaan kesihatan, pendidikan dan perkhidmatan profesional. Malaysia menjadi destinasi terkemuka untuk pelancongan perubatan dan pendidikan tinggi, menarik pelajar antarabangsa melalui kerjasama dengan universiti luar negara dan institusi pendidikan berkualiti. Dalam penjagaan kesihatan, industri pelancongan perubatan Malaysia telah berkembang maju, menawarkan perkhidmatan perubatan berkualiti tinggi pada harga yang kompetitif kepada pesakit antarabangsa.

Strategi utama Malaysia ialah penerapan dasar ekonomi yang menggalakkan perdagangan dan pelaburan bebas. Dengan mengurangkan halangan perdagangan dan meningkatkan insentif eksport, Malaysia mewujudkan persekitaran yang kondusif untuk perniagaan berkembang maju dan mengembangkan jejak global mereka. Tarikan FDI merupakan komponen utama, membolehkan syarikat multinasional memanfaatkan tenaga kerja pakar Malaysia, lokasi strategik dan infrastruktur sokongan untuk mewujudkan hab operasi dan pembuatan serantau.

Keahlian dalam Persatuan Negara-Negara Asia Tenggara (ASEAN) memantapkan lagi usaha integrasi global Malaysia. Perjanjian perdagangan serantau ASEAN dan perjanjian perdagangan bebas (FTA) dengan negara-negara seperti Jepun, China, dan India memberikan Malaysia akses pasaran yang lebih luas dan memudahkan penyertaan dalam rangkaian bekalan global. Perjanjian ini bukan sahaja menggalakkan perdagangan antarabangsa tetapi juga menarik pelaburan dalam sektor-sektor yang meliputi pembuatan hingga perkhidmatan, mengukuhkan kedudukan Malaysia sebagai destinasi pilihan bagi perniagaan yang ingin menerokai pasaran ASEAN yang dinamik dan juga pasaran dunia.

Paparan 32: Sejarah Evolusi Sektor Perkhidmatan Malaysia



5. Landskap Semasa Sektor Perkhidmatan Malaysia

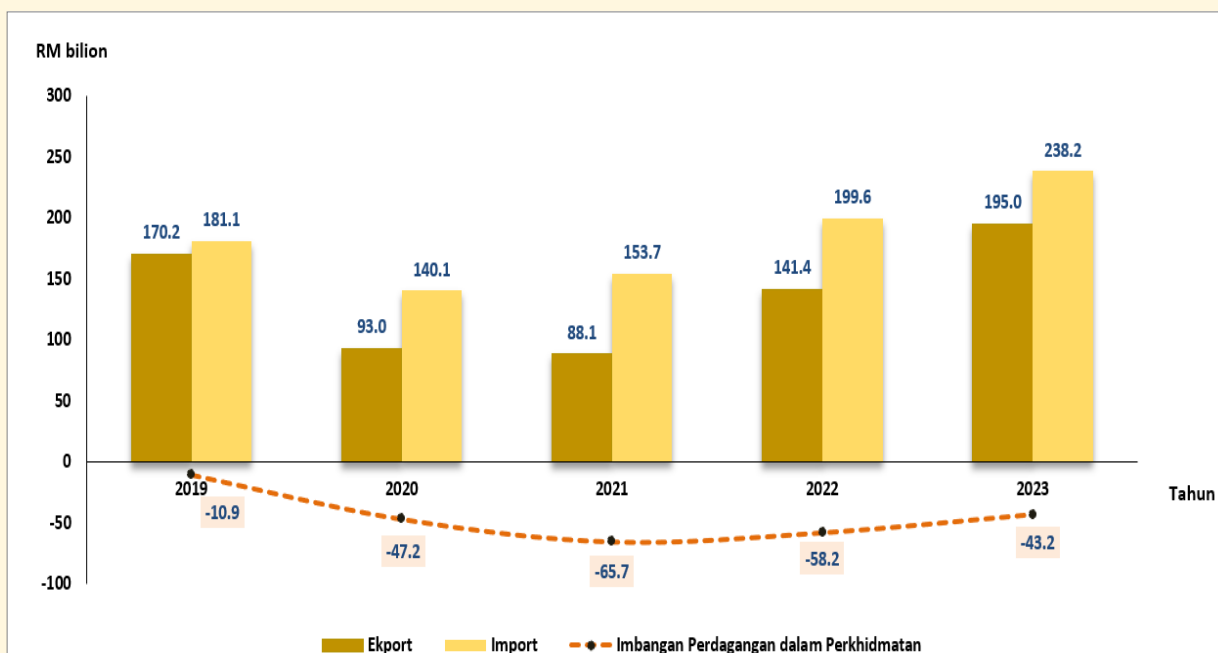
5.1 Sumbangan ekonomi dan Komposisi Sektor

Sektor perkhidmatan kini merupakan penyumbang terbesar kepada KDNK Malaysia dengan sumbangan melebihi 55 peratus daripada jumlah output. Ia merangkumi pelbagai aktiviti, termasuk kewangan, insurans, hartanah, perkhidmatan perniagaan, perdagangan, pengangkutan, komunikasi, pelancongan, penjagaan kesihatan, pendidikan dan perkhidmatan kerajaan. Pertumbuhan yang teguh bukan sahaja meningkatkan pembangunan ekonomi tetapi juga memainkan peranan penting dalam membuka peluang pekerjaan.

Dari segi perdagangan perkhidmatan antarabangsa, pada 2023, Malaysia merekodkan RM433.2 bilion jumlah perdagangan antabangsa perkhidmatan, merangkumi 23.8 peratus daripada KDNK pada harga semasa seperti yang ditunjukkan dalam **Paparan 33**. Komponen utama eksport perkhidmatan Malaysia ialah Perjalanan, Perkhidmatan Perniagaan Lain, Pengangkutan, Telekomunikasi, Komputer & Maklumat dan Perkhidmatan Pembuatan. Lima sektor ini menyumbang 88.2 peratus daripada jumlah eksport perkhidmatan, meningkat daripada 86.8 peratus pada 2022. Dari segi import, komponen utama ialah Pengangkutan, Perkhidmatan Perniagaan Lain, Perjalanan, Telekomunikasi, Komputer & Maklumat, dan Caj Penggunaan Harta Intelek T.T.T.L. Kategori ini menyumbang 84.7 peratus daripada keseluruhan import perkhidmatan, berbanding 84.3 peratus pada 2022 seperti yang ditunjukkan dalam **Paparan 34**.

Angka yang besar ini mencerminkan peningkatan integrasi sektor ke dalam pasaran global dan membuktikan kepentingan sektor perkhidmatan dalam landskap ekonomi Malaysia. Keupayaan sektor perkhidmatan untuk menarik pelabur asing, membangunkan infrastruktur, dan menggalakkan kemajuan teknologi telah meningkatkan sumbangan kepada ekonomi, menunjukkan hubungan sinergi antara pertumbuhan sektor perkhidmatan dan kesannya terhadap komposisi KDNK Malaysia.

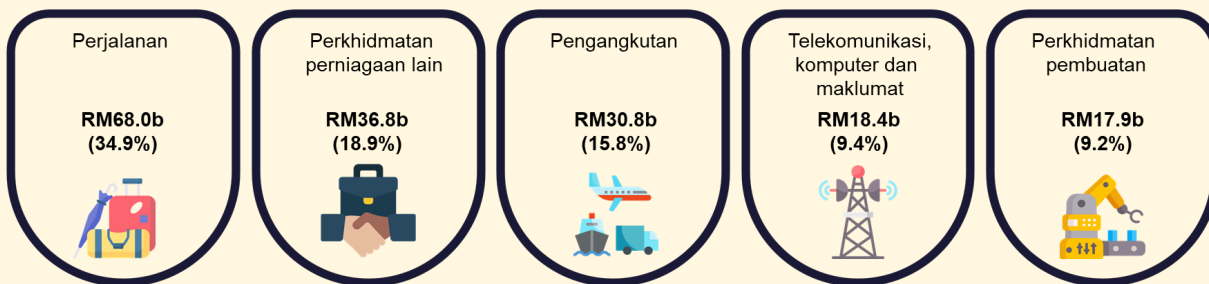
Paparan 33: Eksport, Import dan Imbangan Perdagangan dalam Perkhidmatan (RM bilion), 2019-2023



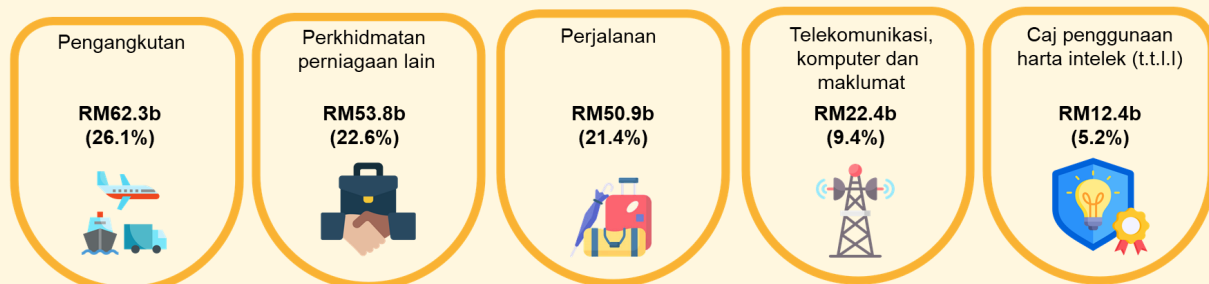
Sumber: Jabatan Perangkaan Malaysia

Paparan 34: Eksport dan Import Mengikut Komponen Perkhidmatan Utama, 2023

EXPORTS: RM195.0b



IMPORTS: RM238.2b



Nota: (%) Sumbangan, b bilion

Sumber: Jabatan Perangkaan Malaysia

5.2 Sub-Sektor Utama

5.2.1. Perkhidmatan Kewangan

Sektor perkhidmatan kewangan Malaysia telah berkembang pesat dengan sistem perbankan, pasaran modal dan industri insurans yang kukuh. Pada tahun 2022, subsektor Kewangan mencatatkan peningkatan output kasar kepada RM172.0 bilion daripada RM122.4 bilion pada tahun 2015, menyumbang sebanyak 12.1 peratus daripada jumlah output kasar dalam sektor perkhidmatan. Sektor kewangan negara telah memperoleh manfaat daripada reformasi peraturan, kemajuan teknologi dan usaha untuk mempromosikan kewangan Islam. Perkembangan ini telah dilengkapi dengan usaha Malaysia untuk mempromosikan kewangan Islam, dengan Kuala Lumpur muncul sebagai pusat utama dalam *niche* ini secara global.

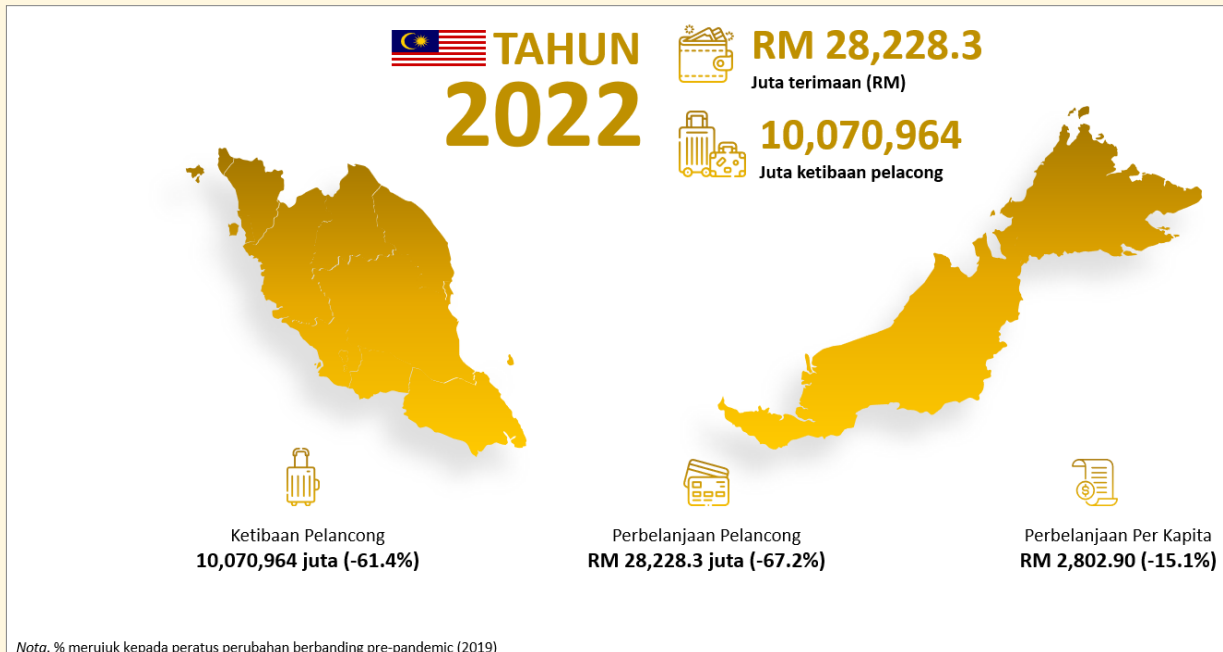
Pusat kepada kemajuan kewangan Malaysia adalah Tun Razak Exchange, juga dikenali sebagai TRX, satu pembangunan transformasi yang direka untuk meningkatkan status Kuala Lumpur sebagai pusat kewangan antarabangsa. TRX juga menggalakkan pembangunan produk dan perkhidmatan kewangan baru, terutamanya dalam bidang seperti kewangan Islam, teknologi kewangan (fintech), dan kewangan mampan.

Secara keseluruhan, sinergi antara sektor perkhidmatan kewangan Malaysia yang maju dan inisiatif seperti TRX menunjukkan komitmen negara untuk menjadi pusat kewangan global yang dinamik. Melalui rangka kerja peraturan, kemajuan teknologi dan bidang khusus seperti kewangan Islam dan kewangan mampan, Malaysia terus mengukuhkan kedudukannya dalam landskap kewangan global dengan menawarkan peluang yang pelbagai untuk pertumbuhan dan inovasi dalam industri perkhidmatan kewangan.

5.2.2. Pelancongan dan Hospitaliti

Pelancongan adalah komponen penting dalam sektor perkhidmatan Malaysia, menyumbang secara signifikan kepada pendapatan pertukaran asing dan juga pekerjaan. Pada tahun 2022, pelancongan memainkan peranan penting kepada pemulihan ekonomi Malaysia selepas pandemik, menyumbang secara signifikan kepada KDNK dan pekerjaan. Pembukaan semula sempadan antarabangsa pada April 2022 telah membawa kepada peningkatan kedatangan pelancong, dengan Malaysia menyambut 10,070,964 pengunjung antarabangsa menjelang akhir tahun tersebut. Hasil pelancongan ini memperoleh pendapatan yang tinggi, dengan terimaan pelancongan mencapai RM28.2 bilion (**Paparan 35**).

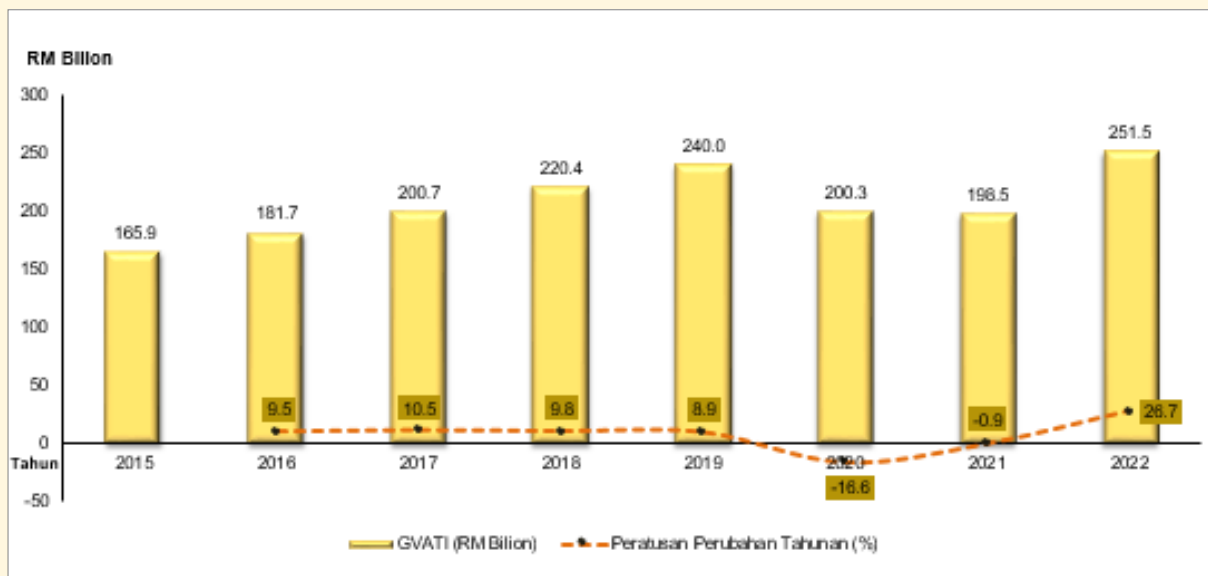
Paparan 35: Kedatangan Pelancong dan Hasil Pelancongan ke Malaysia, 2022



Sumber: Pelancongan Malaysia

Sementara itu, Pendapatan Pelancongan Berasaskan Nilai Tambah Kasar (GVATI) adalah sebanyak RM251.5 bilion pada tahun 2022, mewakili 14.0 peratus daripada KDNK Malaysia, meningkat daripada 12.8 peratus pada tahun sebelumnya (**Paparan 36**). Perdagangan runcit terus menjadi penyumbang utama kepada industri pelancongan, dengan sumbangan sebanyak 54.1 peratus, diikuti oleh Perkhidmatan makanan & minuman dengan 17.1 peratus.

Paparan 36: GVATI, perubahan peratusan tahunan dan saham peratusan kepada KDNK, 2015-2022

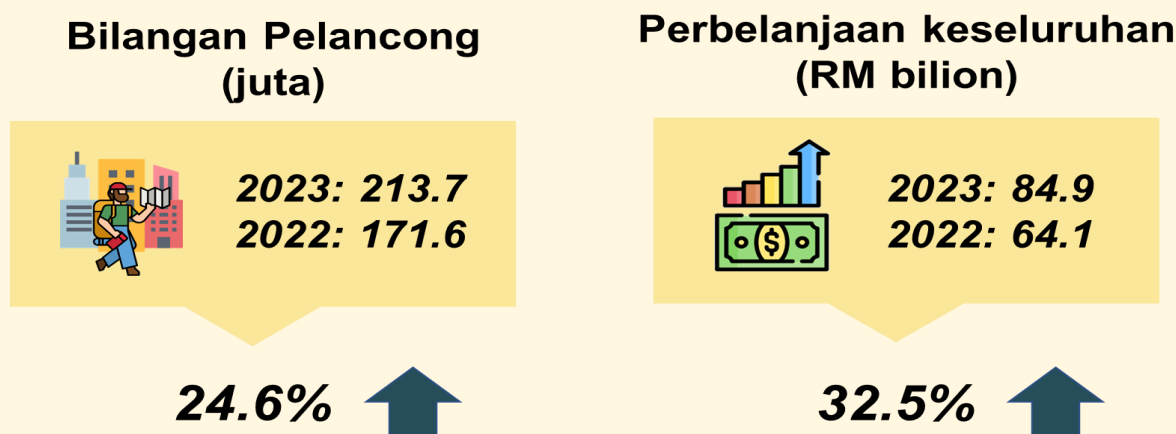


Sumber: Jabatan Perangkaan Malaysia

Rencana

Bagi pelancongan domestik di Malaysia, industri ini menunjukkan peningkatan yang ketara bagi bilangan pelawat domestik dan perbelanjaan pelancongan pada tahun 2023 selepas beberapa tahun menghadapi krisis COVID-19. Sebanyak 213.7 juta pelawat domestik dicatatkan pada tahun 2023 dengan peningkatan sebanyak 24.6 peratus berbanding tahun sebelumnya (2022: 160.1%) (**Paparan 37**). Sementara itu, perbelanjaan pelancongan domestik meningkat sebanyak 32.5 peratus pada tahun 2023 (2022: 248.1%) dengan jumlah RM84.9 billion dibelanjakan untuk pelancongan domestik pada tahun 2023 berbanding RM64.1 bilion yang dicatatkan pada tahun sebelumnya. Walaupun terdapat pemulihan pada tahun 2023, kedua-dua bilangan pelawat domestik dan perbelanjaan pelancongan domestik masih menunjukkan kadar pertumbuhan negatif berbanding tahun 2019 yang menjadi penanda aras untuk pra-pandemik dengan masing-masing mencatatkan -10.6 peratus dan -17.7 peratus. Perbandingan ini menunjukkan walaupun terdapat kemajuan ketara dalam pemulihan daripada kemerosotan yang disebabkan oleh pandemik, sektor pelancongan di Malaysia belum sepenuhnya kembali kepada tahap pra-pandemik pada tahun 2023.

Paparan 37: Bilangan Pelancong dan Jumlah Perbelanjaan Pelancongan Domestik, 2022 dan 2023



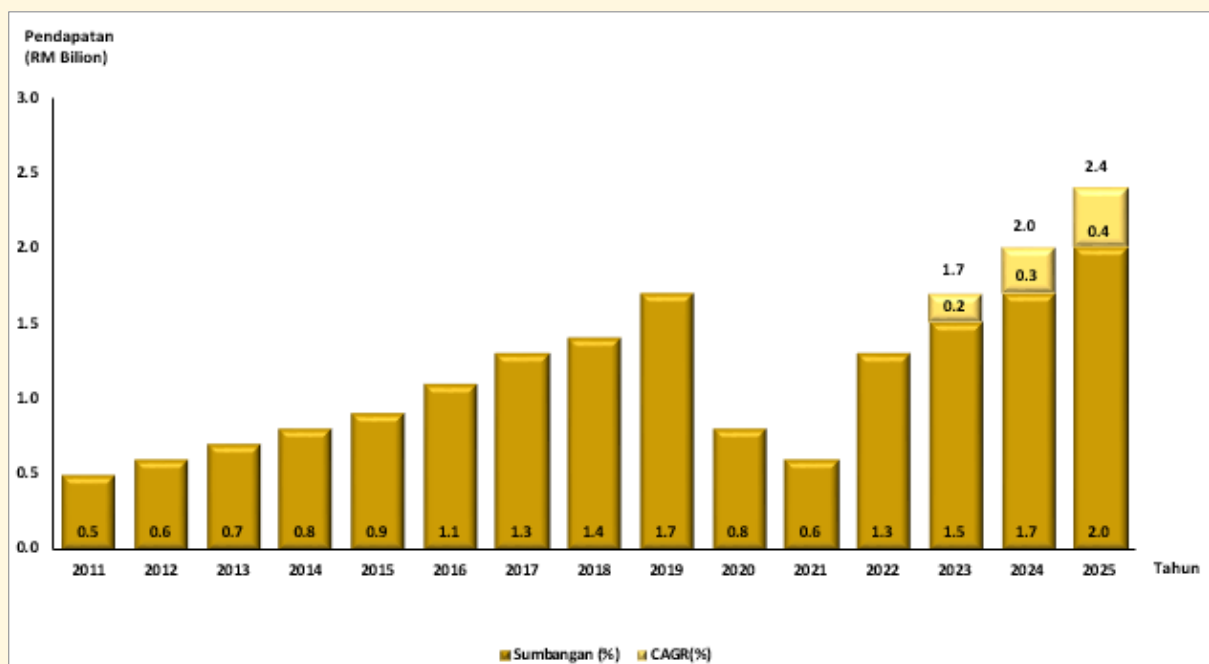
Sumber: Jabatan Perangkaan Malaysia

5.2.3. Penjagaan Kesihatan

Sektor kesihatan di Malaysia telah mengalami pertumbuhan yang pesat, didorong oleh pelaburan dalam infrastruktur perubatan, kemajuan dalam perkhidmatan kesihatan dan peningkatan pelancongan perubatan. Pelancongan kesihatan sememangnya merupakan industri yang sedang berkembang di Malaysia dengan menunjukkan pertumbuhan yang ketara dalam beberapa tahun kebelakangan ini. Pada tahun 2019, Malaysia menarik lebih daripada 1.3 juta pelancong kesihatan, menghasilkan kira-kira RM 1.7 bilion dalam pendapatan (**Paparan 38**). Pertumbuhan industri ini disokong oleh harga yang kompetitif, perkhidmatan kesihatan berkualiti tinggi dan kemudahan perubatan moden di Malaysia. Walaupun pandemik

COVID-19 telah memberi kesan sementara kepada pelancongan kesihatan di seluruh dunia, Malaysia telah aktif berusaha untuk menghidupkan semula sektor ini. Pada tahun 2022, Malaysia mencatatkan 850 ribu pelancong kesihatan dengan pendapatan RM1.3 bilion, iaitu 76 peratus daripada prestasi pra-pandemik pada tahun 2019. Kerajaan, melalui Majlis Pelancongan Kesihatan Malaysia, berhasrat untuk mencapai pendapatan RM 2.8 bilion daripada pelancongan kesihatan menjelang tahun 2025, sekali gus mengukuhkan Malaysia sebagai destinasi utama untuk pelancong perubatan di rantau ini.

Paparan 38: Prestasi Industri Pelancongan Kesihatan Malaysia, 2022



Sumber: Jabatan Perangkaan Malaysia

5.2.4. ICT dan Perkhidmatan Digital

Sektor ICT kekal sebagai teras industri perkhidmatan Malaysia, yang disokong secara signifikan oleh inisiatif termasuk Koridor Raya Multimedia (MSC). Direka untuk menarik syarikat-syarikat ICT multinasional, MSC telah berjaya menarik pelaburan ke Malaysia, terutamanya dalam sektor seperti pembangunan perisian, telekomunikasi, perkhidmatan IT dan penciptaan kandungan digital. Syarikat-syarikat ini tertarik kepada tenaga kerja mahir Malaysia dan persekitaran perniagaan yang kondusif yang dipupuk oleh insentif dan infrastruktur MSC.

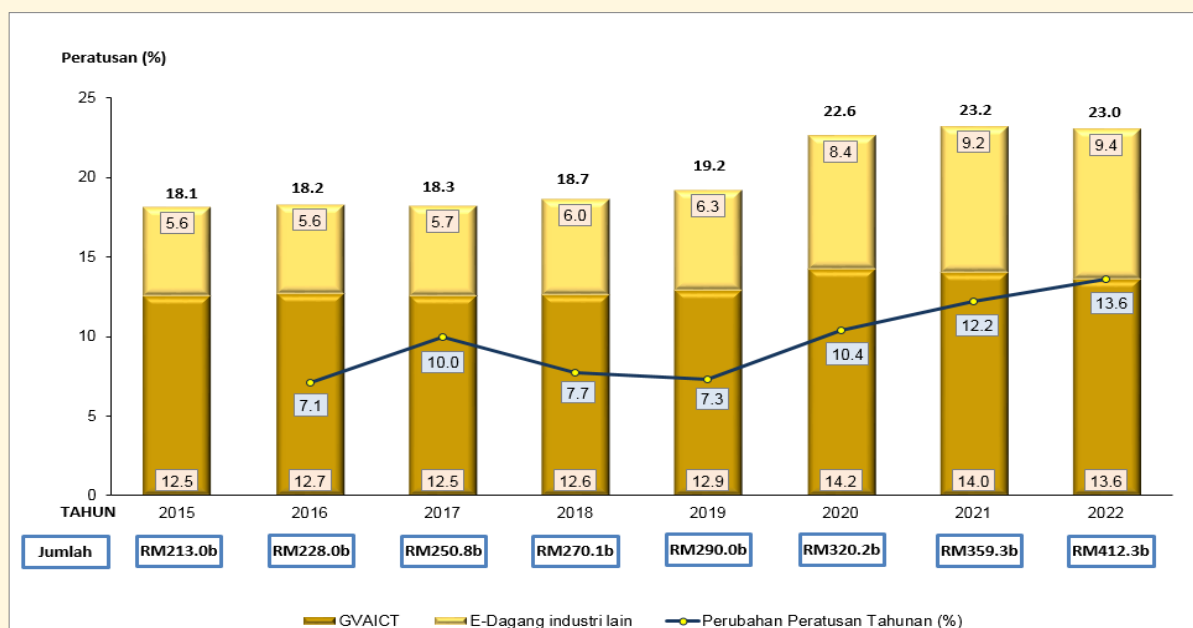
Rencana

Pada tahun 2022, sektor ICT dan e-dagang secara kolektif memberikan sumbangan yang besar kepada ekonomi Malaysia, menyumbang sebanyak 23.0 peratus kepada KDNK negara dengan nilai keseluruhan RM412.3 bilion. Pertumbuhan ini didorong oleh Nilai Tambah Kasar sektor ICT (GVAICT) sebanyak 13.6 peratus dan aktiviti e-dagang industri lain sebanyak 9.4 peratus. Sektor ini menunjukkan pertumbuhan yang kukuh, berkembang sebanyak 14.8 peratus berbanding 12.2 peratus pada tahun sebelumnya seperti yang ditunjukkan dalam **Paparan 39**.

Pengembangan ini menunjukkan kepentingan yang semakin meningkat bagi ICT dan e-dagang dalam landskap ekonomi Malaysia. Selain menyumbang secara signifikan kepada KDNK, sektor-sektor ini memainkan peranan penting dalam memacu inovasi, meningkatkan produktiviti di seluruh industri dan mencipta peluang pekerjaan. Pertumbuhan yang berterusan mencerminkan fokus strategik Malaysia terhadap transformasi digital dan kemampuannya untuk memanfaatkan teknologi dalam memacu kemajuan ekonomi dan daya saing di peringkat global.

Bagi perkhidmatan digital, Malaysia telah membuat kemajuan yang ketara dalam mendigitalkan perkhidmatan kerajaan melalui inisiatif seperti MyGovernment, yang menyediakan akses dalam talian kepada pelbagai perkhidmatan dan maklumat kerajaan untuk rakyat.

Paparan 39: Sumbangan ICT kepada ekonomi: Nilai, perubahan peratusan tahunan dan bahagian peratus



Sumber: DOSM

5.2.5. Perdagangan Borong dan Runcit

Perdagangan borong & runcit di Malaysia merupakan sebahagian penting daripada ekonomi negara, menyumbang secara signifikan kepada pekerjaan, KDNK, dan perbelanjaan pengguna. Sektor ini memainkan peranan penting dalam pengagihan barang dan perkhidmatan, menghubungkan pengeluar dengan pengguna di pelbagai sektor ekonomi. Sektor borong & runcit yang mempunyai 475.6 ribu pertubuhan telah menjadi kunci dalam membantu perdagangan dan perniagaan di seluruh negara. Pada tahun 2022, sektor ini menyumbang 17.6 peratus kepada KDNK, meningkat daripada 16.8 peratus pada tahun 2021.

Sektor borong & runcit menghadapi pelbagai cabaran termasuk persaingan dari jenama antarabangsa, peningkatan kos operasi, keperluan untuk menyesuaikan diri dengan transformasi digital dan juga kesan pandemik. Walau bagaimanapun, cabaran-cabaran ini juga menawarkan peluang untuk inovasi, pengembangan pasaran dan kerjasama dengan rantaian bekalan global. Kemunculan e-dagang telah mengubah landskap runcit di Malaysia dengan bilangan pengguna yang semakin meningkat memilih membeli-belah dalam talian, terutamanya semasa pandemik COVID-19. Penemuan dari Banci Ekonomi terkini menunjukkan bahawa jualan runcit bukan di gerai, kedai atau pasar menyumbang RM8.5 bilion kepada nilai tambah keseluruhan sektor Perdagangan borong & runcit pada tahun 2022, meningkat daripada RM1.4 bilion pada tahun 2018, menunjukkan peralihan yang ketara ke arah jualan runcit dalam talian. Trend ini juga telah mendorong pertumbuhan dalam perkhidmatan logistik dan pembayaran digital, menyumbang kepada perkembangan keseluruhan sektor runcit.

5.2.6. Pekerjaan dan Pembangunan Tenaga Kerja

Sektor ini merupakan penyumbang utama yang menyediakan pekerjaan kepada jutaan orang di pelbagai subsektor. Banci Ekonomi 2023 mendedahkan bahawa sektor perkhidmatan menyumbang 58.3 peratus kepada bilangan pekerja yang terlibat pada tahun 2022, dengan jumlah gaji dan upah berjumlah RM204.4 bilion atau 57.6 peratus daripada jumlah gaji yang direkodkan pada tahun 2022.

Untuk meningkatkan pembangunan tenaga kerja, Malaysia telah melabur dalam pelbagai inisiatif yang menasaskan peningkatan kemahiran dan kebolehpasaran. Contohnya, Pelan Induk Produktiviti Malaysia bertujuan untuk meningkatkan produktiviti dalam sektor perkhidmatan sebanyak 2.3 peratus setiap tahun yang berfokuskan kepada peningkatan kemahiran dan inovasi. Ia memberi tumpuan kepada pembangunan bakat melalui inisiatif peningkatan dan penyesuaian kemahiran untuk memastikan tenaga kerja memenuhi keperluan industri dengan bekerjasama dengan institusi pendidikan dan pemain industri. Pelan ini juga menggalakkan transformasi digital dengan mendorong penggunaan teknologi dan

automasi, terutama menyokong Perusahaan Kecil dan Sederhana dalam melaksanakan penyelesaian digital. Selain itu, pelan ini menekankan inovasi dan R&D untuk memacu penciptaan produk dan perkhidmatan baru bagi memenuhi keperluan pengguna yang sentiasa berubah. Penilaian prestasi ditetapkan untuk mengesan kemajuan dan mengenal pasti bidang untuk penambahbaikan bagi memastikan sektor perkhidmatan kekal kompetitif dan responsif terhadap perubahan ekonomi global.

5.2.7. Ketidakseimbangan Wilayah

Walaupun sektor perkhidmatan telah memacu pertumbuhan ekonomi, ketidakseimbangan wilayah masih wujud. Kawasan bandar, terutamanya Kuala Lumpur dan Selangor, telah melalui pertumbuhan yang lebih signifikan berbanding dengan kawasan luar bandar. Penyelesaian ketidakseimbangan ini memerlukan pelaburan yang disasarkan dalam infrastruktur, pendidikan dan pembangunan kemahiran di kawasan yang kurang maju.

Untuk mengatasi ketidakseimbangan wilayah, kerajaan Malaysia telah melaksanakan pelbagai inisiatif, termasuk penubuhan koridor ekonomi seperti Wilayah Ekonomi Pantai Timur dan Koridor Pembangunan Sabah untuk merangsang pertumbuhan di kawasan yang kurang maju. Pelaburan dalam infrastruktur seperti lebuhraya dan jalur lebar adalah bertujuan untuk meningkatkan kesalinghubungan dan aksesibiliti. Kerajaan juga memberi tumpuan kepada peningkatan kemahiran tenaga kerja melalui latihan vokasional dan program pendidikan, di samping menawarkan insentif pelaburan untuk menarik perniagaan ke kawasan luar bandar. Selain itu, program pembangunan luar bandar meningkatkan taraf hidup dan promosi pelancongan merangsang ekonomi tempatan dengan mewujudkan pekerjaan dan merangsang aktiviti ekonomi. Usaha-usaha ini secara kolektif bertujuan untuk mengimbangkan pembangunan ekonomi dan mengurangkan ketidaksamaan wilayah.

6. Trend yang Membentuk Masa Depan Sektor Perkhidmatan Malaysia

Sektor perkhidmatan Malaysia sedang melalui transformasi yang signifikan, didorong oleh pelbagai trend yang mengubah landskapnya. Dari inovasi digital hingga fokus pada kelestarian, trend-trend ini sedang membentuk masa depan yang dinamik untuk sektor ini.

6.1 Transformasi Digital

Transformasi digital adalah pendorong utama perubahan dalam sektor perkhidmatan Malaysia. Pandemik COVID-19 telah mempercepatkan penerimaan teknologi digital, mengubah cara penyampaian dan corak penggunaan perkhidmatan. E-dagang, fintech, telekesihatan dan pendidikan dalam talian telah berkembang dengan pesat dengan sokongan inisiatif seperti pelan MyDIGITAL.

Penggunaan dalam talian telah meningkat, didorong oleh ketersediaan dan kemudahan platform e-dagang. Pengguna Malaysia semakin beralih kepada pembelian dalam talian untuk pelbagai produk dan perkhidmatan, dari barangan runcit hingga barangan elektronik. Peralihan ini sedang mengubah landskap runcit, mendorong perniagaan untuk memperkukuhkan keberadaannya di dalam talian dan mengoptimalkan strategi pemasaran digital. Jualan e-dagang di Malaysia dijangka berkembang sebanyak 10.6 peratus setiap tahun, mencapai RM45 bilion menjelang 2025.

Pada tahun 2023, Perdagangan Runcit menyumbang 8.6 peratus kepada KDNK dalam harga malar dan 12.7 peratus kepada pekerjaan dalam Sektor Ekonomi. Sektor ini merangkumi pelbagai jenis perniagaan seperti kedai serbaneka, pasaraya, kedai khusus dan platform runcit dalam talian. Jualan runcit *omnichannel* yang menggabungkan pengalaman runcit dalam talian dan luar talian menjadi semakin penting untuk memenuhi keperluan pengguna kepada pengalaman membeli-belah yang mudah dan lancar.

Sektor kurier dan pengangkutan juga melalui perubahan signifikan, kesan daripada transformasi digital. Kemunculan e-dagang telah meningkatkan permintaan untuk perkhidmatan penghantaran yang cekap dan boleh dipercayai, yang membawa kepada inovasi dalam pengurusan logistik. Syarikat-syarikat sedang menggunakan teknologi canggih seperti *real-time tracking*, gudang automatik dan pengoptimuman laluan untuk meningkatkan kecekapan penghantaran dan kepuasan pelanggan.

Fintech sedang mengubah landskap perkhidmatan kewangan Malaysia. Perbankan digital, penyelesaian pembayaran dalam talian, dan platform pelaburan menjadikan perkhidmatan kewangan lebih mudah diakses dan selesai. Inovasi fintech sedang merapatkan jurang dalam penyertaan kewangan, membolehkan lebih ramai rakyat Malaysia menyertai sistem kewangan.

6.2 Perkhidmatan Hijau dan Kestabilan

Kelestarian semakin menjadi keutamaan dalam sektor perkhidmatan Malaysia. Perniagaan sedang mengintegrasikan amalan hijau untuk menangani kebimbangan alam sekitar dan selaras dengan matlamat kelestarian global. Sektor pelancongan sedang mempromosikan eko-pelancongan, manakala sektor kewangan sedang menerapkan kewangan lestari melalui bon hijau dan produk pelaburan lestari. Bersama-sama dengan usaha-usaha ini, inovasi dalam kenderaan elektrik (EV) dan kereta hidrogen memainkan peranan penting dalam mempromosikan sasaran pelepasan karbon sifar yang digariskan dalam Matlamat Pembangunan Lestari (SDG). Negara telah menetapkan sasaran nasional untuk mempunyai 15 peratus daripada jumlah volum industri (TIV) yang terdiri daripada EV dan hibrid menjelang 2030, dan 38 peratus menjelang 2040. Pada tahun 2023, terdapat kira-kira 15,000 EV dan 200 kereta hidrogen yang didaftarkan di Malaysia, mencerminkan komitmen yang signifikan dan semakin berkembang terhadap teknologi hijau. Dengan menerima teknologi ini, Malaysia mensasarkan untuk mengurangkan kebergantungan kepada bahan api fosil dan menurunkan pelepasan karbon, demi mewujudkan persekitaran yang lebih bersih.

Pada tahun 2022, Malaysia melaksanakan beberapa dasar utama untuk mempromosikan kelestarian dan pengangkutan hijau. Dasar Automotif Negara (NAP) 2020 telah dikemas kini untuk menyokong peralihan kepada kenderaan elektrik dan hidrogen, termasuk insentif seperti diskaun sehingga RM10,000 untuk pembeli EV. Kerajaan juga memperkenalkan Pusat Teknologi Hijau dan Perubahan Iklim Malaysia (MGTC) yang telah memperuntukkan RM500 juta untuk memajukan teknologi hijau dan menyokong projek tenaga lestari. Selain itu, Agensi Pembangunan Tenaga Lestari (SEDA) terus mempromosikan tenaga boleh diperbaharui dan penggunaan teknologi cekap tenaga, dengan sasaran untuk meningkatkan kapasiti tenaga boleh diperbaharui kepada 31 peratus daripada pelbagai tenaga keseluruhan Malaysia menjelang 2025.

Dalam sektor pelancongan, adalah bermanfaat untuk mempromosikan inisiatif eko-pelancongan yang menggalakkan penggunaan EV dan kereta hidrogen untuk pengangkutan dalam destinasi pelancongan. Pendekatan ini boleh membantu mengekalkan keseimbangan ekologi dan mengurangkan jejak karbon dalam aktiviti pelancongan. Sebagai contoh, menggabungkan EV di tempat-tempat pelancongan popular seperti Langkawi dan Penang boleh mengurangkan pelepasan carbon domestik secara signifikan. Selain itu, sektor kewangan mungkin mempertimbangkan untuk menerima kewangan lestari melalui bon dan produk pelaburan hijau. Langkah-langkah sedemikian boleh menyokong pembangunan infrastruktur EV, seperti stesen pengecas dan memperkukuhkan pengeluaran bahan api hidrogen yang berpotensi menyumbang kepada sasaran kerajaan untuk mempunyai 100,000 EV di jalan raya menjelang 2030.

7. Rantain Kehadapan

Sektor perkhidmatan di Malaysia, yang merangkumi pelbagai aktiviti dari perkhidmatan tradisional hingga moden, memainkan peranan penting dalam ekonomi negara. Dalam konteks sejarah, Malaysia banyak bergantung pada perkhidmatan tradisional seperti runcit, pengangkutan, hospitaliti, dan pelancongan. Industri-industri ini telah menjadi tulang belakang ekonomi Malaysia dengan menyediakan peluang pekerjaan yang signifikan dan menyumbang secara ketara kepada KDNK. Sebagai contoh, pelancongan, yang merupakan salah satu sektor perkhidmatan tradisional, kekal sebagai pemacu ekonomi utama, menarik berjuta-juta pelawat setiap tahun ke destinasi menarik.

Namun, dengan kemajuan global yang pesat dan perubahan dalam ekonomi, Malaysia menyedari keperluan untuk beralih ke arah perkhidmatan berkualiti tinggi untuk kekal berdaya saing dan memastikan pertumbuhan ekonomi yang berterusan. Perkhidmatan berkualiti tinggi termasuk kewangan, teknologi maklumat, perundingan profesional, dan penjagaan kesihatan, menawarkan penambahan nilai yang lebih tinggi dan ketahanan yang lebih besar terhadap kestabilan ekonomi. Dengan membuat pelaburan dalam bidang-bidang ini, Malaysia dapat memanfaatkan inovasi dan teknologi, mendorong produktiviti, dan menjamin kestabilan ekonomi untuk jangka panjang.

Dalam sektor runcit, adalah penting untuk memodenkan aktiviti yang masih dikendalikan secara manual. Ini termasuk menggalakkan peruncit-peruncit untuk melabur dalam sistem yang menjimatkan kos seperti sistem pembayaran sendiri dan penyelesaian pengambilan dan pembungkusan untuk meningkatkan kepuasan pengguna. Selain itu, galakan kepada peniaga-peniaga kecil termasuk penjaja dalam mengguna pakai pembayaran pelbagai saluran seperti pembayaran *e-payment* dan *e-wallet* akan menjadikan transaksi lebih cekap dan mudah diakses. Kesan pandemik COVID-19 telah mempercepatkan penerimaan e-money dengan lonjakan dalam pembayaran tanpa sentuh dan digital, menekankan keperluan peniaga kecil untuk mengintegrasikan teknologi ini bagi memenuhi permintaan pengguna untuk pilihan pembayaran yang lebih selamat dan mudah. Berdasarkan maklumat Bank Negara, transaksi menggunakan wang elektronik meningkat kepada RM106.7 bilion pada tahun 2023, berbanding RM18.2 bilion yang direkodkan pada tahun 2019, sebelum pandemik. Pertumbuhan eksponen dalam transaksi wang elektronik ini menekankan peralihan besar dalam tingkah laku pengguna ke arah kaedah pembayaran digital.

Selain itu, Malaysia boleh memfokuskan kepada kewangan Islam sebagai bidang *niche*, memandangkan negara ini telah menjadi pelopor global dalam sektor ini. Dengan rangka kerja peraturan yang kukuh dan majoriti dalam pasaran kewangan Islam antarabangsa, Malaysia mempunyai pasaran sukuk terbesar di dunia, mewakili 40 peratus sukuk global yang belum matang. Industri ini telah berkembang lebih dua kali ganda dalam dekad lalu dan dijangka mencapai USD6.7 trilion menjelang 2027. Pasaran Modal Islam juga menyumbang 63 peratus kepada keseluruhan pasaran modal Malaysia. Mengembangkan niche ini dapat menarik pelaburan antarabangsa dan menjadikan Malaysia pusat utama perkhidmatan kewangan Syariah.

Pelancongan perubatan merupakan satu lagi bidang niche berpotensi bagi Malaysia, yang menawarkan perkhidmatan penjagaan kesihatan berkualiti tinggi pada harga yang kompetitif, dan berpotensi menarik lebih banyak pesakit antarabangsa. Sektor penjagaan kesihatan Malaysia beroperasi dengan sistem dua lapisan, iaitu penjagaan kesihatan sejagat berasaskan kerajaan dan sistem swasta yang berkesan. Diunjurkan berkembang kepada 127 bilion ringgit (US\$30 bilion) menjelang 2027, sektor ini akan mendapat manfaat daripada populasi yang semakin menua, peningkatan kemakmuran, dan jangka hayat yang lebih panjang. Yuran perubatan di Malaysia adalah antara yang terendah di dunia, sekitar 40 peratus lebih rendah berbanding Amerika Syarikat dan United Kingdom, dengan subsidi kerajaan sehingga 98 peratus. Pada 2019, sebanyak RM29 bilion ringgit telah diperuntukkan untuk penjagaan kesihatan. Bagi mengurangkan beban kewangan, Kerajaan telah menggalakkan pelaburan swasta dalam bidang pelancongan perubatan, pembuatan peranti perubatan, farmaseutikal, dan penyelidikan klinikal. Justeru, Malaysia dikenali sebagai pelopor pusat perkhidmatan kesihatan di ASEAN, walaupun menghadapi persaingan dari Singapura dan Thailand.

Selain daripada kewangan Islam dan pelancongan perubatan, Malaysia boleh menumpukan perhatian kepada *niche* lain seperti logistik halal dan perkhidmatan teknologi hijau. Sebagai pengeluar produk halal utama, Malaysia perlu memanfaatkan kepakarannya untuk menyediakan perkhidmatan logistik halal yang komprehensif, memenuhi permintaan global yang semakin meningkat untuk produk yang disahkan halal. Perkhidmatan teknologi hijau, termasuk penyelesaian tenaga boleh diperbaharui dan pembangunan bandar lestari, juga menawarkan peluang yang menguntungkan. Dengan melabur dalam teknologi hijau, Malaysia boleh menyelaraskan trend kestabilan global dan menarik pelabur yang peka terhadap alam sekitar.

Dalam pada itu, eksport perkhidmatan Malaysia yang sebahagian besarnya tertumpu kepada aktiviti tradisional telah mengatasi perkhidmatan moden seperti insurans, yang boleh diperdagangkan merentasi sempadan tanpa sentuhan langsung. Perkhidmatan yang berkaitan dengan barang, yang berkaitan dengan penyertaan Rantai Nilai Global (GVC) dan termasuk perkhidmatan pembuatan pada input fizikal yang dimiliki oleh pihak lain, menyumbang 9.2 peratus kepada eksport perkhidmatan Malaysia. Ini adalah jauh lebih tinggi berbanding 4.0 peratus di negara-negara OECD dan 7.0 peratus di negara-negara ASEAN. Sebaliknya, perkhidmatan moden seperti perniagaan, ICT, kewangan, royalti, serta insurans dan pencen, menyumbang bahagian yang lebih besar dalam eksport perkhidmatan keseluruhan di negara-negara ASEAN dan OECD. Manakala, kebanyakan negara berpendapatan tinggi lebih bergantung pada eksport perkhidmatan moden, iaitu telekomunikasi dan bekalan elektrik. Selain itu, Malaysia telah secara konsisten mencatatkan defisit dalam akaun semasa perdagangan perkhidmatannya sejak tahun 1947, kecuali untuk tempoh dari 2007 hingga 2011. Justeru, MIDA perlu memberi tumpuan yang lebih kepada perkhidmatan berasaskan pelaburan untuk menarik minat pelabur asing bagi menubuhkan operasi mereka di Malaysia, yang dijangka akan meningkatkan eksport secara tidak langsung dan mengurangkan import. Perkhidmatan berasaskan pelaburan ini termasuk operasi penyelenggaraan, pembaikan, dan baik pulih (MRO), ibu pejabat serantau, penjagaan kesihatan, teknologi hijau, logistik, dan pelancongan.

Secara ringkas, walaupun perkhidmatan tradisional terus menjadi bahagian penting dalam ekonomi Malaysia, terdapat keperluan mendesak untuk beralih fokus ke arah perkhidmatan berkualiti tinggi dan *niche*. Peralihan ini bukan sahaja akan menyelaraskan Malaysia dengan trend ekonomi global tetapi juga meletakkannya sebagai pemain utama dalam pasaran perkhidmatan antarabangsa. Dengan mempelajari strategi dari negara jiran dan memanfaatkan kelebihan unik yang ada, Malaysia boleh mencapai pembangunan sektor perkhidmatan yang seimbang dan kukuh, mendukung pertumbuhan ekonomi yang lestari.

8. Kesimpulan

Secara kesimpulan, sektor perkhidmatan Malaysia telah melalui transformasi yang ketara, berkembang daripada ekonomi berasaskan pertanian kepada ekonomi yang lebih terpelbagai dan berindustri. Namun begitu, terdapat ruang untuk penambahbaikan dan perkembangan yang berterusan.

Dapatan daripada Banci Ekonomi dan pelbagai kajian yang dijalankan oleh Jabatan Perangkaan Malaysia memberikan pandangan kritikal mengenai prestasi sektor ini, serta menekankan kepentingan pengambilan keputusan yang didorong oleh data untuk pembuat dasar dan pemain industri.

Bagi menangani cabaran seperti ketidakpadanan kemahiran, penerimaan teknologi, dan halangan peraturan, Malaysia perlu memberi tumpuan kepada pembangunan tenaga kerja, transformasi digital, dan amalan mampan. Dengan menggalakkan inovasi dan memperbaiki akses ke pasaran, Malaysia dapat meningkatkan sektor perkhidmatannya, menjadikannya pemain yang kompetitif dalam ekonomi global. Peranan proaktif kerajaan dalam melaksanakan dasar yang menyokong dan memudahkan kerjasama antara pihak berkepentingan amat penting dalam membentuk masa depan sektor perkhidmatan Malaysia serta memastikan sumbangannya yang berterusan kepada pertumbuhan dan daya tahan ekonomi negara.

Penafian

Pandangan yang diutarakan adalah pandangan penulis dan tidak semestinya mewakili pandangan DOSM.

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Summary of Findings

1. INTRODUCTION

In 2022, the world embarked on a fresh path as economic activities resumed after the COVID-19 pandemic and the series of Movement Control Orders (MCO). However, the road to recovery was laden with new global economic challenges, presenting a complex landscape. The initial momentum was disrupted by a myriad of shocks, each destabilizing the recovery process. The conflict between Russia and Ukraine, persistent unrest in the Middle East, climate change-induced supply chain disruptions, natural disasters, volatile commodity prices, Europe's energy crisis, and soaring inflation rates in the United States all contributed to a challenging recovery trajectory. These intertwined issues created a turbulent environment, shifting the focus from recovery to resilience and adaptation in a rapidly evolving global economy.

The global economy, largely driven by secondary and tertiary sectors, continued to face substantial survival pressures. In this challenging environment, domestic demand emerged as a crucial stabilizing factor for many countries, acting as a vital lifeline amidst the turbulence.

Global Services Sector Performance, 2022

The Services sector, a key driver of economic growth in most world economies, exhibited a mixed performance in 2022. This sector's role was particularly substantial for the three (3) major economic powers, the United States, China, and Japan, where it contributed more than 50 per cent of their respective GDPs.

In the United States and Japan, the Services sector's contribution to Gross Domestic Product (GDP) demonstrated an upward trend. In the United States, the sector's share of GDP increased from 77.6 per cent in 2021 to over 79.0 per cent in 2022, underscoring its critical role in the nation's economic expansion. This growth was driven by robust performances in sub-sectors such as Information technology, Finance, and Healthcare, reflecting the economy's shift towards more service-oriented activities. Additionally, high domestic demand, particularly in the Retail, wholesale, and motor vehicle trade sub-sectors, as well as Real estate and Finance, significantly bolstered the services sector's growth. This heightened consumer activity highlighted the importance of domestic markets in sustaining economic momentum.

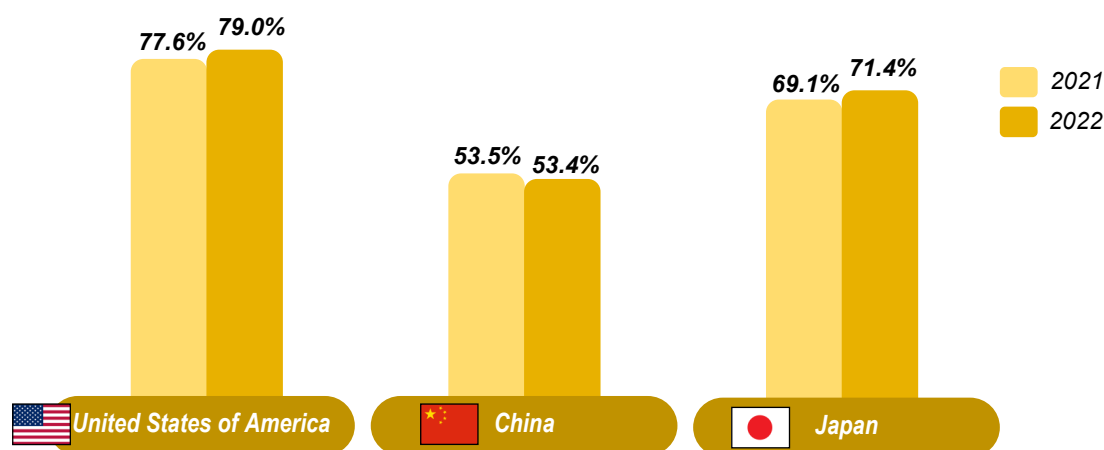
Japan showed a similar trend, with the Services sector's contribution increasing from 69.1 per cent in 2021 to 71.4 per cent in 2022. This growth was fueled by advancements in technology, an upsurge in tourism, and increased consumer spending on services. These factors combined to elevate the services sector's role in sustaining economic growth amidst global uncertainties.

Summary of Findings

Conversely, China faced a more complex scenario. While the Services sector remained a crucial part of its economy, its growth was tempered by ongoing structural adjustments and regulatory changes. In fact, the sector's contribution to GDP saw a slight decrease, recording 53.4 per cent in 2022 compared to 53.5 per cent in the previous year. The country's strategic pivot towards domestic consumption and innovation aimed to bolster the services sector, yet it faced headwinds from the global economic environment and internal economic reforms.

In summary, the Services sector in these major economies played a pivotal role in shaping economic outcomes in 2022. Its varying performance across different regions highlighted the diverse economic landscapes and the sector's essential contribution to GDP growth in a dynamically changing global economy.

Chart 1: Contribution of the Services Sector to the GDP of the United States, China & Japan, 2021 and 2022



Source: World Bank

Performance in the ASEAN Region

In 2022, the ASEAN region experienced varied performance in the Services sector's contribution to GDP, reflecting the diverse economic dynamics within the region. Six (6) out of ten countries showed a decline compared to 2021, highlighting the challenges faced by these economies. Indonesia recorded a Services sector contribution of 41.8 per cent in 2022, down from 42.8 per cent the previous year, marking a 1.0 per cent decrease. Similarly, Thailand saw a decline of 0.5 per cent (2022: 56.2%; 2021: 56.7%), Malaysia decreased by 0.8 per cent (2022: 50.8%; 2021: 51.6%), Myanmar dropped by 1.6 per cent (2022: 38.6%; 2021: 40.2%), Cambodia decreased by 0.5 per cent (2022: 33.7%; 2021: 34.2%), and Brunei recorded a significant decrease of 5.1 per cent (2022: 32.5%; 2021: 37.6%).

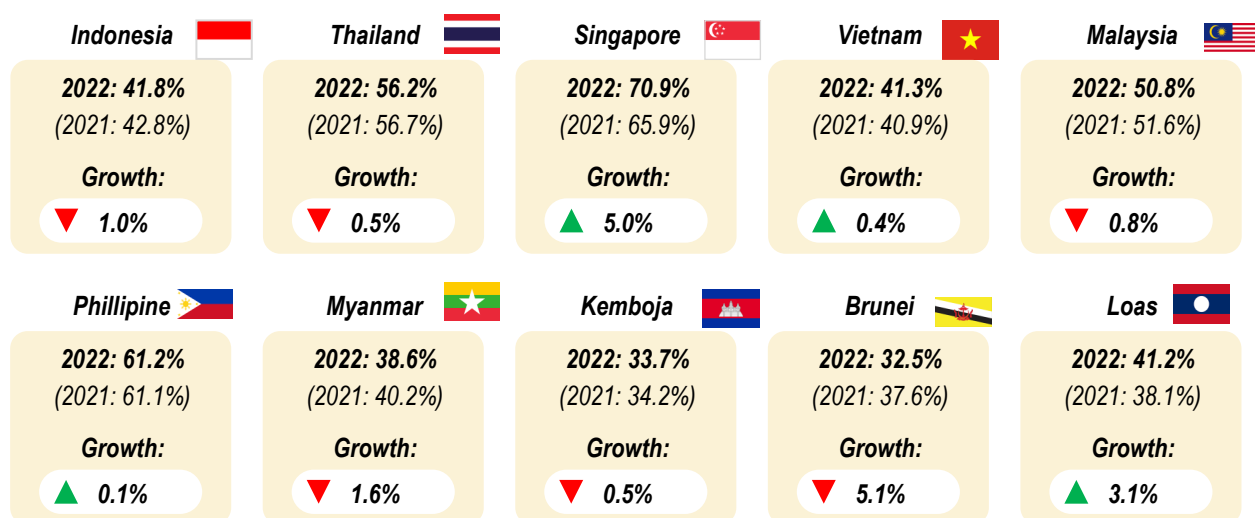
Summary of Findings

Conversely, four (4) other ASEAN countries showed an increase in the Services sector's contribution to their GDP in 2022 compared to 2021, illustrating resilience and growth in specific markets. Singapore recorded a substantial rise, with the Services sector contributing 70.9 per cent in 2022, up from 65.9 per cent in 2021, an impressive increase of 5.0 per cent. Vietnam experienced a modest increase of 0.4 per cent (2022: 41.3%; 2021: 40.9%), the Philippines saw a slight rise of 0.1 per cent (2022: 61.2%; 2021: 61.1%), and Laos recorded a notable increase of 3.1 per cent (2022: 41.2%; 2021: 38.1%).

This mixed performance across the ASEAN region underscores the complex and dynamic nature of these economies. While some countries managed to bolster their Services sector's contribution to GDP, others faced hurdles that led to declines. These fluctuations are reflective of broader economic trends and the varying capacity of each nation to adapt to global and regional challenges.

The ASEAN region's economic landscape is a testament to the resilience and adaptability of its member countries. The contrasting trends in services sector contributions highlight both the opportunities for growth and the areas needing strategic focus. As these economies navigate through global uncertainties, their performance in the Services sector will continue to be a critical indicator of their overall economic health and potential for future development.

Exhibit 1: Contribution of the Services Sector to GDP



▲ ▼ Annual Growth Rate

2. OVERALL PERFORMANCE OF SERVICES SECTOR, 2010 - 2022

2.1 Introduction

The Services sector stands as the largest contributor to the economy, accounting for more than 55 percent of GDP. As the economy develops, the importance of the Services sector grows, influencing the competitiveness of firms across Agriculture, Manufacturing, Mining, and within the Services sector itself. Efficient and cost-effective services are crucial for creating a favorable investment climate, which in turn affects business performance, investment levels, productivity, and overall economic success, including exports. Access to high-quality and affordable services, such as telecommunications and financial intermediation, is especially important for firms involved in global production networks.

Between 2010 and 2022, the Government implemented various policies and programmes to increase value-added and accelerate the transformation of the Services sector, aiming to realise Malaysia's goal of becoming a high-income nation. Initiatives under the 10th to 12th Malaysia Plans, the Industrial Master Plan, and the Economic Transformation Programme have focused on advancing technology-driven and knowledge-based activities. These initiatives have successfully attracted considerable foreign direct investment in sectors such as renewable energy, aerospace, and pharmaceuticals while promoting high-skilled services.

Although the Services sector was impacted during 2020 and 2021 due to the COVID-19 pandemic, it demonstrated resilience and recovery following the reopening of all economic sectors and national borders in 2022. The recovery has underscored the sector's pivotal role in the national economy, highlighting its capacity to adapt and thrive amidst challenges.

As Malaysia continues to develop, the Services sector's influence will likely expand further, driving competitiveness and economic growth. The strategic focus on technology and high-skilled services positions Malaysia to attract more investments and enhance its global economic standing. This progress, supported by robust government policies and a favorable investment climate, sets the stage for continued growth and prosperity in the Services sector, contributing greatly to Malaysia's journey towards becoming a high-income nation.

2.2 Performance of Services Sector, 2010 - 2022

In 2022, the Services sector saw a notable expansion, with the number of establishments operating in the sector reaching 951,862, reflecting an annual growth of 4.3 per cent (2010: 577,133 establishments). The sector generated a gross output of RM1,426.6 billion, a remarkable increase of RM781.1 billion between 2010 and 2022. This rise aligns with the expansion of fixed asset value, which has more than doubled over the past 12 years, increasing from RM496.7 billion in 2010 to RM1,219.9 billion in 2022. The sector employed 5,831,864 persons

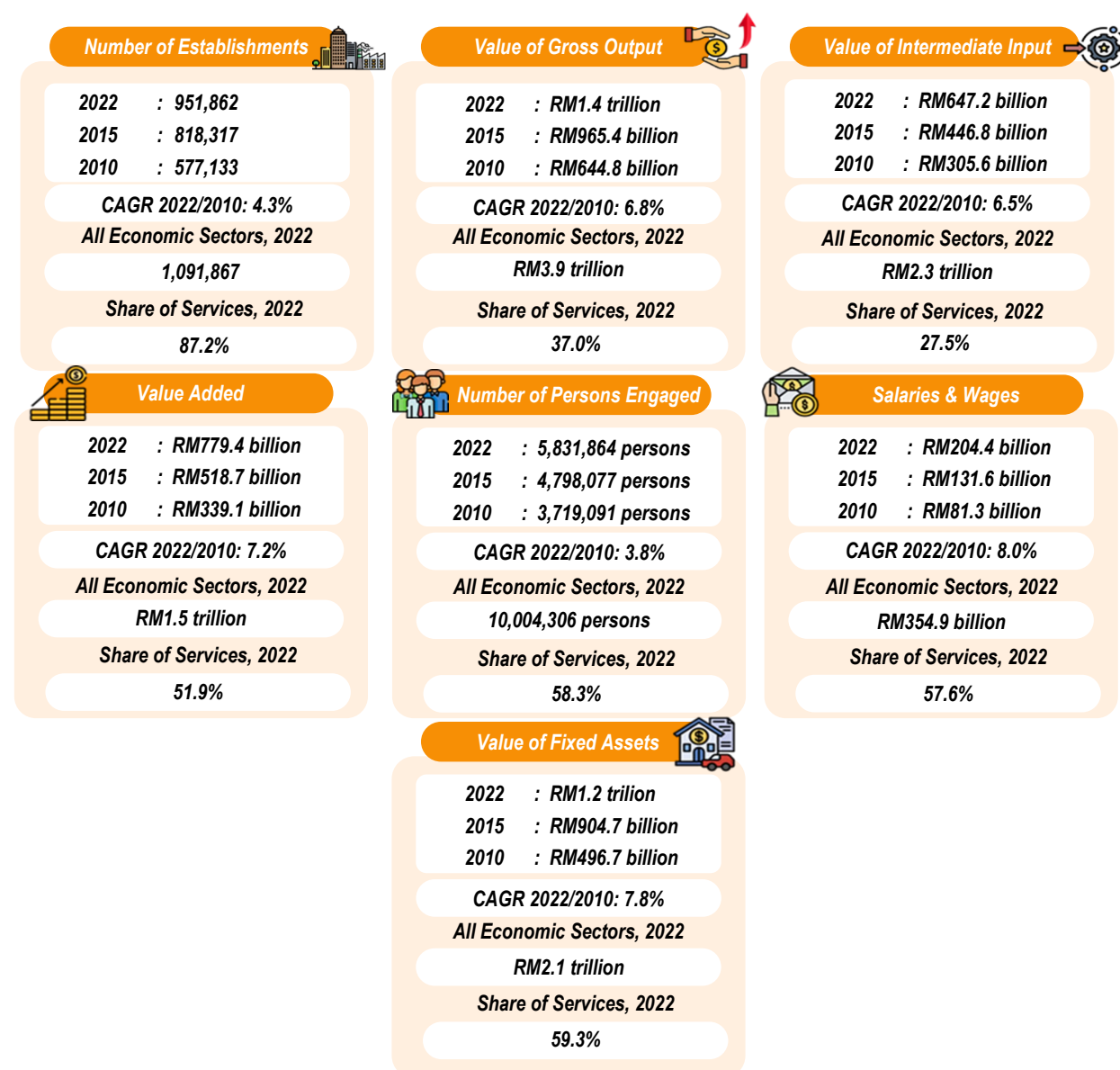
Summary of Findings

compared to 3,719,091 persons in 2010, with salaries & wages in 2022 amounting to RM204.4 billion, an 8.0 per cent increase, or RM123.1 billion, over this period.

In terms of the overall economy, the Services sector accounted for the highest number of establishments, with 87.2 per cent. The sector's gross output and employment contributions were 37.0 per cent and 58.3 per cent, respectively, to Malaysia's overall economy in 2022.

In terms of value added, the Services sector witnessed an annual growth of 7.2 per cent in 2022 compared to 2010. This growth was primarily driven by sub-sectors such as Wholesale & retail trade, Food & beverage, Information & communication, Transportation & storage, and Business services (Professional and Administrative & support services). Increased consumer spending, greater adoption of digital technologies across all sectors, and heightened demand for professional services fuelled this growth.

Exhibit 2: Share of Services Sector to GDP (%)



Summary of Findings

The Wholesale and retail trade sub-sector experienced an annual growth of 7.8 per cent, bolstered by exceptional performance across all segments, especially Retail trade, largely due to increased household spending resulting from an improved labour market. The Retail trade sub-sector saw robust growth of 10.3 per cent, led by Retail sales in non-specialised stores and Retail sales in specialised goods stores. Additionally, the Motor vehicles sub-sector contributed to the sub-sector's performance, with vehicle sales rising by 2.4 per cent to 720,658 units (2013: 583,060 units).

The Transportation & storage sub-sector grew 5.3 per cent, driven by substantial growth in all activities except for air transport. This was supported by increased postal & courier activity, which grew by 10.4 per cent, and warehousing & warehousing support activities, which saw a 6.5 per cent increase between 2010 and 2022.

The Food & beverage and Accommodation sub-sectors saw a notable turnaround with a 7.6 per cent growth, fuelled by continuous expansion in tourism-related activities, leading to higher hotel occupancy rates and increased spending at eateries. The real estate and business services sub-sector also rebounded with annual growth of 8.0 per cent between 2010 and 2022. The Real estate sub-sector benefited from increased property transactions and development activities driven by ongoing urbanisation and infrastructure projects. The Business services segment grew due to increased demand for Professional services, particularly in Legal and Accounting activities.

The Information and communication sub-sector expanded by 7.7 per cent, supported by the telecommunications activity, with rising e-commerce service usage and media streaming subscriptions, including entertainment and sports packages. This growth was also attributed to wider broadband coverage and improved internet speeds through the National Digital Network (JENDELA) initiative.

The Utilities services grew by 9.5 per cent over the 12 years, driven by steady electricity consumption across industrial, commercial, and domestic segments due to rising demand for manufactured products and the reopening of all economic sectors. The Finance services registered a moderate increase of 5.3 per cent, impacted by contraction in the finance segment and moderate growth in the insurance segment.

The Other services subsector rebounded by 7.0 per cent, reflected in positive growth in Private education and Private health services, with high enrolments in private colleges and universities and strong demand for private healthcare services during 2010 to 2022. The increased demand for healthcare services post-COVID-19 also greatly contributed to this growth. This recovery was further supported by the rebound of Sports & recreational activities as the country returned to normalcy in 2022.

Summary of Findings

In summary, the Services sector's substantial growth and resilience underscore its pivotal role in Malaysia's economic landscape. The sector's expansion, driven by increased consumer spending, technological advancements, and strategic investments, highlights its critical contribution to the nation's journey towards becoming a high-income economy.

Exhibit 3: Value Added of Services sector by Sub-sector, 2010, 2015 and 2022

Sub-sector	2010	2015	2022	CAGR 2022/2010
	Value Added (RM million)			
Electricity, gas, steam & air conditioning supply	9,991	26,710	30,455	9.7
Water supply, sewerage, waste management & remediation activities	3,535	5,923	9,902	9.0
Wholesale & retail trade	122,339	184,037	299,710	7.8
Transportation & storage	31,413	43,747	58,056	5.3
Accommodation	5,556	7,866	9,405	4.5
Food & beverage	16,428	27,973	43,831	8.5
Information & communication	42,096	62,559	102,650	7.7
Finance	59,498	77,571	110,073	5.3
Real estate	11,518	17,561	23,202	6.0
Professional	11,810	24,346	36,588	9.9
Administrative & support services	5,516	10,508	12,833	7.3
Private education	6,337	9,369	15,052	7.5
Private health & social work	4,774	7,996	13,650	9.1
Arts, entertainment & recreation	5,785	8,619	9,408	4.1
Personal services & other activities	2,521	3,878	4,591	5.1
	339,117	518,663	779,407	7.2

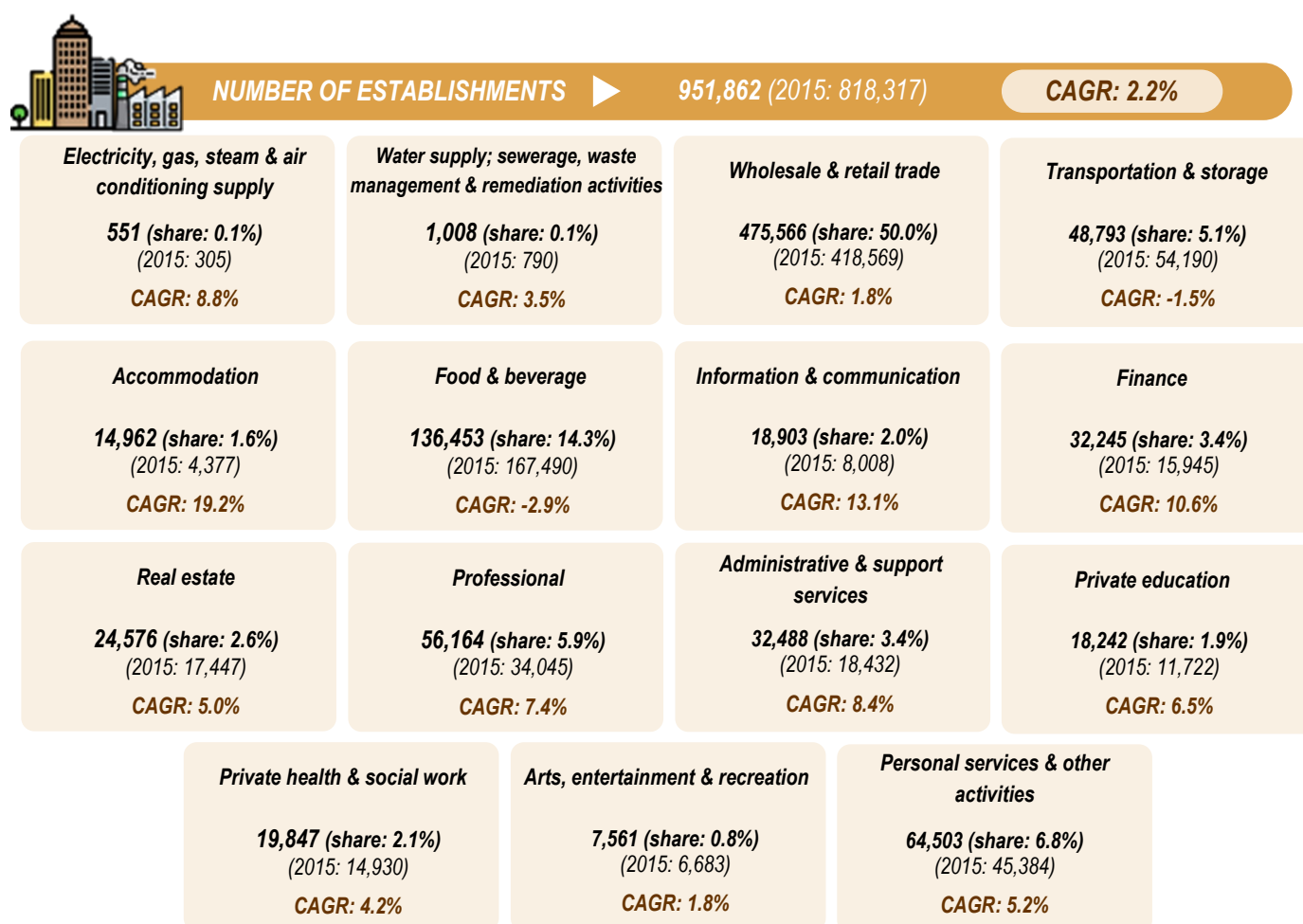
Summary of Findings

3. NUMBER OF ESTABLISHMENTS

The number of establishments operating in 2022 was 951,862, compared to 818,317 in 2015, an increase of 133,545 establishments. Wholesale & retail trade recorded the highest number of establishments, totalling 475,566 or contributing 50.0 per cent. This was followed by Food & beverage with 136,453 establishments (share: 14.3%) and Personal services & other activities with 64,503 establishments (share: 6.8%), as shown in **Exhibit 4**.

The annual growth was recorded at 2.2 per cent, with the highest growth seen in Accommodation (CAGR: 19.2%), Information & communication (CAGR: 13.1%), and Finance (CAGR: 10.6%).

Exhibit 4: Number of Establishments in the Services Sub-sectors, 2015 and 2022



CAGR 2022/2015

Summary of Findings

Growing and Sunset Industry

A comparison between 2015 and 2022 reveals that several activities in the Services sector experienced higher-than-average growth rates compared to others, driven primarily by technological advancements. Wireless telecommunications services recorded a compound annual growth rate (CAGR) of 12.5 per cent, and satellite telecommunications services achieved a CAGR of 10.8 per cent. These activities saw rapid growth in line with technological progress, leading to significant changes in business operations and societal lifestyles.

Technological advancements also fueled an increase in online buying and selling activities, driving the growth in postal & courier establishments. The number of establishments in this sub-sector grew by 20.3 per cent, rising from 690 in 2015 to 2,511 in 2022. Additionally, the growing emphasis on quality education and increased investment in the education sector during this period led to a rise in the number of private primary education establishments. The number of these establishments grew annually by 13.1 per cent, increasing from 141 in 2015 to 334 in 2022.

Building and landscape services also recorded double-digit growth, with a 12.0 per cent increase over the seven-year period, supported by the growth of business establishments. The census has expanded industry coverage in the Accommodation sector to include informal homestay activities, with 9,096 establishments reporting operations in this activity for 2022.

Conversely, technological advancements have also contributed to the decline in the number of establishments in certain activities. For instance, VCD/DVD repair and maintenance saw a CAGR of -15.8 per cent, Retail sales of music records, audio tapes, compact discs, cassettes, video tapes, VCDs, and DVDs contracted -7.7 per cent, Video tape rentals, vinyl records, CDs, and DVDs declined by -11.8 per cent, and cyber cafes shrank by -15.9 per cent. The increase in broadband subscriptions and the emergence of online subscription services have reduced demand for these activities, rendering them less relevant today.

These trends illustrate the profound impact of technological advancements on the Services sector, driving growth in some areas while leading to a decline in others. The sector's ability to adapt to these changes will be crucial for its continued contribution to Malaysia's economic development.


Summary of Findings

4. VALUE OF GROSS OUTPUT

The gross output value of the Services sector for 2022 recorded RM1,426.6 billion, with an annual increase of 5.7 per cent from 2015. **Exhibit 5** shows the sub-sectors that recorded rate exceeding the national average were Electricity, gas, steam & air conditioning supply (CAGR: 7.6%), Private health & social work (CAGR: 7.6%), Private education (CAGR: 6.9%), Wholesale & retail trade (CAGR: 6.8%), Water supply; sewerage, waste management & remediation activities (CAGR: 6.3%), Information & communication (CAGR: 6.2%), Food & beverage (CAGR: 5.9%), and Professional (CAGR: 5.8%).

The main contributor to the gross output value of the Services sector for 2022 was Wholesale & retail trade at 34.1 per cent or RM486.2 billion. This was followed by the Information & communication with a contribution of 13.3 per cent (RM190.1 billion), Finance, 12.1 per cent (RM172.0 billion), Transportation & storage, 9.8 per cent (RM140.5 billion), and Food & beverage 6.9 per cent (RM99.0 billion).

Exhibit 5: Value of Gross Output in the Services Sub-sectors, 2015 and 2022

	Value of Gross Output Share 			
Electricity, gas, steam & air conditioning supply	(2015: RM54.4b)	RM90.6b	6.4%	CAGR: 7.6%
Water supply; sewerage, waste management & remediation activities	(2015: RM12.3b)	RM18.9b	1.3%	CAGR: 6.3%
Wholesale & retail trade	(2015: RM306.6b)	RM486.2b	34.1%	CAGR: 6.8%
Transportation & storage	(2015: RM109.2b)	RM140.5b	9.8%	CAGR: 3.7%
Accommodation	(2015: RM13.9b)	RM16.7b	1.2%	CAGR: 2.6%
Food & beverage	(2015: RM66.4b)	RM99.0b	6.9%	CAGR: 5.9%
Information & communication	(2015: RM124.6b)	RM190.1b	13.3%	CAGR: 6.2%
Finance	(2015: RM122.4b)	RM172.0b	12.1%	CAGR: 5.0%
Real estate	(2015: RM28.1b)	RM36.8b	2.6%	CAGR: 3.9%
Professional	(2015: RM40.5b)	RM60.0b	4.2%	CAGR: 5.8%
Administrative & support services	(2015: RM27.1b)	RM31.7b	2.2%	CAGR: 2.3%
Private education	(2015: RM15.2b)	RM24.1b	1.7%	CAGR: 6.9%
Private health & social work	(2015: RM16.8b)	RM28.0b	2.0%	CAGR: 7.6%
Arts, entertainment & recreation	(2015: RM20.0b)	RM22.5b	1.6%	CAGR: 1.7%
Personal services & other activities	(2015: RM8.1b)	RM9.5b	0.7%	CAGR: 2.4%
TOTAL	(2015: RM965.4b)	RM1,426.6b	 100.0%	CAGR: 5.7%

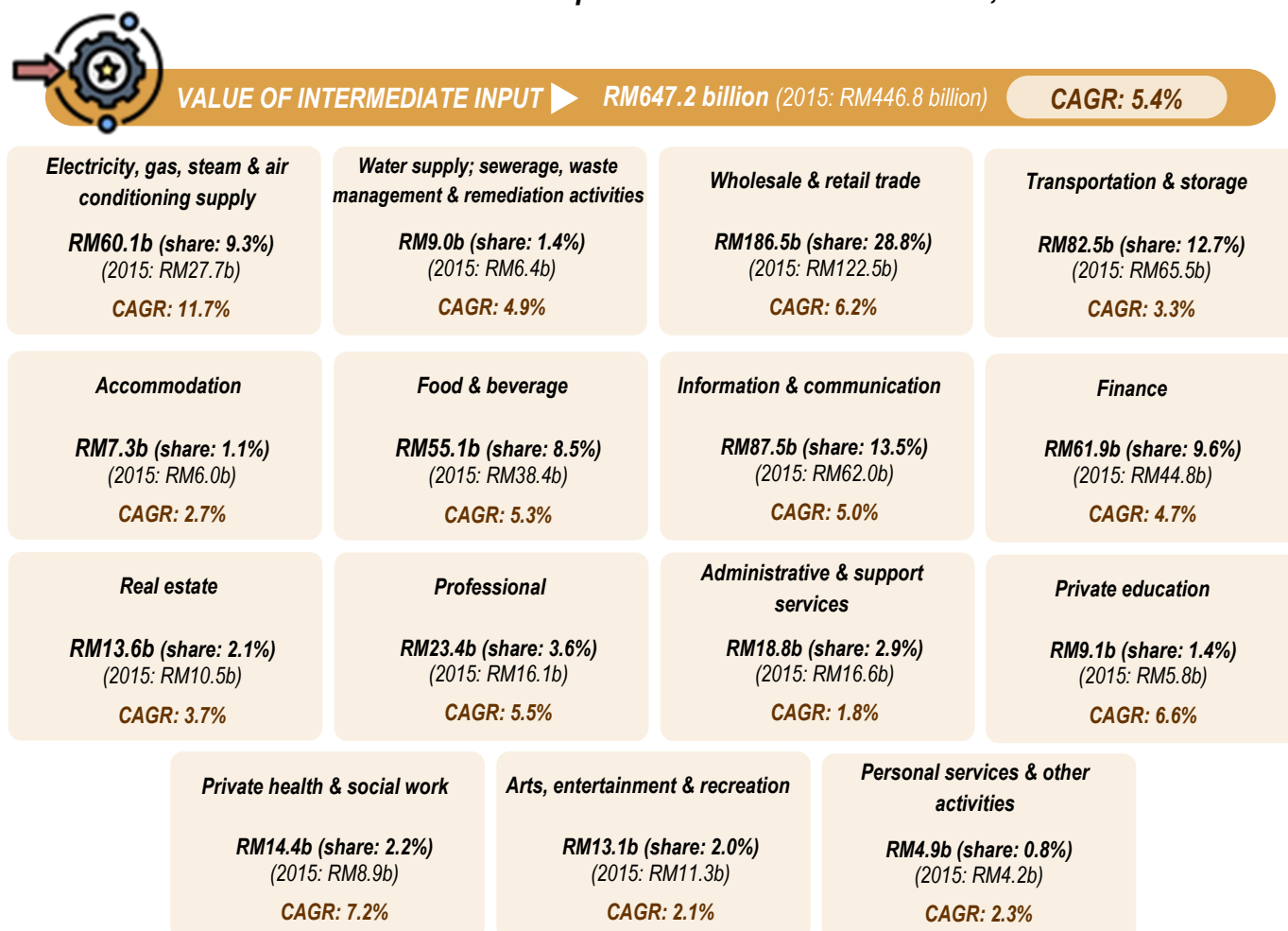
Summary of Findings

5. VALUE OF INTERMEDIATE INPUT

The intermediate input value of the Services sector reached RM647.2 billion in 2022, recording an annual growth of 5.4 per cent since 2015. Sub-sectors with the notable growth were Electricity, gas, steam & air conditioning supply (CAGR: 11.7%), Private health & social work (CAGR: 7.2%), Private education (CAGR: 6.6%), Wholesale & retail trade (6.2%), and Professional (CAGR: 5.5%) as depicted in **Exhibit 6**.

Wholesale & retail trade was the largest contributor to the intermediate input value of the Services sector in 2022, with a contribution of 28.8 per cent or RM186.5 billion. This was followed by the Information & communication with a contribution of 13.5 per cent (RM87.5 billion), Transportation & storage 12.7 per cent (RM82.5 billion), Finance 9.6 per cent (RM61.9 billion), and Electricity, gas, steam & air conditioning supply 9.3 per cent (RM60.1 billion).

Exhibit 6: Value of Intermediate Input in the Services Sub-sectors, 2015 and 2022



CAGR 2022/2015

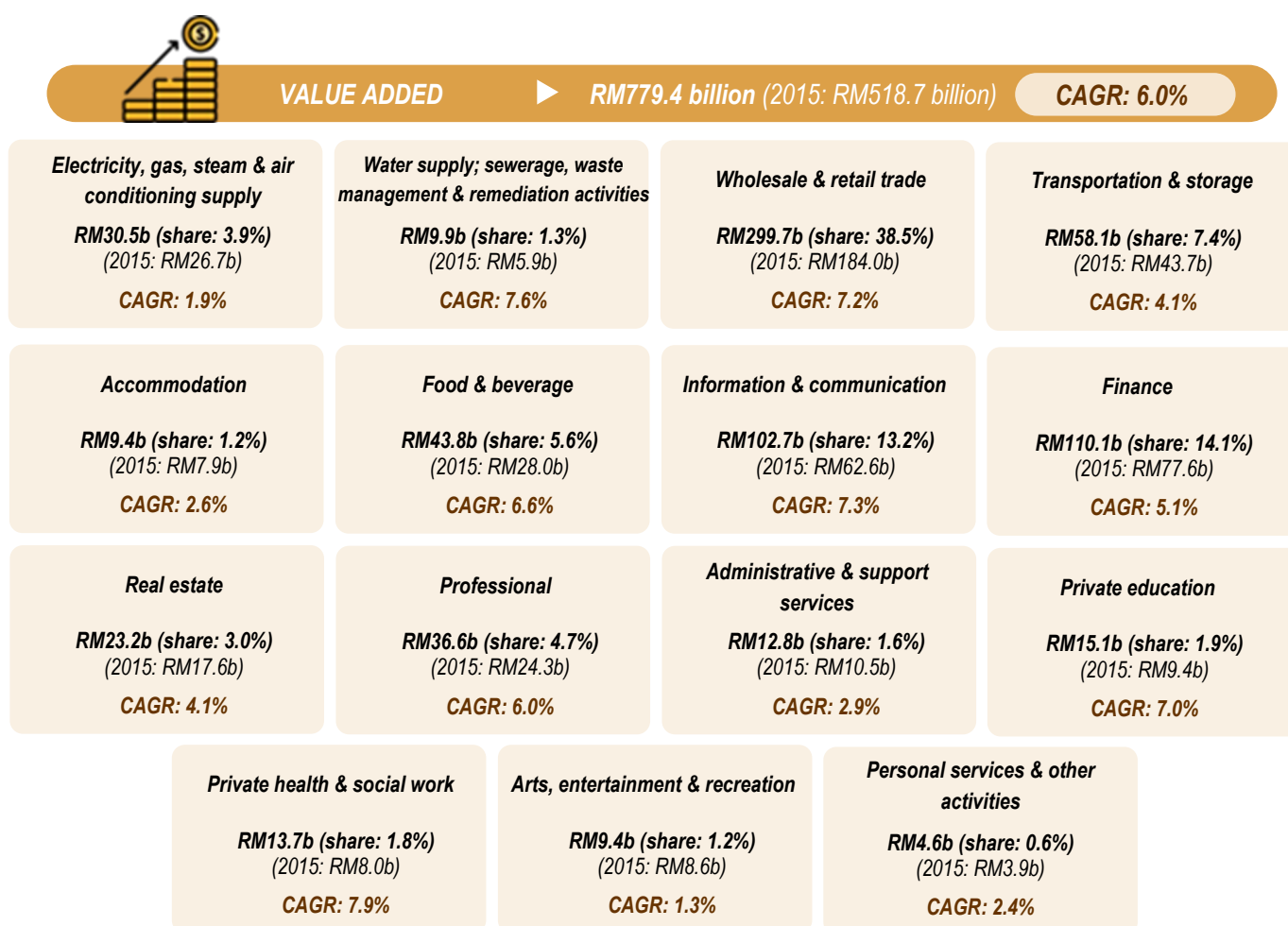
Summary of Findings

6. VALUE ADDED

The value added in the Services sector increased by 6.0 percent annually, rising from RM518.7 billion in 2015 to RM779.4 billion in 2022 as illustrated in **Exhibit 7**. Subsectors with the most notable growth were Private health & social work (CAGR: 7.9%), Water supply; sewerage, waste management & remediation activities (CAGR: 7.6%), Information & communication (CAGR: 7.3%), Wholesale & retail trade (CAGR: 7.2%), Private education (CAGR: 7.0%), Food & beverage (6.6%), and Professional (CAGR: 6.0%).

The Wholesale & Retail Trade was the largest contributor, with a share of 38.5 per cent (RM299.7 billion). Following this, Finance and Information & communication contributed 14.1 per cent and 13.2 per cent, respectively. Additionally, Transportation & storage and Food & beverage contributed 7.4 per cent and 5.6 per cent, respectively.

Exhibit 7: Value Added for Services Sub-sectors, 2015 and 2022



CAGR 2022/2015

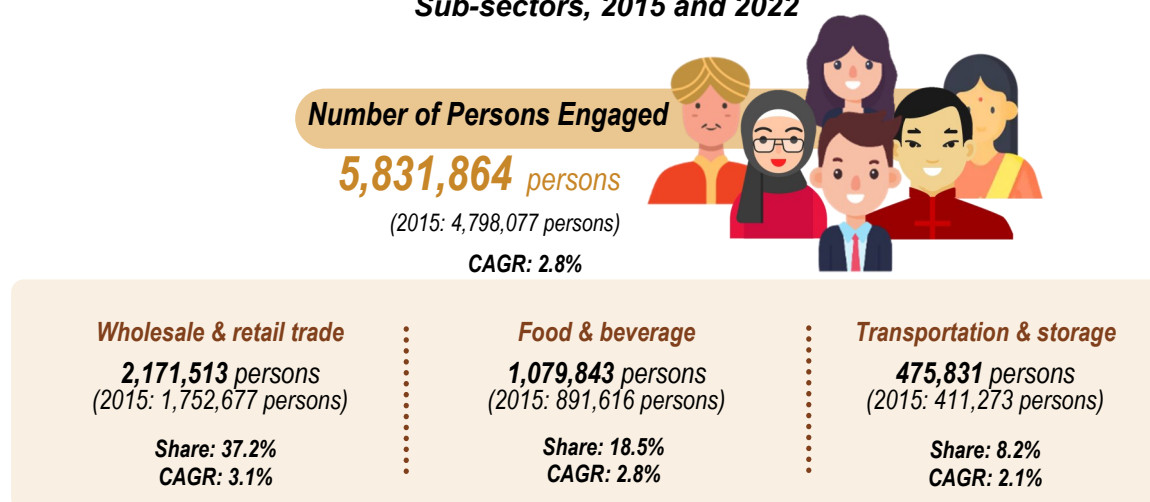
Summary of Findings

7. NUMBER OF PERSONS ENGAGED AND SALARIES & WAGES

7.1 NUMBER OF PERSONS ENGAGED AND SALARIES & WAGES OF SERVICES SECTOR

The number of persons engaged in the Services sector rose by 2.8 per cent, reaching 5,831,864 persons in 2022, from 4,798,077 in 2015. The Wholesale & retail trade accounted for 37.2 per cent share, with 2,171,513 persons engaged, marking a 3.1 per cent annual increase from 1,752,677 in 2015. Additionally, number of persons engaged in the Food & beverage were 1,079,843 persons (share: 18.5%) in 2022, up from 891,616 in 2015. The Transportation & storage had 475,831 persons engaged in 2022, compared to 411,273 persons in 2015 as portrayed **Exhibit 8**.

Exhibit 8: Number of Persons Engaged for Services Sector by the Top Three Sub-sectors, 2015 and 2022



CAGR 2022/2015

The total salaries & wages in the Services sector rose 6.5 per cent to RM204.4 billion in 2022, increased from RM131.6 billion in 2015. The Wholesale & retail trade recorded the highest salaries & wages, reaching RM76.2 billion, grew 8.5 per cent annually (share: 37.3%). Meanwhile, for Finance amounted to RM24.7 billion, showing an annual increase of 5.2 per cent (share: 12.1%) followed by Information & communication at RM19.3 billion (share: 9.4%), with an annual growth of 7.5 per cent (2015: RM11.7 billion), as shown in **Exhibit 9**.

Persons engaged in the Information & communication earned the top average monthly salary of RM6,442 followed closely by the Electricity, gas, steam & air conditioning supply with RM6,327, and Finance, which came in at RM5,517.

Summary of Findings

Exhibit 9: Salaries & Wages for Services Sub-sectors, 2015 and 2022

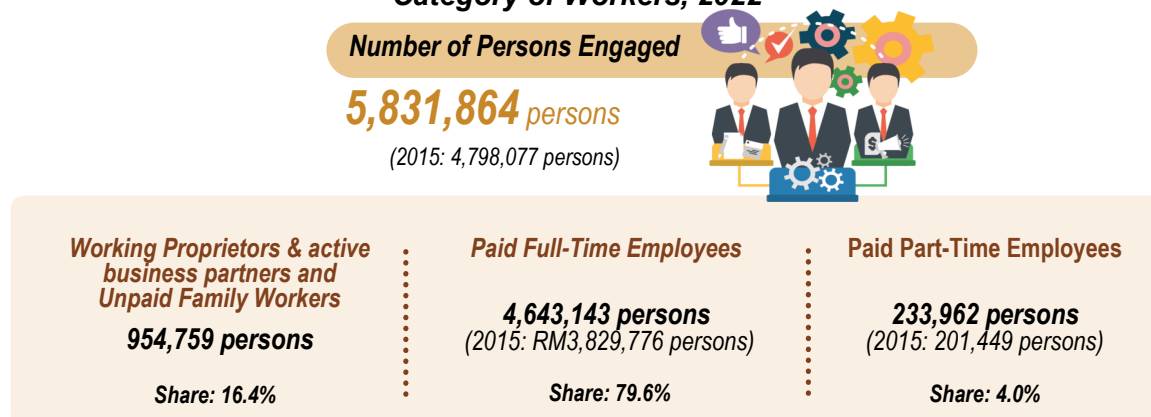
Share 2015		Salaries & Wages	2022 Share	CAGR	Monthly Average Salary, 2022
2.8% RM3.6b	•	Electricity, gas, steam & air conditioning supply	RM3.9b 1.9%	3.9%	RM6,327
1.1% RM1.4b	•	Water supply; sewerage, waste management & remediation activities	RM2.4b 1.2%	7.8%	RM3,317
32.7% RM43.1b	•	Wholesale & retail trade	RM76.2b 37.3%	8.5%	RM3,690
10.8% RM14.3b	•	Transportation & storage	RM18.4b 9.0%	3.7%	RM3,548
2.3% RM3.0b	•	Accommodation	RM4.1b 2.0%	4.4%	RM2,395
7.3% RM9.7b	•	Food & beverage	RM15.5b 7.6%	7.0%	RM1,689
8.9% RM11.7b	•	Information & communication	RM19.3b 9.4%	7.5%	RM6,442
13.2% RM17.3b	•	Finance	RM24.7b 12.1%	5.2%	RM5,517
2.1% RM2.7b	•	Real estate	RM4.2b 2.0%	6.3%	RM3,621
7.7% RM10.1b	•	Professional	RM14.2b 7.0%	5.0%	RM3,556
3.0% RM4.0b	•	Administrative & support services	RM5.3b 2.6%	4.2%	RM2,272
3.3% RM4.3b	•	Private education	RM6.3b 3.1%	5.5%	RM3,461
2.8% RM3.7b	•	Private health & social work	RM6.3b 3.1%	8.1%	RM3,601
1.0% RM1.3b	•	Arts, entertainment & recreation	RM1.7b 0.8%	3.5%	RM2,109
1.2% RM1.5b	•	Personal services & other activities	RM2.1b 1.0%	4.9%	RM1,775
100.0% RM131.6b	•	Total	RM204.4b 100.0%	6.5%	RM3,493

CAGR 2022/2015

7.2 NUMBER OF PERSONS ENGAGED AND SALARIES & WAGES IN THE SERVICES SECTOR BY CATEGORY OF WORKERS

In the Services sector, paid full-time employees constituted the majority, making up 79.6 per cent (4,643,143 persons) of the total 5,831,864 persons engaged. Additionally, 954,759 persons (share: 16.4%) were working proprietors & active business partners and unpaid family workers, while 233,962 persons (share: 4.0%) were paid part-time employees (Exhibit 10).

Exhibit 10: Number of Persons Engaged in the Services Sectors by Category of Workers, 2022








Summary of Findings

In the view of paid full-time employees, clerical support and related workers make up the largest segment of the labor market, contributing 43.3 per cent with a total of 2,011,447 persons. Elementary occupations accounted for 25.5 per cent (1,181,993 persons), while managers, professionals, and researchers represent 20.5 per cent (953,653 persons) of the full-time paid employees in the Services sector. Together, these three categories make up 89.3 per cent of the workforce, totalling 4,147,093 paid full-time employees.

However, in terms of the total salaries & wages received by category of paid full-time employees, managers, professionals, and researchers led with RM88.9 billion (share: 44.2%), while clerical and related workers received RM63.3 billion in wages & salaries (share: 31.5%). Meanwhile, elementary occupations contributed 12.4 per cent or RM25.0 billion.

At the higher end of the salary scale, managers, professionals, and researchers earned an average monthly salary of RM7,766. Technicians and associate professionals followed with an average of RM4,892 per month, while clerical support and related workers earned RM2,624 monthly, as detailed in **Exhibit 11**.

Exhibit 11: Number of Persons Engaged in the Services Sectors by Category of Paid Full-Time Employees, 2022

Number of Persons Engaged Share		Salaries & Wages Share		Average Monthly Salary
 Managers, professionals and researchers				
953,653 persons	20.5%	RM88.9b	44.2%	RM7,766
 Technicians and associate professionals				
317,350 persons	6.8%	RM18.6b	9.3%	RM4,892
 Clerical and related workers				
2,011,447 persons	43.3%	RM63.3b	31.5%	RM2,624
 Plant & machine operators, and assemblers				
178,700 persons	3.8%	RM5.2b	2.6%	RM2,432
 Elementary occupations				
1,181,993 persons	25.5%	RM25.0b	12.4%	RM1,761
TOTAL				
4,643,143 persons	100.0%	RM201.0b	100.0%	RM3,608

Note.

Clerical and related workers comprises clerical support workers, service & sales workers and craft & related trades workers.




Summary of Findings

7.3 NUMBER OF PERSONS ENGAGED IN THE SERVICES SECTOR BY CATEGORY OF SKILLS

The employment landscape was predominantly by semi-skilled workers, made up 47.2 per cent of the total with 4,643,143 persons engaged in 2022. This was followed by skilled workers comprising 27.4 per cent with 1,271,003 persons, while low-skilled workers represented 25.4 per cent with 1,181,993. In terms of salaries and wages, skilled workers topped the chart with RM107.5 billion (share: 53.5%), followed by semi-skilled workers at RM68.6 billion (share: 34.1%), and low-skilled workers at RM25.0 billion (share: 12.4%).

Skilled workers commanded an average monthly salary of RM7,048, more than double that of semi-skilled workers at RM2,608, and substantially higher than low-skilled workers at RM1,761, as depicted in **Exhibit 12**.

Exhibit 12: Number of Persons Engaged in the Services Sector by Category of Skills, 2022

Number of Persons Engaged Share		Salaries & Wages Share		Average Monthly Salary
 Skilled workers				
1,271,003 persons	27.4%	RM107.5b	53.5%	RM7,048
 Semi-skilled workers				
2,190,147 persons	47.2%	RM68.6b	34.1%	RM2,608
 Low-skilled workers				
1,181,993 persons	25.4%	RM25.0b	12.4%	RM1,761
Total				
4,643,143 persons	100.0%	RM201.0b	100.0%	RM3,608

Summary of Findings

7.4 NUMBER OF PERSONS ENGAGED IN THE SERVICES SECTOR BY HIGHEST CERTIFICATE OBTAINED

Employees with SPM/ SPM(V) or equivalent qualifications represented 44.2 per cent of the total number of persons engaged in the Services sector, amounting to 2,580,378 persons in 2022 (**Exhibit 13**). Diploma holders ranked next with 937,549 persons (share: 16.1%), followed by Bachelor/ Advanced diploma or equivalent with 778,532 persons (share: 13.3%).

The Services sector was predominantly by male, with 3,383,639 persons (share: 58.0%), while female represented 42.0 per cent, amounting to 2,448,225 persons. Employees with SPM/SPM(V) or equivalent registered the highest number of male workers, totalling 1,518,628 persons (share: 44.9%), while the same qualification also recorded a higher proportion of females, totaling 1,061,750 persons (share: 43.3%).

Exhibit 13: Number of Persons Engaged in the Services Sector by Highest Certificate Obtained, 2022

Share Male		Number of Persons Engaged by Highest Certificate Obtained		Female Share	
1.8%	59,943	Postgraduate	103,420 (1.8%)	43,477	1.8%
13.6%	461,116	Bachelor/ Advanced diploma or equivalent	778,532 (13.3%)	317,416	13.0%
15.2%	514,266	Diploma	937,549 (16.1%)	423,283	17.3%
5.4%	181,871	STPM or equivalent	372,820 (6.4%)	190,949	7.8%
7.9%	268,360	Certificate	434,485 (7.5%)	166,125	6.8%
44.9%	1,518,628	SPM/ SPM (V) or equivalent	2,580,378 (44.2%)	1,061,750	43.3%
11.2%	379,455	Below SPM/ SPM (V) qualification	624,680 (10.7%)	245,225	10.0%
100.0%	3,383,639	Total	5,831,863 (100.0%)	2,457,617	100.0%

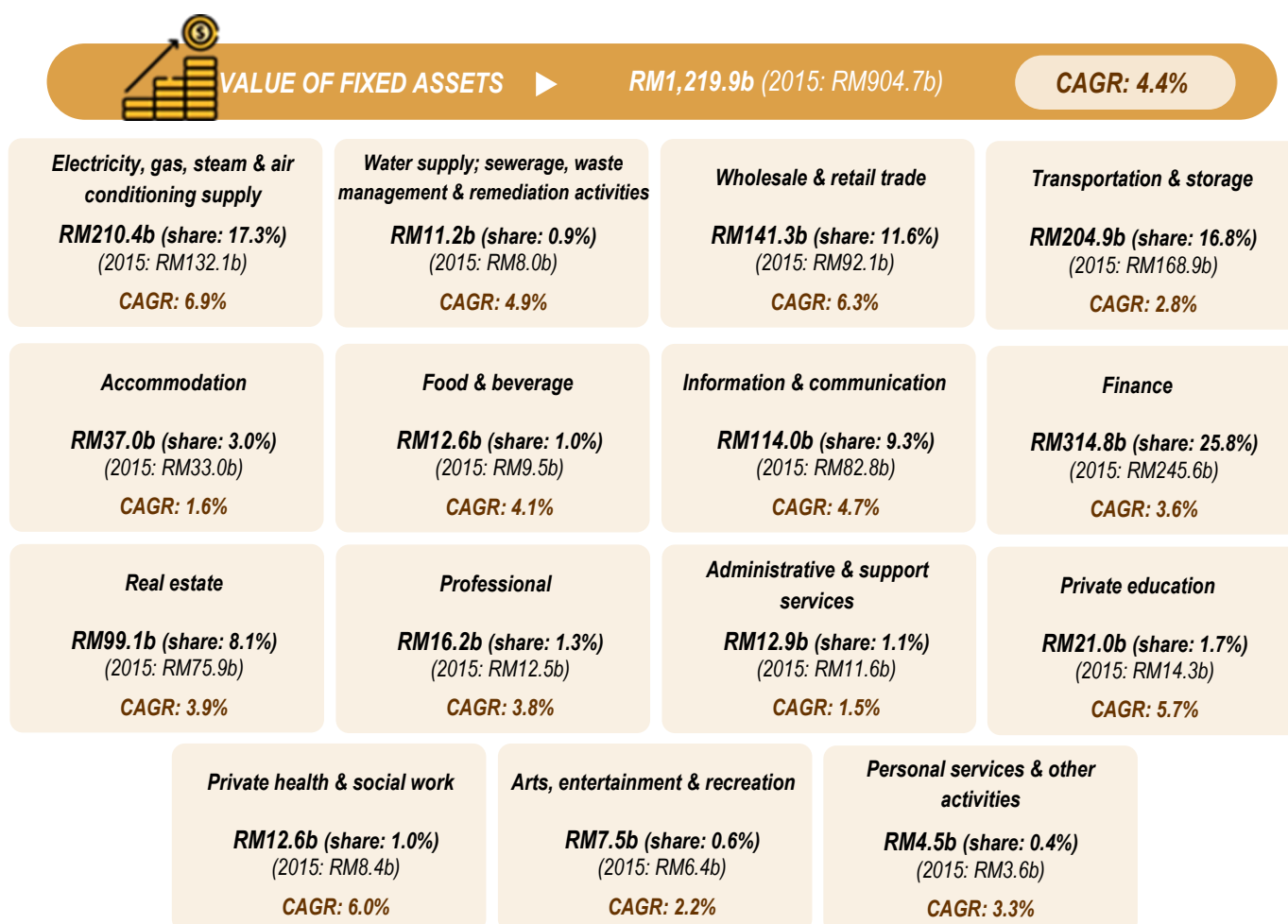
Summary of Findings

8. VALUE OF FIXED ASSETS

The Services sector's fixed asset were valued at RM1,219.9 billion, with an annual increase of 4.4 per cent since 2015. **Exhibit 14** shows the sub-sectors with a growth rate exceeding the national average include Electricity, gas, steam & air conditioning supply (CAGR: 6.9%), Wholesale & retail trade (CAGR: 6.3%), Private health & social work (CAGR: 6.0%), Private education (CAGR: 5.7%), Water supply; sewerage, waste management & remediation activities (CAGR: 4.9%), and Information & communication (CAGR: 4.7%).

The main contributor to the value of fixed assets in the Services sector for 2022 was Finance, with RM314.8 billion or 25.8 per cent. This was followed by the Electricity, gas, steam & air-conditioning supply with RM210.4 billion (share: 17.3%), Transportation & storage totalling RM204.9 billion (share: 16.8%), Wholesale & Retail Trade valued at RM141.3 billion (share: 11.6%), and Information & communication at RM114.0 billion (share: 9.3%).

Exhibit 14: Value of Fixed Assets for Services Sub-sectors, 2015 and 2022



CAGR 2022/2015

9. WOMEN-OWNED ESTABLISHMENTS

In 2022, women-owned establishments made a substantial impact on the Services sector, with a total of 205,012 businesses operated by female entrepreneurs (**Exhibit 15**). Leading this sector was the Wholesale & retail trade, encompassing 92,162 establishments and representing 45.0 per cent of the total. Following closely were the Food & beverage sub-sector, with 63,759 establishments (share: 31.0%), and Personal services & other activities, with 10,824 establishments (share: 5.3%).

These women-owned enterprises generated a noteworthy RM83.0 billion in gross output. The Wholesale & retail trade sub-sector was the primary contributor, accounting for 37.7 per cent (RM31.3 billion) of the total gross output. This was followed by Food & beverage with a contribution of 18.2 per cent (RM15.1 billion), and Professional contributed 6.9 per cent (RM5.8 billion).

Regarding intermediate input, the Wholesale & retail trade sub-sector again led, contributing 31.3 per cent (RM12.1 billion). The Food & beverage sub-sector followed with a 23.6 per cent share (RM9.1 billion), and Administrative & support services contributed 7.6 per cent (RM2.9 billion).

Women-owned establishments significantly enhanced the value added to the economy, totalling RM44.4 billion. The Wholesale & retail trade was the largest contributor, accounting for 43.2 per cent (RM19.2 billion). The Food & beverage contributed 13.4 per cent, and the Professional added 8.2 per cent.

In terms of employment, women-owned businesses provided jobs for 788,884 persons. The Wholesale & retail trade sub-sector employed the largest number, with 291,371 persons (share: 36.9%). The Food & beverage employed 248,364 persons (share: 31.5%), and the Private education provided jobs for 45,267 persons (share: 5.7%).

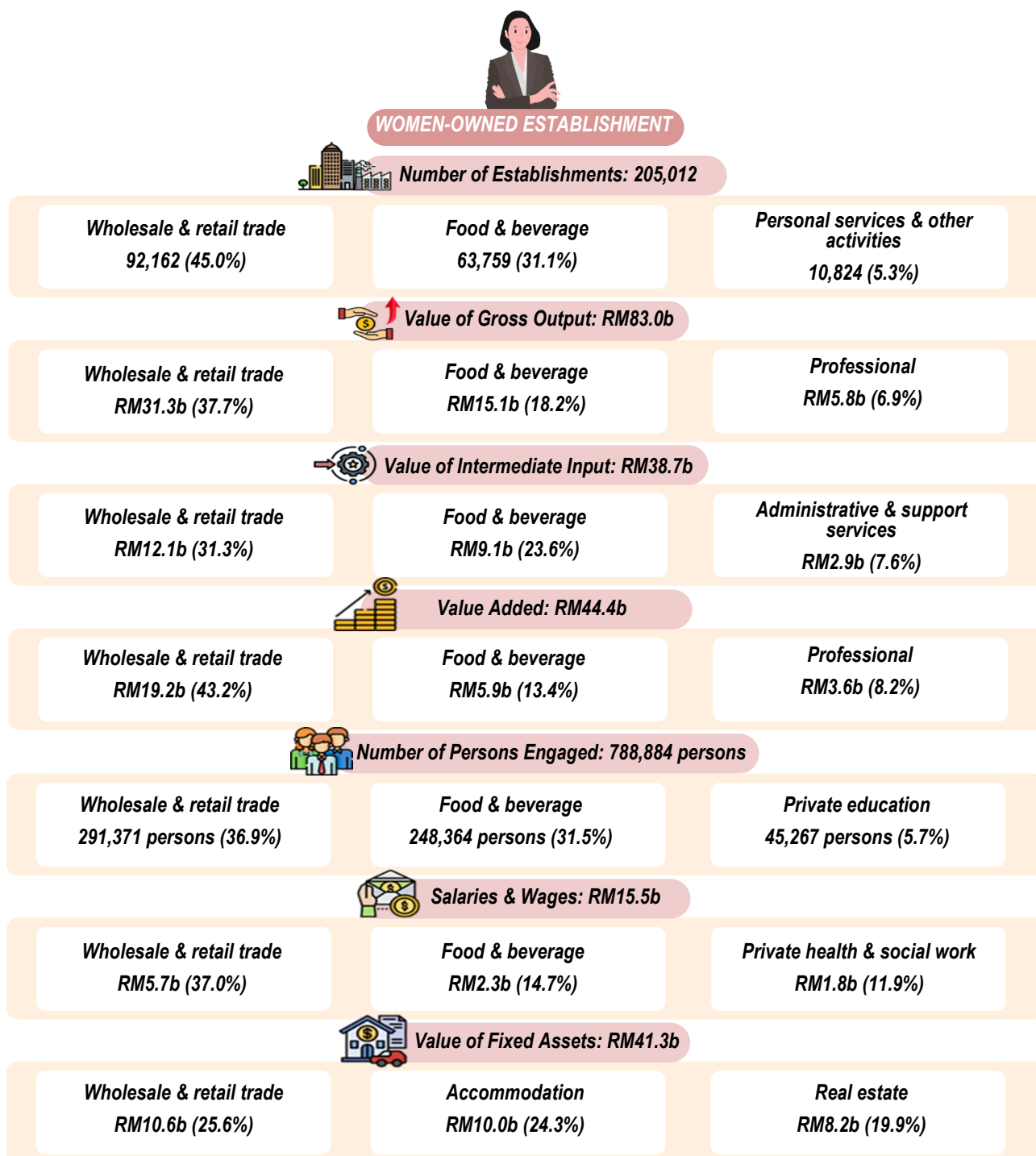
Salaries & wages in women-owned establishments amounted to RM15.5 billion in 2022. The Wholesale & retail trade recorded the highest salaries & wages, totalling RM5.7 billion (share: 37.0%). The Food & beverage followed with RM2.3 billion (share: 14.7%), and the Private health & social work contributed RM1.8 billion (share: 11.9%).

The Wholesale and retail trade led in the value of fixed assets for women-owned establishments, with RM10.6 billion (25.6%). This was followed by the Accommodation with RM10.0 billion (24.3%), and the Real estate which contributed RM8.2 billion (19.9%).

Summary of Findings

These statistics underscore the substantial contributions of women-owned establishments to the Services sector in 2022, highlighting their vital role in driving economic growth and diversification within Malaysia's economy.

Exhibit 15: Principal Statistics of Women-owned Establishments for Services Sector, 2022



(%): Percentage Share

Summary of Findings

10. PERFORMANCE BY STATE

The Services sector recorded a total of 951,862 establishments operating in 2022. According to state performance, Selangor ranked first with 232,206 establishments (share: 24.4%), followed by W.P. Kuala Lumpur with 130,089 establishments (share: 13.7%) and Johor with 108,159 establishments (share: 11.4%) as shown in **Exhibit 16**.

In terms of gross output value, W.P. Kuala Lumpur reported the highest value at RM503.7 billion, contributing 35.3 per cent, followed by Selangor (RM477.2 billion; share: 33.4%) and Johor (RM91.6 billion; share: 6.4%) in 2022.

W.P. Kuala Lumpur led with the highest value for intermediate inputs, reaching RM223.7 billion with a share of 34.6 per cent followed by Selangor (RM215.6 billion; share: 33.3%), and Johor (RM43.9 billion; share: 6.8%).

The value added in 2022 was dominated by W.P. Kuala Lumpur, amounting to RM280.0 billion with a contribution of 35.9 per cent. It was followed by Selangor with RM261.5 billion, accounting for 33.6 per cent, and Johor with RM47.7 billion, making up 6.1 per cent.

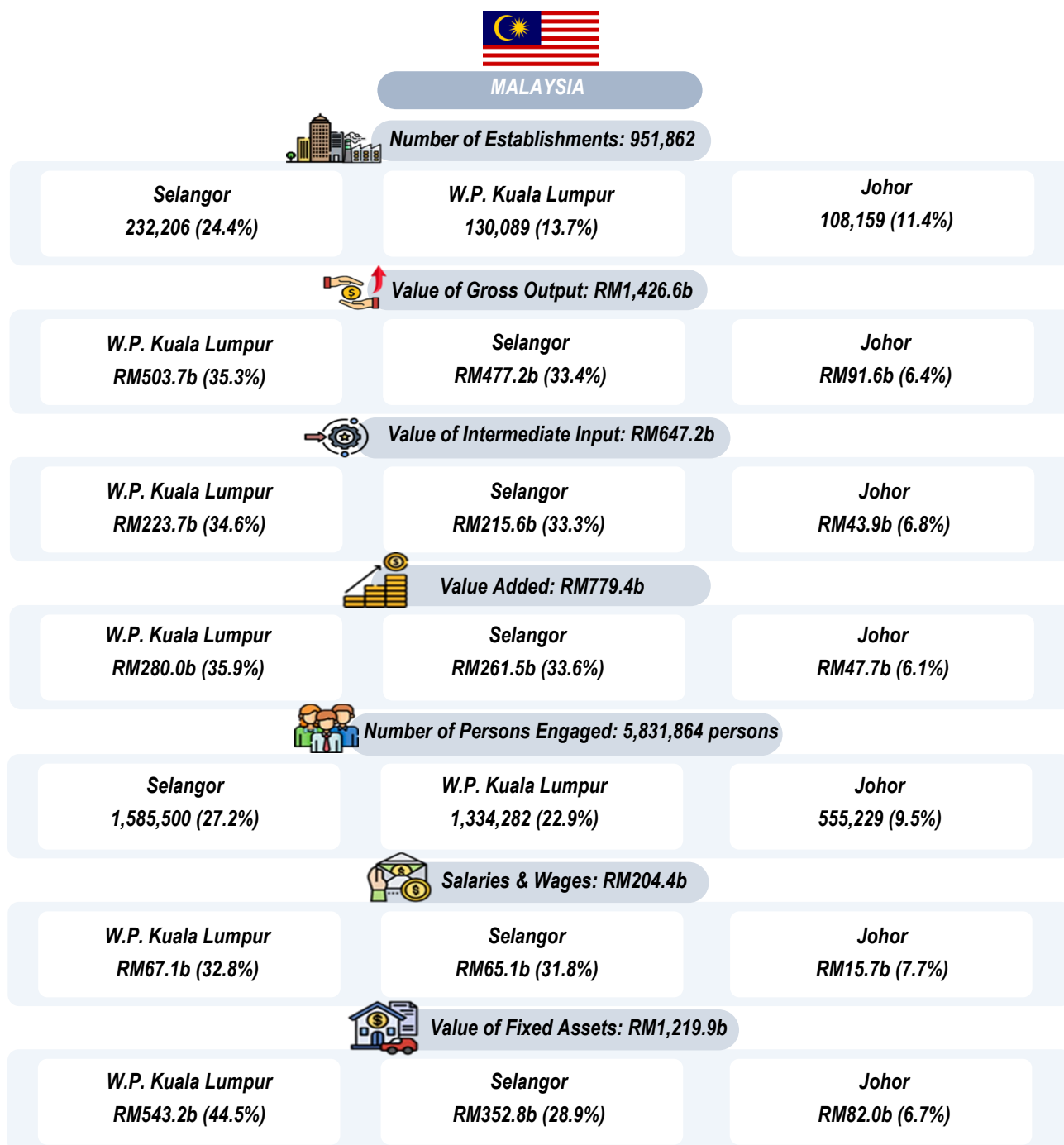
Selangor topped the list with 1,585,500 persons engaged, representing 27.2 per cent of the total workforce. W.P. Kuala Lumpur followed with 1,334,282 persons, contributing 22.9 per cent, while Johor had 555,229 persons, accounting for 9.5 per cent.

Meanwhile, salaries & wages totalled RM204.4 billion. Three states with the highest salaries & wages were W.P. Kuala Lumpur with RM67.1 billion, accounting for 32.8 per cent, followed by Selangor (RM65.1 billion; share: 31.8%) and Johor (RM15.7 billion; share: 7.7%).

In terms of fixed assets value for 2022, W.P. Kuala Lumpur recorded the highest value at RM543.2 billion, contributing 44.5 per cent, followed by Selangor (RM352.8 billion; share: 28.9%) and Johor (RM82.0 billion; share: 6.7%).

Summary of Findings

Exhibit 16: Principal Statistics of Services Sector by State, 2022



(%): Percentage Share

Summary of Findings

10.1 JOHOR

The number of establishments operating in Johor was 108,159 from the total number of establishments in the Services sector in 2022. The recorded gross output value was RM91.6 billion while the intermediate input value was RM43.9 billion, resulting in a value added of RM47.7 billion. Meanwhile, the number of persons engaged was 555,229 persons, with salaries & wages amounted to RM15.7 billion and the fixed value asset in 2022 was RM82.0 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Johor with 54,516 establishments or 50.4 per cent. This was followed by Food & beverage (15,727 establishments; share: 14.5%) and Personal services and other activities (8,614 establishments; share: 8.0%). These three services cumulatively accounted for 72.9 per cent of the total number of establishments in Johor.

The Wholesale & retail trade also recorded the highest gross output value of RM30.2 billion or 33.0 per cent, followed by Electricity, gas, steam & air conditioning supply with RM11.6 billion (share: 12.7%) and Transportation & storage with RM11.0 billion (share: 12.0%). The contribution of these three services amounted to RM52.8 billion (share: 57.7%).

The Wholesale & retail trade also recorded the highest intermediate input value of RM12.7 billion with a contribution of 28.9 per cent, followed by Electricity, gas, steam & air conditioning supply (RM8.6 billion; share: 19.5%) and Transportation & storage (RM5.8 billion; share: 13.1%).

In line with the performance of gross output value, Wholesale & retail trade recorded the highest value added in Johor amounting to RM17.5 billion or 36.8 per cent. This was followed by Finance (RM5.6 billion; share: 11.8%) and Transportation & storage (RM5.2 billion; share: 11.0%).

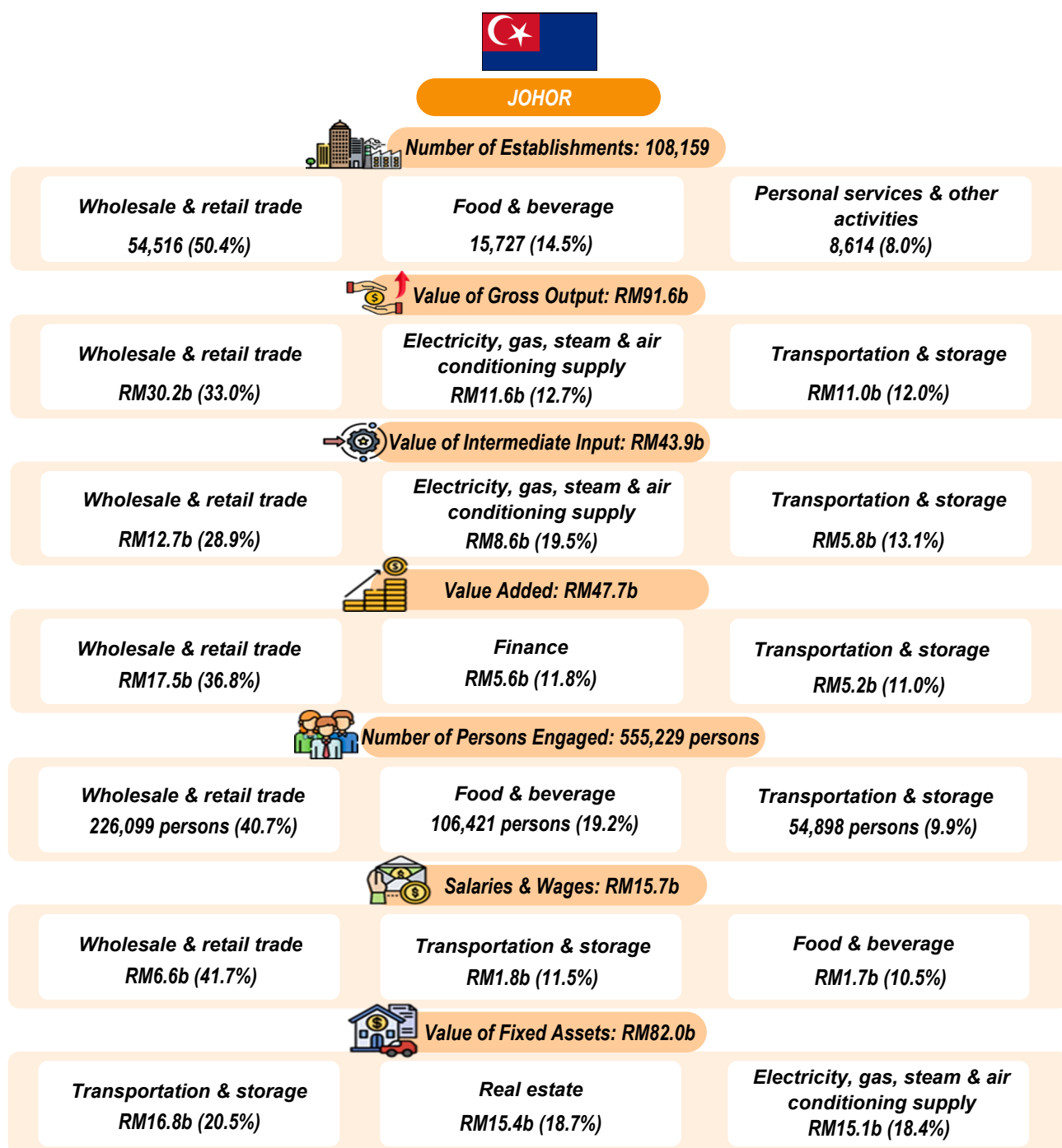
Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Johor, which amounted to 226,099 persons with a share of 40.7 per cent. This was followed by Food & beverage with 106,421 persons (share: 19.2%) and Transportation & storage with 54,898 persons (share: 9.9%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM6.6 billion or 41.7 per cent. This was followed by Transportation & storage (RM1.8 billion; share 11.5%) and Food & beverage (RM1.7 billion; share 10.5%).

Summary of Findings

Additionally, in terms of fixed asset values, Transportation & storage recorded the highest amount at RM16.8 billion, contributing 20.5 per cent. This was followed by Real estate with RM15.4 billion (share: 18.7%) and Electricity, gas, steam & air conditioning supply with RM15.1 billion (share: 18.4%).

Exhibit 17: Principal Statistics for Johor, 2022



(%): Percentage Share

Summary of Findings

10.2 KEDAH

The number of establishments operating in Kedah was 42,163 accounting for 4.4 per cent of all establishments in the Services sector in 2022. The recorded gross output value was RM19.4 billion, while the intermediate input value was RM8.9 billion, resulting in a value added of RM10.5 billion.

Kedah recorded a total of 210,382 persons engaged in the Services sector in 2022. Salaries & wages amounted to RM4.4 billion, while the value of fixed assets was recorded at RM18.6 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Kedah with 22,065 establishments or 52.3 per cent. This was followed by Food & beverage (6,603 establishments; share: 15.7%) and Personal services & other activities (4,080 establishments; share: 9.7%). These three (3) services cumulatively accounted for 77.7 per cent of the total number of establishments in Kedah.

The Wholesale & retail trade also recorded the highest gross output value of RM8.0 billion or 41.1 per cent, followed by Food & beverage with RM2.4 billion (share: 12.2%) and Finance with RM1.7 billion (share: 9.0%). The contribution of these three (3) services amounted to RM12.1 billion (share: 62.3%).

The Wholesale & retail trade also registered the highest intermediate input value of RM3.1 billion with a contribution of 35.2 per cent, followed by Food & beverage (RM1.5 billion; share: 16.5%) and Transportation & storage (RM0.9 billion; share: 9.9%).

In line with the performance of gross output value, Wholesale & retail trade recorded the highest value added in Kedah amounting to RM4.8 billion or 45.9 per cent. This was followed by Finance (RM1.2 billion; share: 11.4%) and Food & beverage (RM0.9 billion; share: 8.6%).

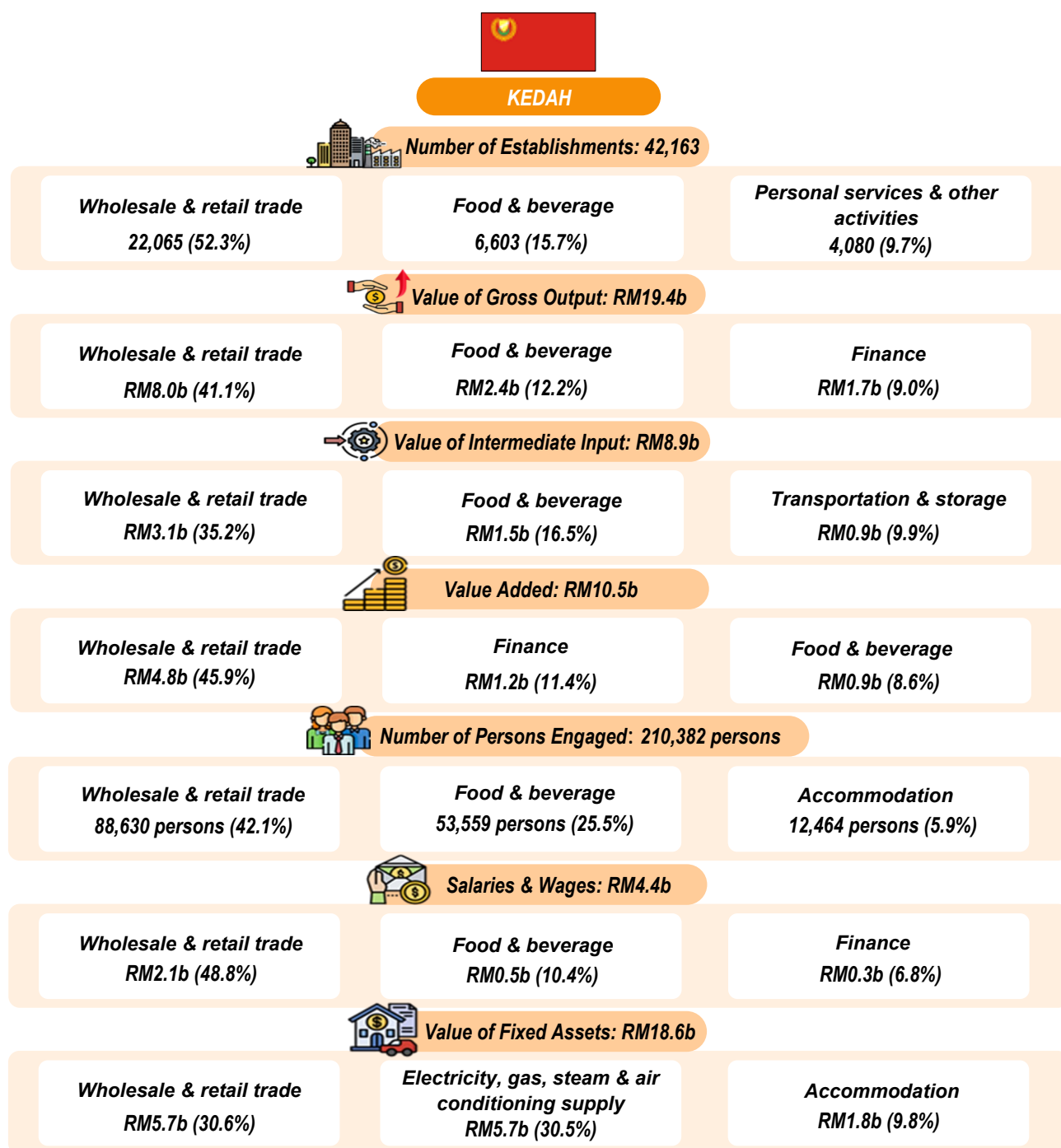
Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade recorded the highest number of persons engaged in Kedah, which amounted to 88,630 persons with a share of 42.1 per cent. This was followed by Food & beverage with 53,559 persons (share: 25.5%) and Accommodation with 12,464 persons (share: 5.9%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM2.1 billion or 48.8 per cent. This was followed by Food & beverage (RM0.5 billion; share 10.4%) and Finance (RM0.3 billion; share 6.8%).

Summary of Findings

Additionally, in terms of fixed asset values, Wholesale & retail trade recorded the highest amount at RM5.7 billion, contributing 30.6 per cent. This was followed by Electricity, gas, steam and air conditioning supply with RM5.7 billion (share: 30.5%) and Accommodation with RM1.8 billion (share: 9.8%).

Exhibit 18: Principal Statistics for Kedah, 2022



(%): Percentage Share

Summary of Findings

10.3 KELANTAN

The number of establishments operating in Kelantan was 38,281, accounting for 4.0 per cent of all establishments in the Services sector in 2022. The recorded gross output value was RM10.8 billion, while the intermediate input value was RM4.4 billion, resulting in a value added of RM6.4 billion. Meanwhile, the number of persons engaged 152,645 persons with salaries & wages totalling RM2.1 billion. The value of fixed asset in 2022 amounted to RM5.5 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Kelantan with 23,753 establishments or 62.0 per cent. This was followed by Food & beverage (7,181 establishments; share: 18.8%) and Personal services & other activities (2,569 establishments; share: 6.7%). These three services cumulatively accounted for 87.5 per cent of the total number of establishments in Kelantan.

The Wholesale & retail trade also recorded the highest gross output value of RM5.8 billion or 54.1 per cent, followed by Food & beverage with RM1.9 billion (share: 17.8%) and Finance (RM0.7 billion; share: 6.1%). The contribution of these three services amounted to RM8.4 billion (share: 78.0%).

The Wholesale & retail trade also registered the highest intermediate input value of RM2.1 billion with a contribution of 46.7 per cent, followed by Food & beverage (RM1.1 billion; share: 24.8%) and Accommodation (RM0.2 billion; share: 5.2%).

In line with the performance of gross output value, Wholesale & retail trade recorded the highest value added in Kelantan amounting to RM3.8 billion or 59.2 per cent. This was followed by Food & beverage (RM0.8 billion; share: 12.9%) and Finance (RM0.5 billion; share: 7.7%).

Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Kelantan, which amounted to 80,341 persons with a share of 52.6 per cent. This was followed by Food & beverage (42,420 persons; share: 27.8%) and Accommodation (5,246 persons; share: 3.4%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM1.2 billion or 58.8 per cent. This was followed by Food & beverage (RM0.3 billion; share: 12.6%) and Private health & social work (RM0.1 billion; share: 4.9%).

Additionally, in terms of fixed asset values, Wholesale & retail trade recorded the highest amount at RM2.2 billion, contributing 40.6 per cent. This was followed by Water supply; sewerage, waste management & remediation activities with RM0.9 billion (share: 16.0%) and Electricity, gas, steam & air conditioning supply with RM0.6 billion (share: 11.6%).

Summary of Findings

Exhibit 19: Principal Statistics for Kelantan, 2022



KELANTAN



Number of Establishments: 38,281

Wholesale & retail trade
23,753 (62.0%)

Food & beverage
7,181 (18.8%)

Personal services & other activities
2,569 (6.7%)



Value of Gross Output: RM10.8b

Wholesale & retail trade
RM5.8b (54.1%)

Food & beverage
RM1.9b (17.8%)

Finance
RM0.7b (6.1%)



Value of Intermediate Input: RM4.4b

Wholesale & retail trade
RM2.1b (46.7%)

Food & beverage
RM1.1b (24.8%)

Accommodation
RM0.2b (5.2%)



Value Added: RM6.4b

Wholesale & retail trade
RM3.8b (59.2%)

Food & beverage
RM0.8b (12.9%)

Finance
RM0.5b (7.7%)



Number of Persons Engaged: 152,645 persons

Wholesale & retail trade
80,341 persons (52.6%)

Food & beverage
42,420 persons (27.8%)

Accommodation
5,246 persons (3.4%)



Salaries & Wages: RM2.1b

Wholesale & retail trade
RM1.2b (58.8%)

Food & beverage
RM0.3b (12.6%)

Private health & social work
RM0.1b (4.9%)



Value of Fixed Assets: RM5.5b

Wholesale & retail trade
RM2.2b (40.6%)

Water supply; sewerage, waste management & remediation activities
RM0.9b (16.0%)

Electricity, gas, steam & air conditioning supply
RM0.6b (11.6%)

(%): Percentage Share

Summary of Findings

10.4 MELAKA

The performance of Melaka showed a positive impact on the Services sector in 2022. The number of establishments operating in Melaka was 28,726 establishments in the Services sector in 2022. The gross output value was recorded at RM21.2 billion, while the intermediate input value was RM10.2 billion, resulting in a value added of RM11.0 billion. Meanwhile, number of persons engaged was recorded 159,349 persons with salaries & wages amounted to RM4.0 billion. The value of fixed asset was RM15.2 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Melaka with 13,757 establishments or 47.9 per cent. This was followed by Food & beverage (4,838 establishments; share: 16.8%) and Personal services & other activities (2,400 establishments; share: 8.4%). These three (3) services cumulatively accounted for 73.1 per cent of the total number of establishments in Melaka.

The Wholesale & retail trade also recorded the highest gross output value of RM7.5 billion or 35.4 per cent, followed by Electricity, gas, steam & air conditioning supply with RM3.7 billion (share: 17.4%) and Food & beverage with RM1.9 billion (share: 9.0%). The contribution of these three (3) services amounted to RM13.1 billion (share: 61.8%).

The Electricity, gas, steam & air conditioning supply also registered the highest intermediate input value of RM3.0 billion with a contribution of 29.8 per cent, followed by Wholesale & retail trade (RM2.6 billion; share: 25.3%) and Food & beverage (RM1.0 billion; share: 9.9%).

In line with the performance of gross output value, Wholesale & retail trade recorded the highest value added in Melaka amounting to RM4.9 billion or 44.8 per cent. This was followed by Finance (RM1.1 billion; share: 9.8%) and Food & beverage (RM0.9 billion; share: 8.2%).

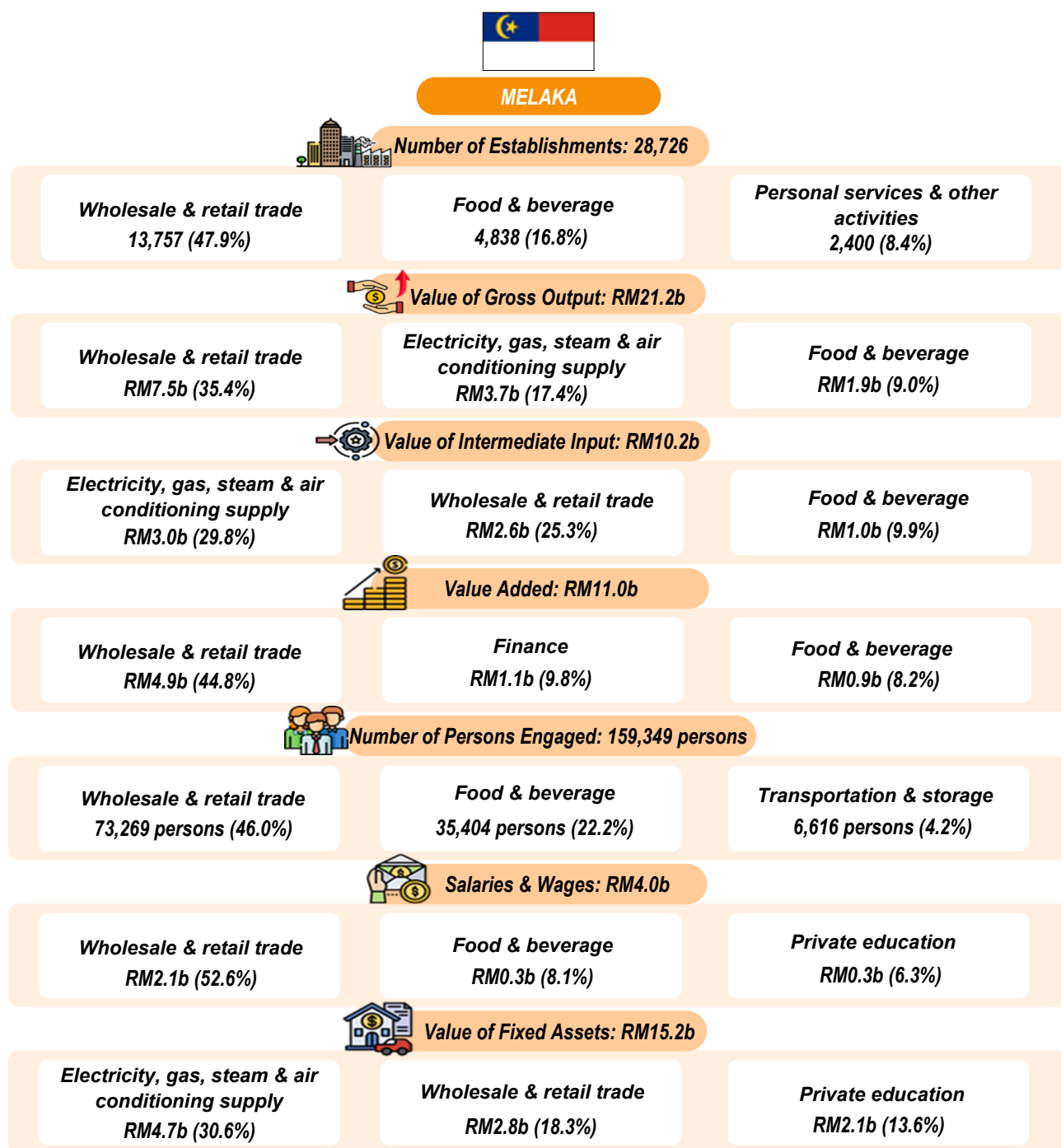
Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Melaka, which amounted to 73,269 persons with a share of 46.0 per cent. This was followed by Food & beverage with 35,404 persons (share: 22.2%) and Transportation & storage with 6,616 persons (share: 4.2%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM2.1 billion or 52.6 per cent. This was followed by Food & beverage (RM0.3 billion; share: 8.1%) and Private education (RM0.3 billion; share: 6.3%).

Summary of Findings

Additionally, in terms of fixed asset values, Electricity, gas, steam & air conditioning supply recorded the highest amount at RM4.7 billion, contributing 30.6 per cent. This was followed by Wholesale & retail trade with RM2.8 billion (share: 18.3%) and Private education with RM2.1 billion (share: 13.6%).

Exhibit 20: Principal Statistics for Melaka, 2022



(%): Percentage Share

10.5 NEGERI SEMBILAN

Negeri Sembilan contributes to the performance of the Services sector in 2022. The number of establishments operating in Negeri Sembilan was 33,075 establishments accounting for 3.5 per cent of all establishments in the Services sector in 2022. The recorded gross output value was RM23.8 billion, while the intermediate input value was RM12.3 billion, resulting in a value added of RM11.5 billion. Meanwhile, the number of persons engaged was 155,906 persons, with salaries & wages totalling to RM3.6 billion. The value of fixed asset was RM22.6 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Negeri Sembilan with 15,053 establishments or 45.5 per cent. This was followed by Food & beverage (6,362 establishments; share: 19.2%) and Personal services & other activities (2,868 establishments; share: 8.7%). These three (3) services cumulatively accounted for 73.4 per cent of the total number of establishments in Negeri Sembilan.

The Wholesale & retail trade also recorded the highest gross output value of RM6.9 billion or 29.0 per cent, followed by Electricity, gas, steam & air conditioning supply with RM6.8 billion (share: 28.4%) and Food & beverage with RM2.2 billion (share: 9.4%). The contribution of these three (3) services amounted to RM15.9 billion (share: 66.8%).

The Electricity, gas, steam & air conditioning supply registered the intermediate input value of RM5.0 billion with a contribution of 40.4 per cent, followed by Wholesale & retail trade (RM2.5 billion; share: 20.2%) and Food & beverage (RM1.3 billion; share: 10.2%).

In line with the performance of gross output value, Wholesale & retail trade recorded the highest value added in Negeri Sembilan amounting to RM4.4 billion or 38.4 per cent. This was followed by Electricity, gas, steam & air conditioning supply (RM1.8 billion; share: 15.6%) and Finance (RM1.1 billion; share: 9.4%).

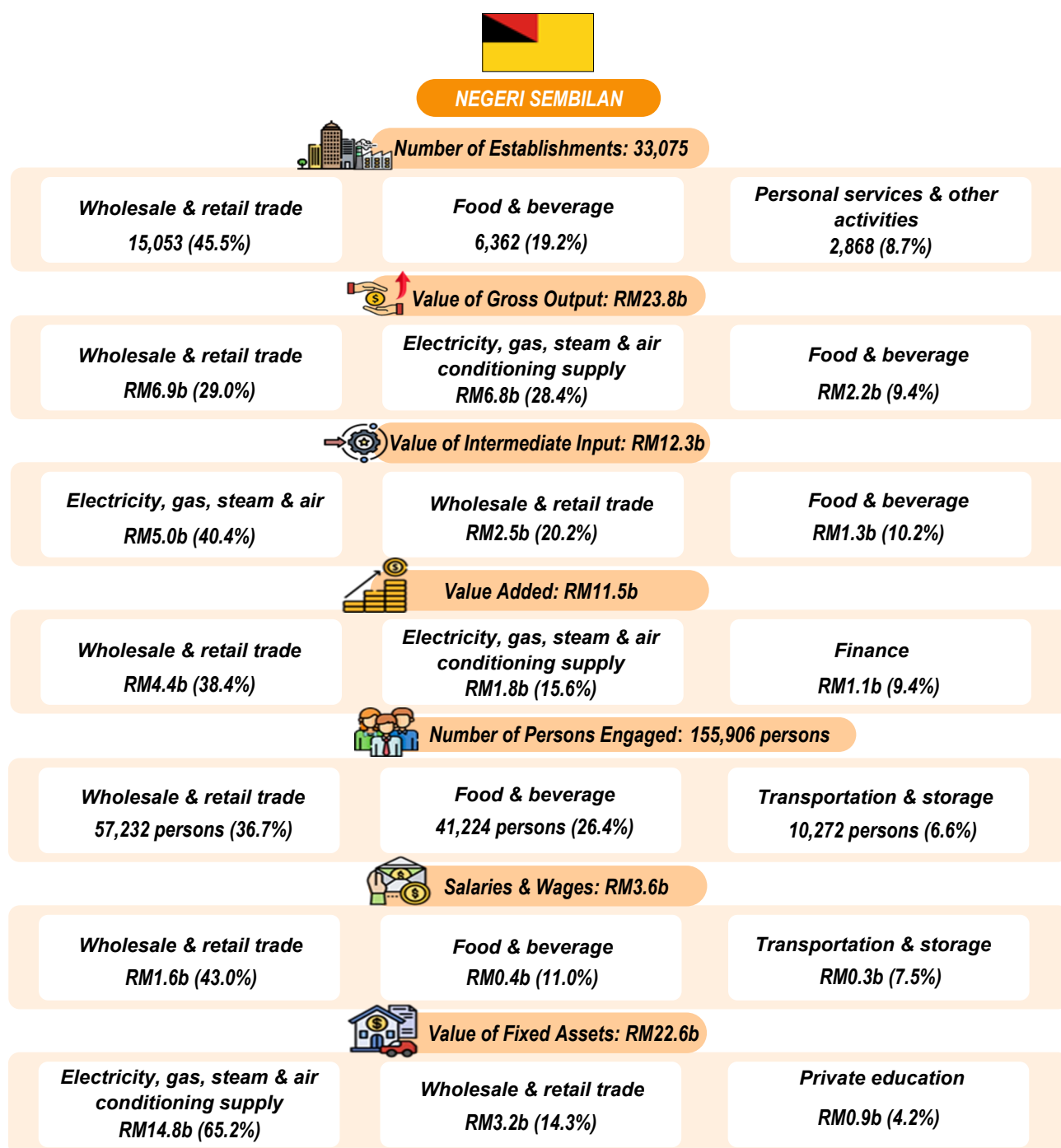
Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Negeri Sembilan, which amounted to 57,232 persons with a share of 36.7 per cent. This was followed by Food & beverage (41,224 persons; share: 26.4%) and Transportation & storage (10,272 persons; share: 6.6%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM1.6 billion or 43.0 per cent. This was followed by Food & beverage (RM0.4 billion; share: 11.0%) and Transportation & storage (RM0.3 billion; share: 7.5%).

Summary of Findings

Additionally, in terms of fixed asset values, Electricity, gas, steam & air conditioning supply recorded the highest amount at RM14.8 billion, contributing 65.2 per cent. This was followed by Wholesale & retail trade with RM3.2 billion (share: 14.3%) and Private education with RM0.9 billion (share: 4.2%).

Exhibit 21: Principal Statistics for Negeri Sembilan, 2022



(%): Percentage Share

Summary of Findings

10.6 PAHANG

The number of establishments operating in Pahang was 36,199 establishments in 2022. The recorded gross output value was RM26.8 billion, while the intermediate input value was RM12.5 billion, resulting in a value added of RM14.3 billion. Meanwhile, the number of persons engaged was 174,749 persons with salaries & wages amounted to RM3.9 billion. The value of fixed assets in 2022 was RM14.0 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Pahang with 18,854 establishments or 52.1 per cent. This was followed by Food & beverage (6,841 establishments; share: 18.9%) and Personal services & other activities (3,807 establishments; share: 10.5%). These three (3) services cumulatively accounted for 81.5 per cent of the total number of establishments in Pahang.

The Wholesale & retail trade also recorded the highest gross output value of RM9.7 billion or 36.1 per cent, followed by Arts, entertainment and recreation with RM6.9 billion (share: 25.7%) and Food and beverage with RM2.9 billion (share: 10.8%). The contribution of these three services amounted to RM19.5 billion (share: 72.6%).

The Arts, entertainment & recreation registered the highest intermediate input value of RM4.4 billion with a contribution of 34.9 per cent, followed by Wholesale & retail trade (RM3.2 billion; share: 25.6%) and Food & beverage (RM1.8 billion; share: 14.0%).

In line with the performance of gross output value, Wholesale & retail trade recorded the highest value added in Pahang amounting to RM6.5 billion or 45.3 per cent. This was followed by Arts, entertainment & recreation (RM2.5 billion; share: 17.7%) and Food & Beverage (RM1.1 billion; share: 8.0%).

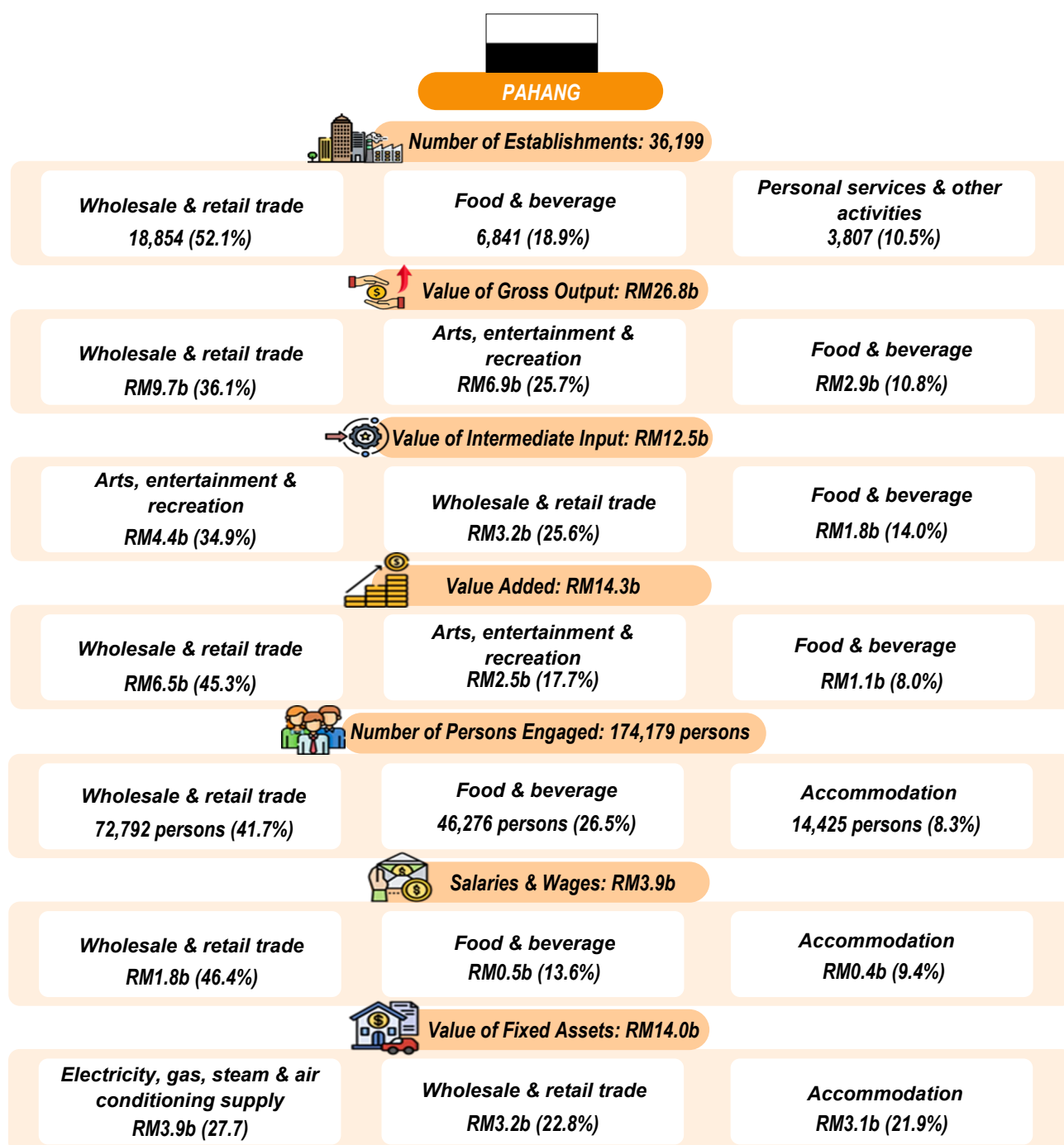
Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Pahang, which amounted to 72,792 persons with a share of 41.7 per cent. This was followed by Food & beverage with 46,276 persons (share: 26.5%) and Accommodation with 14,425 persons (share: 8.3%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM1.8 billion or 46.4 per cent. This was followed by Food & beverage (RM0.5 billion; share: 13.6%) and Accommodation (RM0.4 billion; share: 9.4%).

Summary of Findings

Additionally, in terms of fixed asset values, Electricity, gas, steam & air conditioning supply recorded the highest amount at RM3.9 billion, contributing 27.7 per cent. This was followed by Wholesale & retail trade with RM3.2 billion (share: 22.8%) and Accommodation with RM3.1 billion (share: 21.9%).

Exhibit 22: Principal Statistics for Pahang, 2022



(%): Percentage Share

10.7 PULAU PINANG

The Services sector in Pulau Pinang is the fourth largest contributor to the economy. The number of establishments operating in Pulau Pinang was 70,166 establishments. Gross output recorded a value of RM69.0 billion in 2022 while intermediate inputs of RM32.4 billion, resulting in a value added of RM36.6 billion. Pulau Pinang also possessed the fourth largest number of persons engaged, with 358,038 persons and salaries & wages accounted to RM10.2 billion. Meanwhile, the fixed asset value was RM37.5 billion.

Wholesale and retail trade accounted for the majority of establishments in Pulau Pinang, with 33,510 or 47.8 per cent. Food & beverage (11,432 establishments; share: 16.3%) and Personal services & other activities (5,506 establishments; share: 7.8%) were the next largest contributors. These three (3) services accounted for 71.9 per cent of the total number of establishments in Pulau Pinang.

The Wholesale & retail trade also posted the highest gross output value of RM27.8 billion, or 40.3 per cent, followed by Food & beverage with RM7.0 billion (share: 10.2%) and Finance with RM6.3 billion (share: 9.2%). The total contribution from these three services was RM41.1 billion (share: 59.7%).

The Wholesale & retail trade had the largest intermediate input value of RM11.9 billion, accounting for 36.7 per cent, followed by Food & beverage with RM3.9 billion (share: 12.2%) and Transportation & storage (RM3.3 billion; share: 10.3%).

In line with the increase in the gross output, Wholesale & retail trade recorded the highest value added in Pulau Pinang to reach RM15.9 billion or 43.4 per cent. This was followed by Finance (RM4.2 billion; share: 11.5%) and Food & beverage (RM3.1 billion, share: 8.4%).

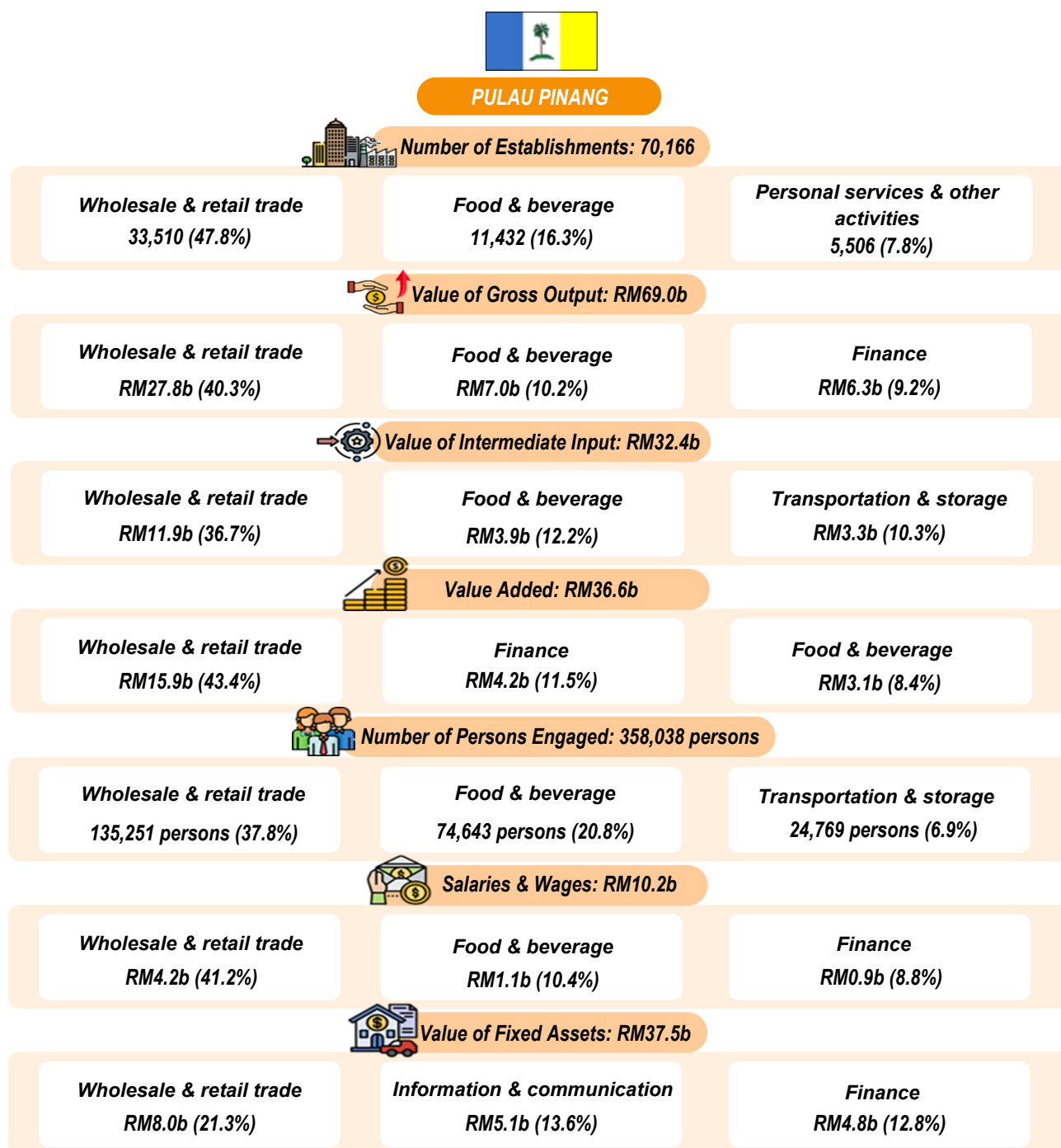
Furthermore, Wholesale & retail trade hired the highest number of persons engaged in Pulau Pinang, with 135,251 persons, accounting for 37.8 per cent of the total Services sector. This was followed by Food & beverage with 74,643 persons (share: 20.8%), and Transportation & storage with 24,769 persons (share: 6.9%).

Wholesale & retail trade contributed the most salaries & wages in Pulau Pinang, amounting RM4.2 billion (share: 41.2%). This was followed by Food & beverage with RM1.1 billion (share: 10.4%) and Finance (RM0.9 billion, share: 8.8%).

Summary of Findings

Additionally, in terms of fixed asset values, Wholesale & retail trade experienced the largest amount at RM8.0 billion, contributing to 21.3 per cent. This was followed by Information and communication at RM5.1 billion (share: 13.6%) and Finance at RM4.8 billion (share: 12.8%).

Exhibit 23: Principal Statistics for Pulau Pinang, 2022



(%): Percentage Share

Summary of Findings

10.8 PERAK

The number of establishments operating in Perak totalled 67,704, accounting for 7.1 per cent of all establishments in the Services sector in 2022. The recorded gross output value was RM45.0 billion, while the intermediate input value was RM23.7 billion, resulting in a value added of RM21.3 billion. Perak recorded 316,975 persons engaged in 2022 with salaries & wages amounted to RM7.4 billion while the fixed asset value was RM28.7 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Perak with 35,534 establishments or 52.5 per cent. This was followed by Food & beverage (11,551 establishments; share: 17.1%) and Personal services & other activities (6,191 establishments; share: 9.1%). These three services cumulatively accounted for 78.7 per cent of the total number of establishments in Perak.

The Wholesale & retail trade also recorded the highest gross output value of RM16.7 billion or 37.1 per cent, followed by Electricity, gas, steam & air conditioning supply with RM10.3 billion (share: 22.9%) and Food & beverage with RM4.3 billion (share: 9.6%). The contribution of these three (3) services amounted to RM31.3 billion (share: 69.6%).

Electricity, gas, steam & air conditioning supply registered the highest intermediate input value of RM8.8 billion with a contribution of 36.9 per cent, followed by Wholesale & retail trade (RM6.4 billion; share: 27.1%) and Food & beverage (RM2.6 billion; share: 11.0%).

In line with the performance of gross output value, Wholesale & retail trade recorded the highest value added in Perak amounting to RM10.3 billion or 48.2 per cent. This was followed by Finance (RM2.3 billion; share: 10.9%) and Food & beverage (RM1.7 billion; share: 8.1%).

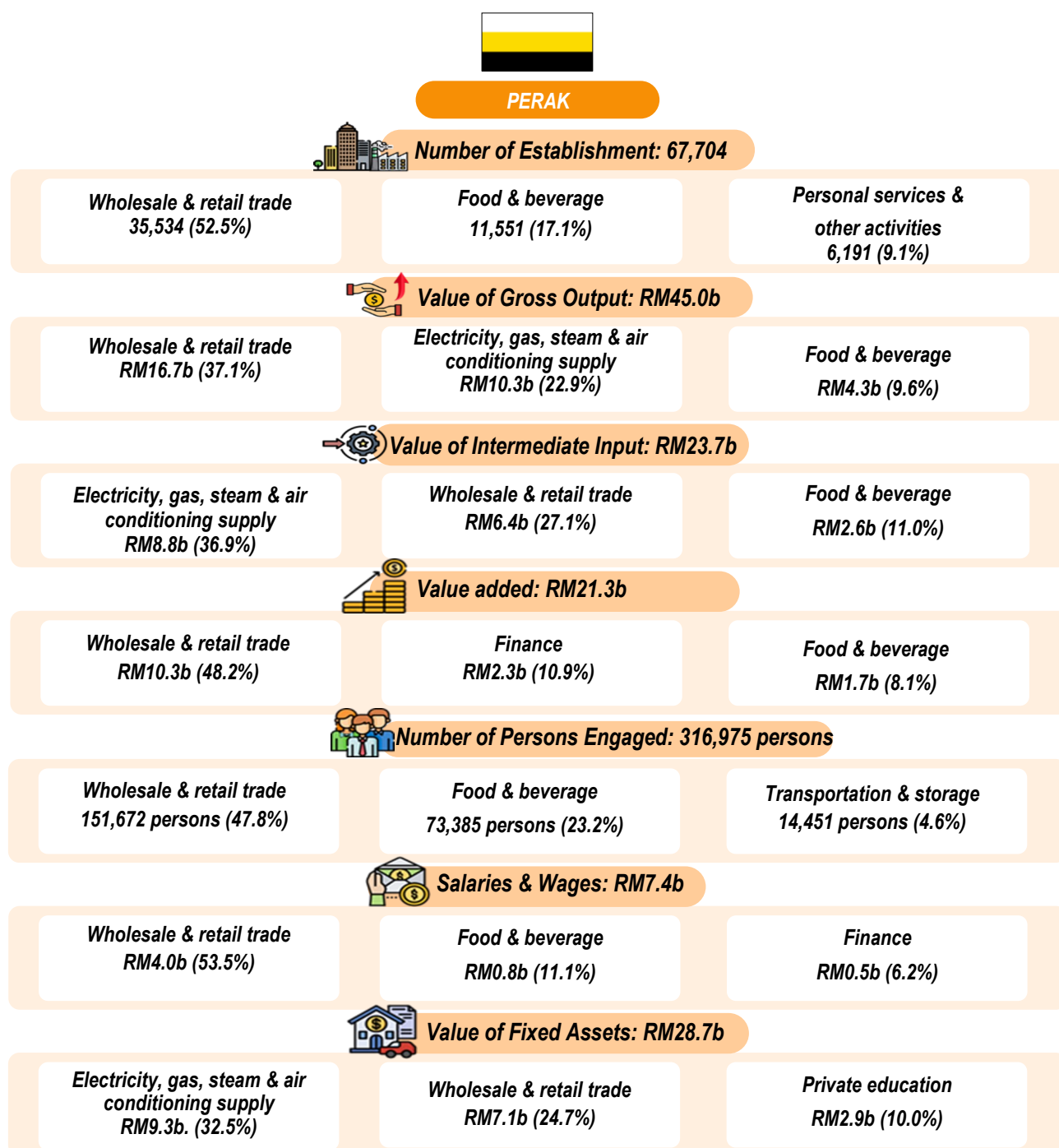
Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Perak, which amounted to 151,672 persons with a share of 47.8 per cent. This was followed by Food & beverage with 73,385 persons (share: 23.2%) and Transportation & storage with 14,451 persons (share: 4.6%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM4.0 billion or 53.5 per cent. This was followed by Food & beverage (RM0.8 billion; share: 11.1%) and Finance (RM0.5 billion; share: 6.2%).

Summary of Findings

Additionally, in terms of fixed asset values, Electricity, gas, steam & air conditioning supply recorded the highest amount at RM9.3 billion, contributing 32.5 per cent. This was followed by Wholesale & retail trade with RM7.1 billion (share: 24.7%) and Private education with RM2.9 billion (share: 10.0%).

Exhibit 24: Principal Statistics for Perak, 2022



(%): Percentage Share

Summary of Findings

10.9 PERLIS

The performance of economic in Perlis shows encouraging growth in some key aspects. The number of establishments operating in Perlis amounted to 6,211 establishments in 2022. Wholesale & retail trade was the main contributor to the number of establishments in Perlis with 2,976 establishments or 47.9 per cent. This was followed by Food & beverage (1,475 establishments; share: 23.7%) and Personal services & other activities (541 establishments; share: 8.7%). These three (3) services cumulatively accounted for 80.3 per cent of the total number of establishments in Perlis (**Exhibit 25**).

The value of gross output recorded was RM3.9 billion which the Wholesale & retail trade recorded the highest gross output value of RM1.0 billion or 24.9 per cent, followed by Electricity, gas, steam & air conditioning supply with RM0.9 billion (share: 23.0%) and Finance (RM0.8 billion; share: 21.4%). The contribution of these three (3) services amounted to RM2.7 billion (share: 69.3%).

Perlis also recorded a value of intermediate input of RM1.4 billion, which was contributed by Wholesale & retail trade with the highest intermediate input value of RM0.3 billion with a contribution of 24.1 per cent, followed by Electricity, gas, steam & air conditioning supply (RM0.3 billion; share: 20.9%) and Food & beverage (RM0.2 billion, share: 16.5%).

In line with the performance of gross output value, the value added in Perlis was RM2.4 billion. The Wholesale & retail trade recorded the highest value added amounting to RM0.62 billion or 25.4 per cent. This was followed by Finance (RM0.61 billion; share: 25.2%) and Electricity, gas, steam & air conditioning supply (RM0.59 billion; share: 24.3%). The contribution of these three (3) services amounted to RM1.8 billion (share: 74.9%).

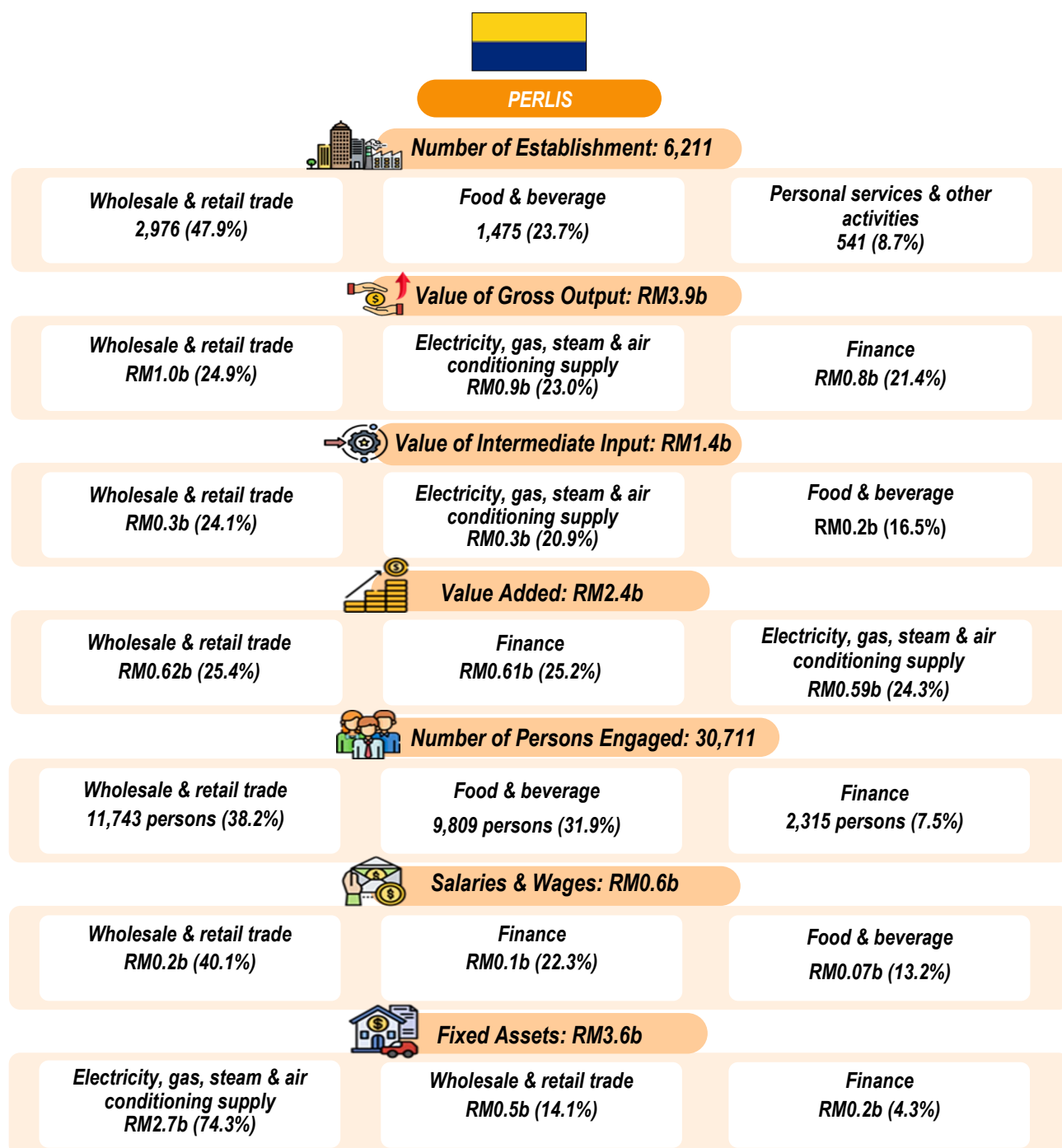
The number of persons engaged in Perlis recorded 30,711 persons, contributed by the Wholesale & retail trade which recorded the highest number of persons engaged, which amounted to 11,743 persons with a share of 38.2 per cent. This was followed by Food & beverage (9,809 persons; share: 31.9%) and Finance (2,315 persons; share: 7.5%).

Meanwhile, salaries & wages amounted to RM0.6 billion. The highest salaries & wages were contributed by Wholesale & retail trade, amounting to RM0.2 billion or 40.1 per cent. This was followed by Finance (RM0.1 billion; share: 22.3%) and Food & beverage (RM0.07 billion; share: 13.2%).

Summary of Findings

In addition, the value of fixed asset in Perlis was RM3.6 billion. This was contributed by Electricity, gas, steam & air conditioning supply registering the highest value of fixed asset to record RM2.7 billion, contributing 74.3 per cent. This was followed by Wholesale & retail trade with RM0.5 billion (share: 14.1%) and Finance with RM0.2 billion (share: 4.3%).

Exhibit 25: Principal Statistics for Perlis, 2022



(%): Percentage Share

Summary of Findings

10.10 SELANGOR

Overall, Selangor was a major contributor to the performance of the Services sector in 2022. The number of establishments operating in Selangor amounted to 232,206 establishments, recording a gross output value of RM477.2 billion. Simultaneously, the value of intermediate input was RM215.6 billion, resulting in a value added of RM261.5 billion. Selangor also recorded the highest number of persons engaged, with 1,585,500 persons earning a total salaries and wages of RM65.1 billion. Meanwhile, the value of fixed assets was RM352.8 billion as illustrated in **Exhibit 26**.

Wholesale & retail trade remained as the main contributor in the number of establishments in Selangor with 109,507 establishments or 47.2 per cent. This was followed by Food & beverage (24,625 establishments; share: 10.6%) and Professional (22,350 establishments; share: 9.6%). These three services cumulatively accounted for 67.4 per cent of the total number of establishments in Selangor.

The Wholesale & retail trade also recorded the highest gross output value amounted to RM185.3 billion or 38.8 per cent, followed by Transportation & storage with RM76.5 billion (share: 16.0%) and Information & communication with RM57.2 billion (share: 12.0%). Collectively, these three services contributed 66.8 per cent of the total, amounting to RM319.0 billion.

Simultaneously, the Wholesale & retail trade also registered the highest intermediate input value with RM66.8 billion or 31.0 per cent share, followed by Transportation & storage (RM46.1 billion; share: 21.4%) and Information & communication with RM27.2 billion (share: 12.6%).

In line with the performance of gross output value, Wholesale & retail trade recorded the highest value added in Selangor amounting to RM118.6 billion or 45.3 per cent. This was followed by Transportation & storage (RM30.3 billion; share: 11.6%) and Information & communication (RM30.0 billion; share: 11.5%).

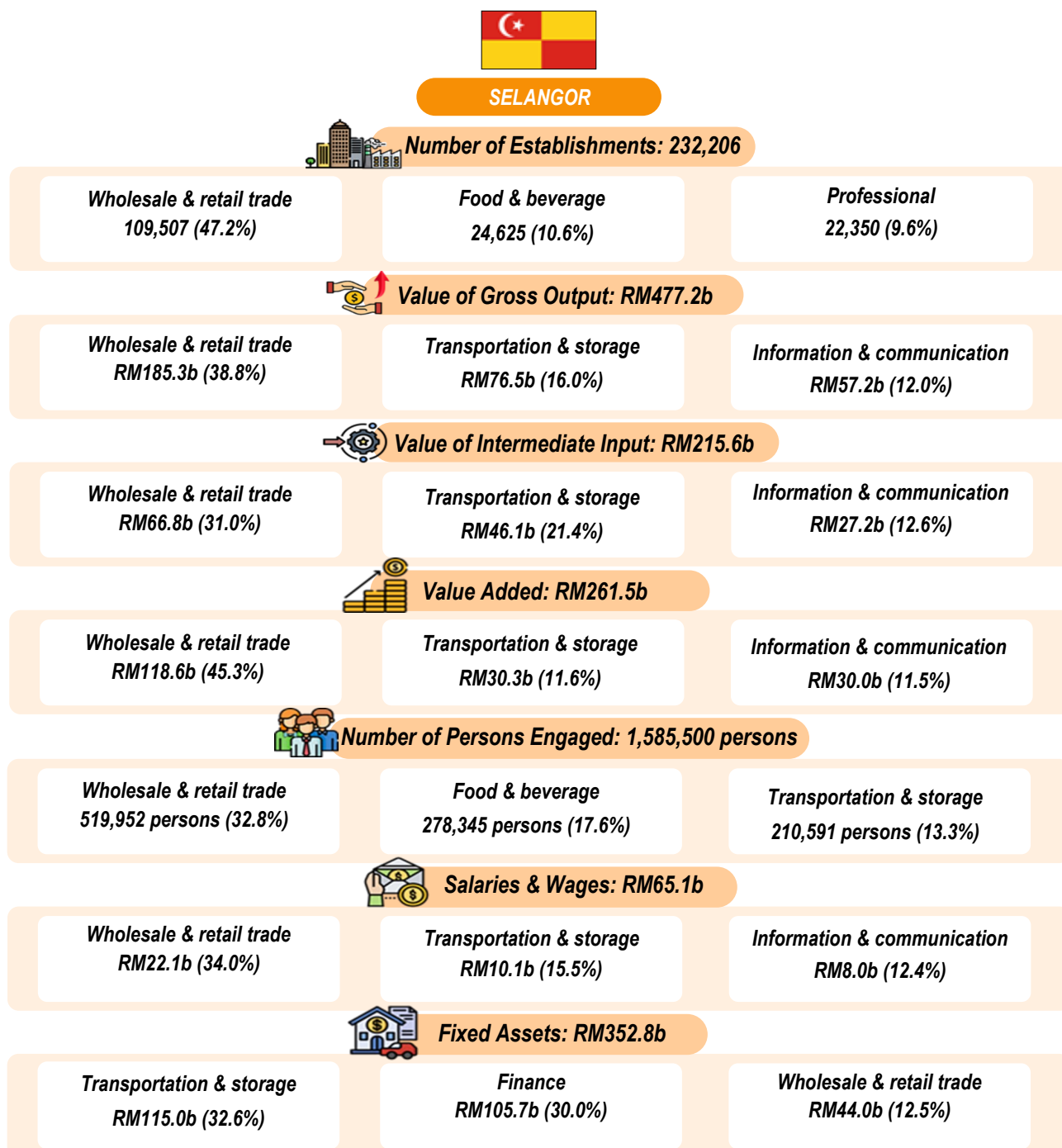
Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Selangor, which amounted to 519,952 persons with a share of 32.8 per cent. This was followed by Food & beverage with 278,345 persons (share: 17.6%) and Transportation & storage with 210,591 persons (share: 13.3%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM22.1 billion or 34.0 per cent. This was followed by Transportation & storage (RM10.1 billion; share: 15.5%) and Information & communication (RM8.0 billion; share: 12.4%).

Summary of Findings

Subsequently, in terms of fixed asset values, Transportation & storage recorded the highest amount at RM115.0 billion, contributing 32.6 per cent. This was followed by Finance with RM105.7 billion (share:30.0%) and Wholesale & retail trade with RM44.0 billion (share:12.5%).

Exhibit 26: Principal Statistics for Selangor, 2022



(%): Percentage Share

10.11 TERENGGANU

The number of establishments operating in Terengganu was 29,065, accounting for 3.1 per cent of all establishments in the Services sector in 2022. The recorded gross output value was RM12.1 billion, while the intermediate input value was RM5.2 billion, resulting in a value added of RM6.9 billion. In terms of the number of persons engaged, Terengganu recorded 120,311 persons, representing 2.1 per cent of the number of persons engaged in the Services sector in 2022. Salaries & wages amounted to RM2.2 billion and the fixed asset value was RM10.7 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Terengganu with 14,354 establishments or 49.4 per cent. This was followed by Food & beverage (6,825 establishments; share: 23.5%) and Personal services & other activities (3,050 establishments; share: 10.5%). These three services cumulatively accounted for 83.4 per cent of the total number of establishments in Terengganu.

The Wholesale & retail trade also recorded the highest gross output value of RM5.3 billion or 43.6 per cent, followed by Food & beverage with RM1.9 billion (share: 15.5%) and Transportation & storage with RM1.5 billion (share: 12.7%). The contribution of these three services amounted to RM8.7 billion or 71.8 per cent.

The Wholesale & retail trade also registered the highest intermediate input value of RM1.9 billion with a contribution of 36.1 per cent, followed by Food & beverage (RM1.0 billion; share: 19.1%) and Transportation & storage (RM0.8 billion; share: 15.8%).

In line with the performance of gross output value, Wholesale & retail trade recorded the highest value added in Terengganu amounting to RM3.4 billion or 49.2 per cent. This was followed by Food & beverage (RM0.9 billion; share: 12.8%) and Transportation & storage (RM0.7 billion; share: 10.4%).

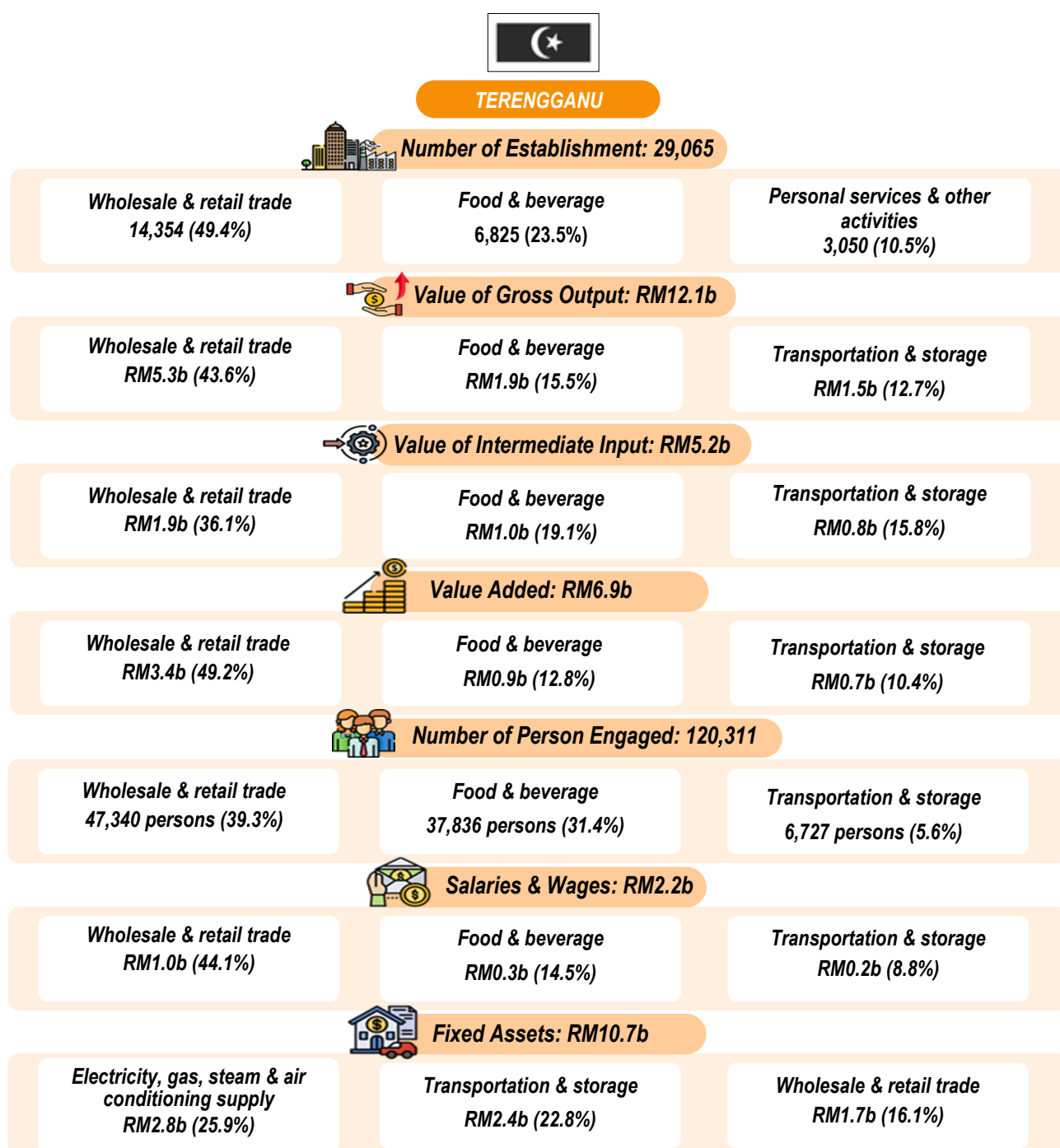
Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Terengganu, which amounted to 47,340 persons with a share of 39.3 per cent. This was followed by Food & beverage with 37,836 persons (share: 31.4%) and Transportation & storage with 6,727 persons (share: 5.6%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM1.0 billion or 44.1 per cent. This was followed by Food & beverage (RM0.3 billion; share: 14.5%) and Transportation & storage (RM0.2 billion; share: 8.8%).

Summary of Findings

Additionally, in terms of fixed asset values, Electricity, gas, steam & air conditioning supply recorded the highest amount at RM2.8 billion, contributing 25.9 per cent. This was followed by Transportation & storage with RM2.4 billion (share: 22.8%) and Wholesale & retail trade with RM1.7 billion (share: 16.1%).

Exhibit 27: Principal Statistics for Terengganu, 2022



(%): Percentage Share

Summary of Findings

10.12 SABAH

The number of establishments operating in Sabah was 62,527 of all establishments in the Services sector in 2022. The recorded gross output value was RM47.7 billion, while the intermediate input value was RM21.0 billion, resulting in a value added of RM26.7 billion.

Sabah also recorded number of persons engaged, with 306,117 persons of all number of persons engaged in the Services sector in 2022. Salaries & wages amounted to RM7.5 billion and the fixed asset value was RM25.1 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Sabah with 35,582 establishments or 56.9 per cent. This was followed by Food & beverage (7,875 establishments; share: 12.6%) and Transportation & storage (5,886 establishments; share: 9.4%). These three services cumulatively accounted for 78.9 per cent of the total number of establishments in Sabah.

The Wholesale & retail trade also recorded the highest gross output value of RM25.2 billion or 52.9 per cent, followed by Food & beverage with RM4.4 billion (share: 9.3%) and Transportation & storage with RM3.7 billion (share: 7.8%). The contribution of these three services amounted to RM33.3 billion (share: 70.0%).

The Wholesale & retail trade also registered the highest intermediate input value of RM9.0 billion with a contribution of 43.1 per cent, followed by Electricity, gas, steam & air conditioning supply (RM2.8 billion; share: 13.2%) and Food & Beverage (RM2.4 billion; share: 11.6%).

Wholesale & retail trade recorded the highest value added in Sabah amounting to RM16.2 billion or 60.5 per cent. This was followed by Finance (RM2.3 billion; share: 8.6%) and Food & beverage (RM2.0 billion; share: 7.5%).

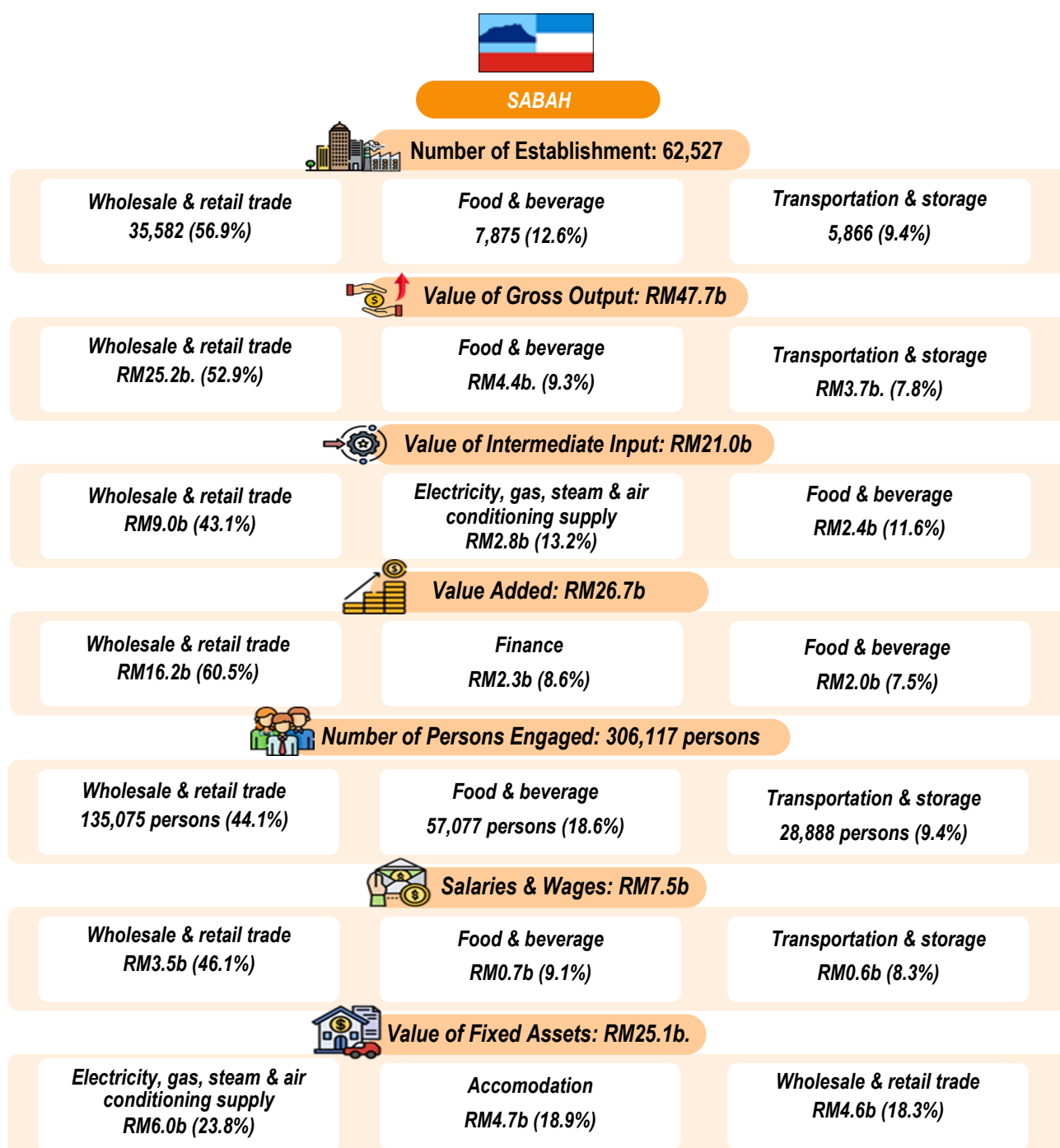
Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Sabah, which amounted to 135,075 persons with a share of 44.1 per cent. This was followed by Food & beverage with 57,077 persons (share: 18.6%) and Transportation & storage with 28,888 persons (share: 9.4%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM3.5 billion or 46.1 per cent. This was followed by Food & beverage (RM0.7 billion; share: 9.1%) and Transportation & storage (RM0.6 billion; share: 8.3%).

Summary of Findings

Additionally, in terms of fixed asset values, Electricity, gas, steam & air conditioning supply recorded the highest amount at RM6.0 billion, contributing 23.8 per cent. This was followed by Accommodation with RM4.7 billion (share: 18.9%) and Wholesale & retail trade with RM4.6 billion (share: 18.3%).

Exhibit 28: Principal Statistics for Sabah, 2022



(%): Percentage Share

Summary of Findings

10.13 SARAWAK

In 2022, the number of establishments operating in Sarawak was 63,428 of all establishments in the Services sector. The recorded gross output value was RM61.1 billion, while the intermediate input value was RM27.4 billion, resulting in a value added of RM33.7 billion.

Sarawak recorded the number of persons engaged, with 334,268 persons of the number of persons engaged in the Services sector in 2022. Salaries & wages amounted to RM9.4 billion and the fixed asset value was RM54.5 billion.

Wholesale & retail trade was the main contributor to the number of establishments in Sarawak with 33,354 establishments or 52.6 per cent. This was followed by Food & beverage (10,654 establishments; share: 16.8%) and Transportation & storage (4,898 establishments; share: 7.7%). These three (3) services cumulatively accounted for 77.1 per cent of the total number of establishments in Sarawak.

The Wholesale & retail trade also recorded the highest gross output value of RM22.0 billion or 36.0 per cent, followed by Electricity, gas, steam & air conditioning supply with RM11.6 billion (share: 18.9%) and Transportation & storage with RM7.8 billion (share: 12.8%). The contribution of these three (3) services amounted to RM41.3 billion (share: 67.7%).

The Wholesale & retail trade also registered the highest intermediate input value of RM8.0 billion with a contribution of 29.4 per cent, followed by Electricity, gas, steam & air conditioning supply (RM6.3 billion; share: 22.9%) and Transportation & storage (RM4.5 billion; share: 16.4%).

Wholesale & retail trade recorded the highest value added in Sarawak amounting to RM13.9 billion or 41.3 per cent. This was followed by Electricity, gas, steam & air conditioning supply (RM5.3 billion; share: 15.7%) and Transportation & storage (RM3.3 billion; share: 9.8%).

Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Sarawak, which amounted to 142,937 persons with a share of 42.8 per cent. This was followed by Food & beverage with 61,082 persons (share: 18.3%) and Transportation & storage with 36,035 persons (share: 10.8%).

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM4.1 billion or 43.0 per cent. This was followed by Transportation & storage (RM1.2 billion; share: 12.4%) and Food & beverage (RM0.8 billion; share: 8.2%).

Summary of Findings

Additionally, in terms of fixed asset values, Electricity, gas, steam & air conditioning supply recorded the highest amount at RM27.9 billion, contributing 51.2 per cent. This was followed by Transportation & storage with RM7.0 billion (share: 12.8%) and Wholesale & retail trade with RM5.6 billion (share: 10.3%).

Exhibit 29: Principal Statistics for Sarawak, 2022



(%): Percentage Share

10.14 WILAYAH PERSEKUTUAN

In 2022, Wilayah Persekutuan (comprising WP Kuala Lumpur, WP Labuan and WP Putrajaya) was the second largest contributor in terms of number of establishments, following Selangor, with 133,952 establishments. However, in terms of gross output, Wilayah Persekutuan led the others by registering RM517.1 billion of the total output in Services sector. Correspondingly, Wilayah Persekutuan also topped the list for value of intermediate input with a total of RM228.3 billion which resulting in value added of RM288.8 billion.

Number of persons engaged in Wilayah Persekutuan for Services sector was 1,371,684 persons of the total persons engaged nationwide. Wilayah Persekutuan also accounted for the largest share of salaries & wages paid, amounting to RM68.3 billion of the national total. In terms of fixed asset owned by establishments, it amounts to RM549.0 billion, were owned by the establishments in Wilayah Persekutuan.

Wholesale & retail trade was the main contributor to the number of establishments in Wilayah Persekutuan with 62,751 establishments or 46.8 per cent. This was followed by Food & beverage (14,464 establishments; share: 10.8%) and Professional (11,661 establishments; share: 8.7%). Together, these three services cumulatively accounted for 57.7 per cent of the total number of establishments in Wilayah Persekutuan. The Wholesale & retail trade also recorded the highest gross output value of RM134.9 billion or 26.1 per cent, followed by Information & communication with RM124.3 billion (share: 24.0%) and Finance with RM105.0 billion (share: 20.3%). The contribution of these three services amounted to RM364.3 billion or 70.4 per cent to the total gross output of Services in Wilayah Persekutuan.

For intermediate input, Wholesale & Retail Trade accounted for the largest share at 24.5 per cent or RM56.0 billion, closely followed by Information & communication with a share of 24.4 per cent (RM55.8 billion). Finance services ranked third with a share of 16.6 per cent (RM38.0 billion). In line with the gross output performance, Wholesale & Retail Trade recorded the highest value added in Wilayah Persekutuan with a total RM78.9 billion (share: 27.3%). This was followed by Information & communication with RM68.5 billion (share: 23.7%) and Finance with RM67.0 billion (share: 23.2%).

Meanwhile, in terms of the number of persons engaged, Wholesale & retail trade also recorded the highest number of persons engaged in Wilayah Persekutuan, which amounted to 429,180 persons with a share of 31.3 per cent. This was followed by Finance with 217,814 persons (share: 15.9%) and Food & beverage with 162,362 persons (share: 11.8%).

Summary of Findings

The highest salaries & wages were also contributed by Wholesale & retail trade, amounting to RM21.8 billion or 31.9 per cent. This was followed by Finance (RM14.5 billion; share: 21.3) and Information & communication (RM10.5 billion; share: 15.4%). Additionally, for value of fixed assets, Finance recorded the highest amount to stand at RM181.6 billion, contributing 33.1 per cent to the total of fixed assets. This was followed by Information & communication with RM84.0 billion (share: 15.3%) and Transportation & storage with RM53.2 billion (share: 9.7%).

Exhibit 30: Principal Statistics for Wilayah Persekutuan, 2022



WILAYAH PERSEKUTUAN



Number of Establishment: 133,952

Wholesale & retail trade
62,751 (46.8%)

Food & beverage
14,464 (10.8%)

Professional
11,661 (8.7%)



Value of Gross Output: RM517.1b

Wholesale & retail trade
RM134.9b (26.1%)

Information & communication
RM124.3b (24.0%)

Finance
RM105.0b (20.3%)



Value of Intermediate Input: RM228.3b

Wholesale & retail trade
RM56.0b (24.5%)

Information & communication
RM55.8b (24.4%)

Finance
RM38.0b (16.6%)



Value Added: RM288.8b

Wholesale & retail trade
RM78.9b (27.3%)

Information & communication
RM68.5b (23.7%)

Finance
RM67.0b (23.2%)



Number of Persons Engaged: 1,371,684 persons

Wholesale & retail trade
429,180 persons (31.3%)

Finance
217,814 persons (15.9%)

Food & beverage
162,362 persons (11.8%)



Salaries & Wages: RM68.3b

Wholesale & retail trade
RM21.8b (31.9%)

Finance
RM14.5b (21.3%)

Information & communication
RM10.5b (15.4%)



Fixed Assets: RM549.0b

Finance
RM181.6b (33.1%)

Information & communication
RM84.0b (15.3%)

Transportation & storage
RM53.2b (9.7%)

(%): Percentage Share

Evolution of Malaysia's Services Sector: Statistical Insights and Economic Impact

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1. Introduction

The services sector is the linchpin of Malaysia's economy, reflecting the nation's transition from an agricultural base to a diversified and industrialized economy. The sector's evolution has driven economic growth, employment, and overall nation's development. This article delves into the historical and current landscape of Malaysia's services sector, focusing on the critical role played by the Economic Census conducted by the Department of Statistics Malaysia (DOSM). This census provides vital data that shapes policy and fosters sectoral expansion.

In addition to the Economic Census, other surveys conducted by DOSM play a crucial role in capturing the multifaceted aspects of the services sector. The Quarterly Services Survey (QSS), for instance, offers timely insights into the performance of various service industries, enabling policymakers and businesses to respond swiftly to economic trends and challenges. The Labour Force Survey (LFS) provides valuable information on employment patterns and workforce dynamics within the services sector, helping to address issues related to labour market supply and demand. Furthermore, the Annual Economic Survey (AES) for the services sector delivers an in-depth analysis of financial performance, operational efficiency, and structural changes within the sector, facilitating data-driven decisions and strategic investments.

2. The Economic Census: A Cornerstone for Policy and Growth

The Economic Census, conducted every five years by DOSM, is an indispensable tool for understanding the dynamics of Malaysia's services sector. This comprehensive census collects detailed information on various aspects of the sector, including the number of establishments, output, input, value-added, employment, salaries & wages, fixed assets, and data on internet and loan access.

It also includes a competitiveness module that covers aspects such as digital economy engagement, access to financing, innovation, and research and development (R&D) activities, import and export activities, environmental expenses, and the adoption of technology related to the Fourth Industrial Revolution (IR 4.0). Furthermore, the census addresses sector-specific details, including those related to oil and gas services and equipment, as well as the presence of foreign affiliates, ensuring a thorough understanding of the various sectors contributing to Malaysia's economy. The insights garnered from this census are crucial for policymakers, economists, and industry player, enabling informed decision-making and strategic planning.

3. Key Insights from the 2023 Economic Census (Reference Year 2022)

In 2022, the Economic Census revealed that there were 951.9 thousand establishments within Malaysia's services sector. Selangor emerged as the leading contributor with 24.4 per cent of these establishments, followed by Kuala Lumpur, Johor, Pulau Pinang, and Perak. The wholesale & retail sector alone accounted for 475.6 thousand (share: 50.0%) establishments, underscoring its significance within the broader services landscape.

The census also highlighted the sector's substantial contribution to employment, income generation, and asset accumulation. The services sector registered 5.8 million persons engaged with salaries & wages amounted to RM204.4 billion in 2022. In terms of asset accumulation, the Services sector recorded RM1,219.9 billion. By providing these parameters, the Economic Census helps identify growth trends, sectoral shifts, and emerging opportunities within the services sector.

4. Historical Evolution of Malaysia's Services Sector

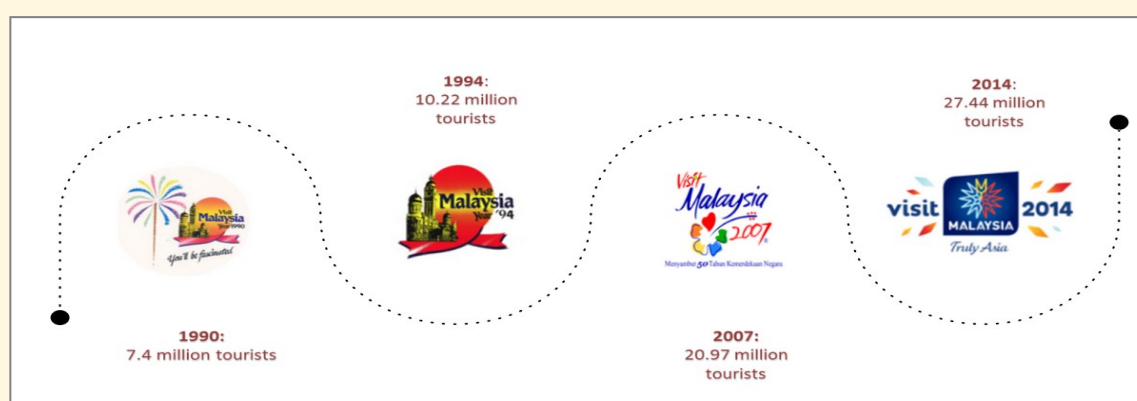
Post-independence, Malaysia was predominantly an agricultural economy, with the services sector playing a secondary role. Traditional services such as retail, transportation, and government services constituted the bulk of the sector, contributing modestly to Gross Domestic Product (GDP).

The 1970s and 1980s marked a period of industrialization, driven by the New Economic Policy (NEP) aimed at poverty reduction and economic restructuring. Investments in infrastructure spurred the growth of transportation and logistics services. This development supported trade and facilitated Malaysia's integration into the global economy, making logistics a crucial element of industrial and export-oriented growth. Concurrently, the services sector diversified beyond finance, insurance, transportation, and logistics, with the emergence of professional services such as legal, accounting, and consulting, which became essential to the functioning of a more complex and diversified economy.

During the 1990s, the Malaysian government liberalized the services sector to attract more foreign investments, introduce professionals and technology, and enhance the sector's competitiveness within Malaysia. This initiative aims to boost the economy and open up the previously restrictive sector to foreign participation. The benefits of this liberalization include attracting foreign direct investments (FDI), encouraging the transfer of expertise and technology, enabling Malaysian companies to expand globally, creating high-value employment opportunities, and increasing competitiveness in the services sector.

As part of this transformation, Malaysia launched its first 'Visit Malaysia Year' campaign in 1990. This initiative aimed to capitalize on liberalization measures that eased travel restrictions, improved international connectivity and enhanced promotional efforts globally. The liberalization of the tourism sector allowed Malaysia to develop and expand its tourism infrastructure, including airports, hotels, and attractions, to meet the growing demand from international visitors. By opening up to foreign investment and fostering competition, Malaysia attracted significant capital into its tourism industry, which further bolstered its appeal as a tourist destination. As a result, Malaysia experienced a substantial increase in international tourist arrivals during this period, reaching approximately 7.4 million visitors and growing to the next 3 campaigns as in **Exhibit 31**. This growth not only contributed to the country's economic diversification but also positioned Malaysia as a competitive player in the global tourism market.

Exhibit 31: Number of tourist arrivals during Visit Malaysia Year



Source: Tourism Malaysia

In addition to the tourism sector, the government initiated a series of financial reforms aimed at liberalizing the financial sector, which began as early as the 1970s but gained substantial momentum in the 1990s. These reforms included deregulating interest rates, allowing foreign banks to operate in the country, and enhancing the regulatory framework for financial institutions. The aim was to create a more competitive and efficient financial system that could support the country's rapid economic growth.

The liberalization of the services sector continued into the 2000s. In 2009, the Malaysian government implemented further liberalization measures, removing equity conditions for foreign investors across 27 service sub-sectors. This was followed by additional reforms in 2011, allowing up to 100 per cent foreign equity participation in seven broad services sectors. These efforts were designed to complement the growth of the manufacturing sector and ensure the continuous promotion and development of the services sector through progressive liberalization.

Simultaneously, during this era, Malaysia underwent a rapid technological transformation fuelled by substantial investments in telecommunications infrastructure and information technology. The government's proactive stance in promoting digital adoption across sectors laid the groundwork for significant growth in the Information and Communication Technology (ICT) industry, e-commerce, and digital services. This evolution played a pivotal role in enhancing Malaysia's productivity, connectivity, and global competitiveness. A landmark initiative during this period was the introduction of the Multimedia Super Corridor (MSC) in August 1996 by Prime Minister Tun Dr. Mahathir Mohamad. Designed to position Malaysia as a global hub for ICT and multimedia, the MSC attracted major international technology firms and nurtured local start-ups through incentives such as tax breaks and R&D grants. Over time, the MSC expanded its focus to include emerging technologies like smart cities and sustainable technology, further cementing Malaysia's role in the global technology landscape.

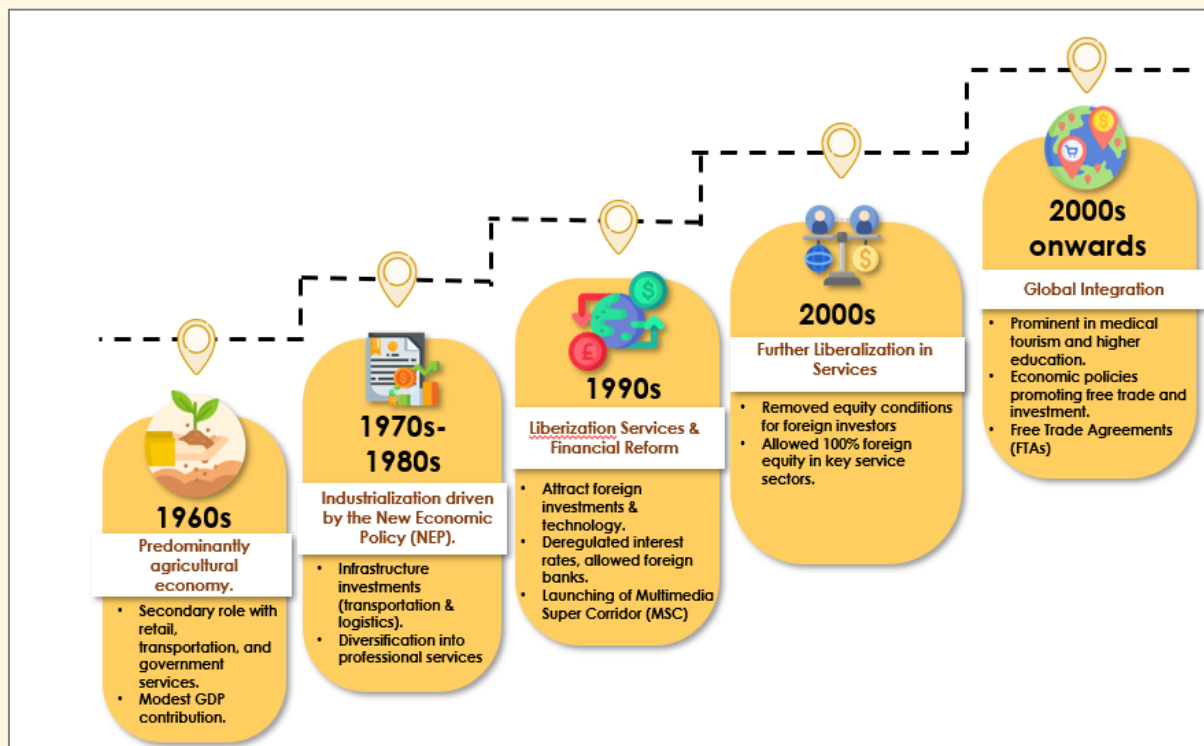
The early 2000s saw Malaysia integrating more deeply into the global economy. Global integration plays a crucial role in shaping Malaysia's service exports, influencing various sectors such as tourism, healthcare, education, and professional services. Malaysia became a prominent destination for medical tourism and higher education, attracting international students through collaborations with foreign universities and quality educational institutions. In healthcare, Malaysia's medical tourism industry has thrived, offering high-quality medical services at competitive prices to international patients.

Central to Malaysia's strategy was the adoption of economic policies promoting free trade and investment. By reducing trade barriers and enhancing export incentives, Malaysia created a conducive environment for businesses to thrive and expand their global footprint. The attraction of FDI was a key component, allowing multinational corporations to leverage Malaysia's skilled workforce, strategic location, and supportive infrastructure to establish regional operations and manufacturing hubs.

Membership in the Association of Southeast Asian Nations (ASEAN) further bolstered Malaysia's global integration efforts. ASEAN's regional trade agreements and free trade agreements (FTAs) with countries such as Japan, China, and India provided Malaysia with expanded market access and facilitated participation in global supply chains. These

agreements not only encouraged cross-border trade but also attracted investment in sectors ranging from manufacturing to services, reinforcing Malaysia's position as a preferred destination for businesses seeking to tap into the dynamic ASEAN market and beyond.

Exhibit 32: Historical Evolution of Malaysia's Services Sector



5. Current Landscape of Malaysia's Services Sector

5.1 Economic Contribution and Sectoral Composition

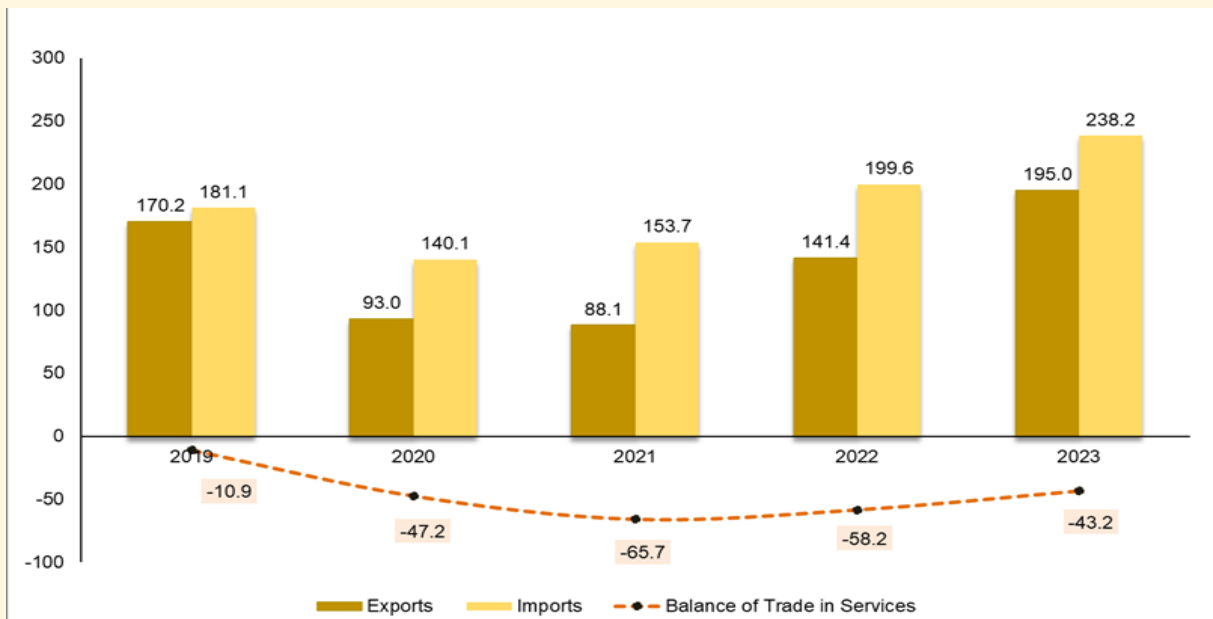
The services sector is now the largest contributor to Malaysia's GDP, accounting for over 55 per cent of the total output. It encompasses diverse activities, including finance, insurance, real estate, business services, trade, transportation, communication, tourism, healthcare, education, and government services. Its robust growth has not only bolstered economic progress but also played a crucial role in job creation.

In terms of total trade in services, in 2023, Malaysia recorded RM433.2 billion of total trade in services, comprising 23.8 per cent of the GDP at current prices as portrayed in **Exhibit 33**. The primary components of Malaysia's services exports were Travel, Other Business Services, Transport, Telecommunications, Computer & Information, and Manufacturing Services. These five sectors made up 88.2 per cent of the total services exports, up from 86.8 per cent in 2022. On the import side, the main components were Transport, Other Business Services, Travel, Telecommunications, Computer & Information, and Charges for the Use of Intellectual Property. These categories accounted for 84.7 per cent of the overall services imports, compared to

84.3 per cent in 2022 as shown in **Exhibit 34**.

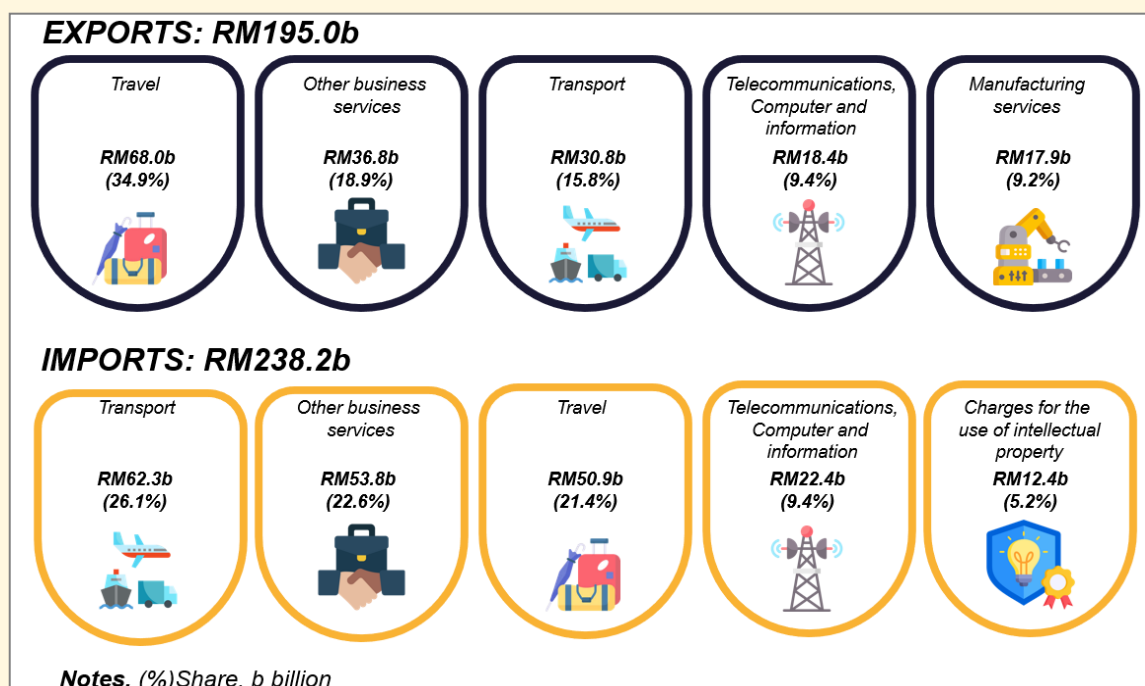
This substantial figure reflects the sector's increasing integration into global markets and highlights its importance in Malaysia's economic landscape. The services sector's ability to attract foreign investment, expand infrastructure, and promote technological advancements has further enhanced its contribution to the economy, demonstrating a synergistic relationship between its growth and its impact on Malaysia's GDP composition.

Exhibit 33: Exports, Imports and Balance of Trade in Services (RM billion), 2019-2023



Source: DOSM

Exhibit 34: Exports and Imports by Major Services Components, 2023



5.2 Key Sub-Sectors

5.2.1 Financial Services

Malaysia's financial services sector is well-developed, with a robust banking system, capital markets, and insurance industry. In 2022, the Finance sub-sector saw its gross output rise to RM172.0 billion from RM122.4 billion in 2015, accounting for 12.1 per cent of the total gross output in the services sector. The country's financial sector has benefited from regulatory reforms, technological advancements, and efforts to promote Islamic finance. This evolution has been complemented by Malaysia's efforts to promote Islamic finance, with Kuala Lumpur emerging as a leading centre in this niche globally.

Central to advancing Malaysia's financial prowess is the Tun Razak Exchange, also known as TRX, a transformative development designed to elevate Kuala Lumpur's status as an international financial centre. TRX also encourages the development of new financial products and services, particularly in areas such as Islamic finance, finance technology (fintech), and sustainable finance.

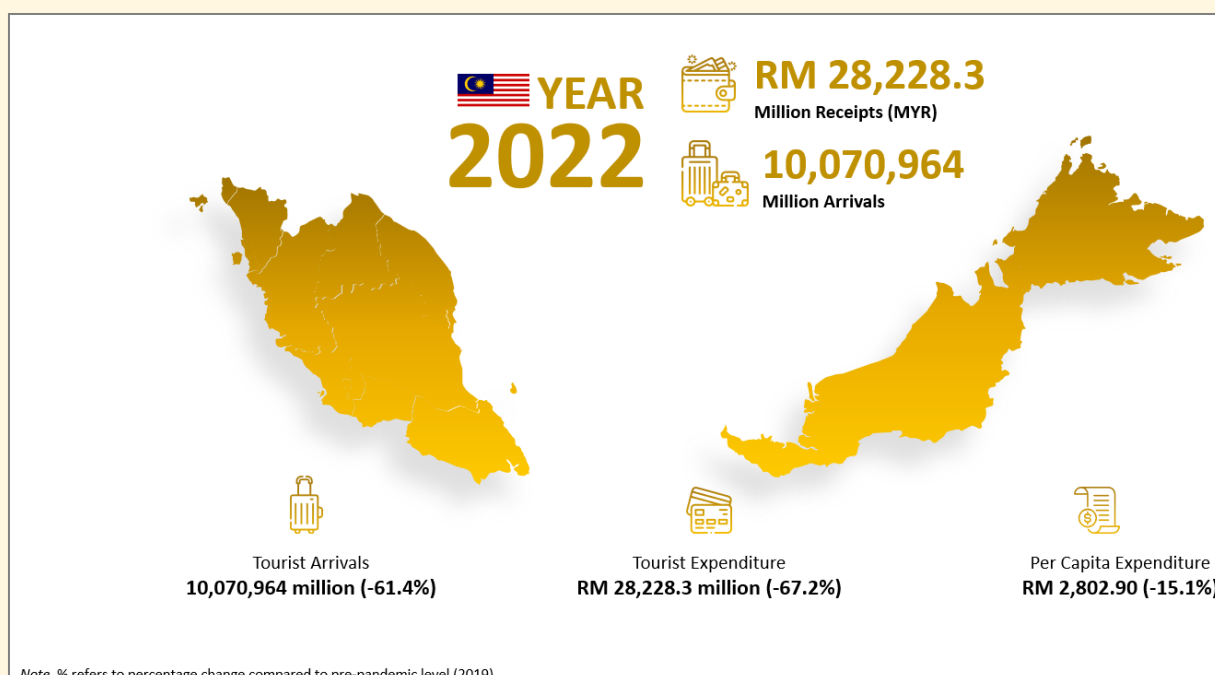
In essence, the synergy between Malaysia's well-developed financial services sector and initiatives like TRX underscores the country's commitment to becoming a dynamic global financial centre. Through regulatory frameworks, technological advancements, and specialized areas such as Islamic finance and sustainable finance, Malaysia continues to strengthen its position in the global financial landscape, offering diverse opportunities for growth and innovation in the financial services industry.

5.2.2 Tourism and Hospitality

Tourism is a vital component of Malaysia's services sector, contributing significantly to foreign exchange earnings and employment. In 2022, tourism played a crucial role in Malaysia's economic recovery post-pandemic, contributing significantly to GDP and employment. The reopening of international borders in April 2022 led to a resurgence in tourist arrivals, with Malaysia welcoming 10,070,964 international visitors by the end of the year. This influx generated substantial revenue, with tourism receipts reaching RM28.2 billion (**Exhibit 35**).

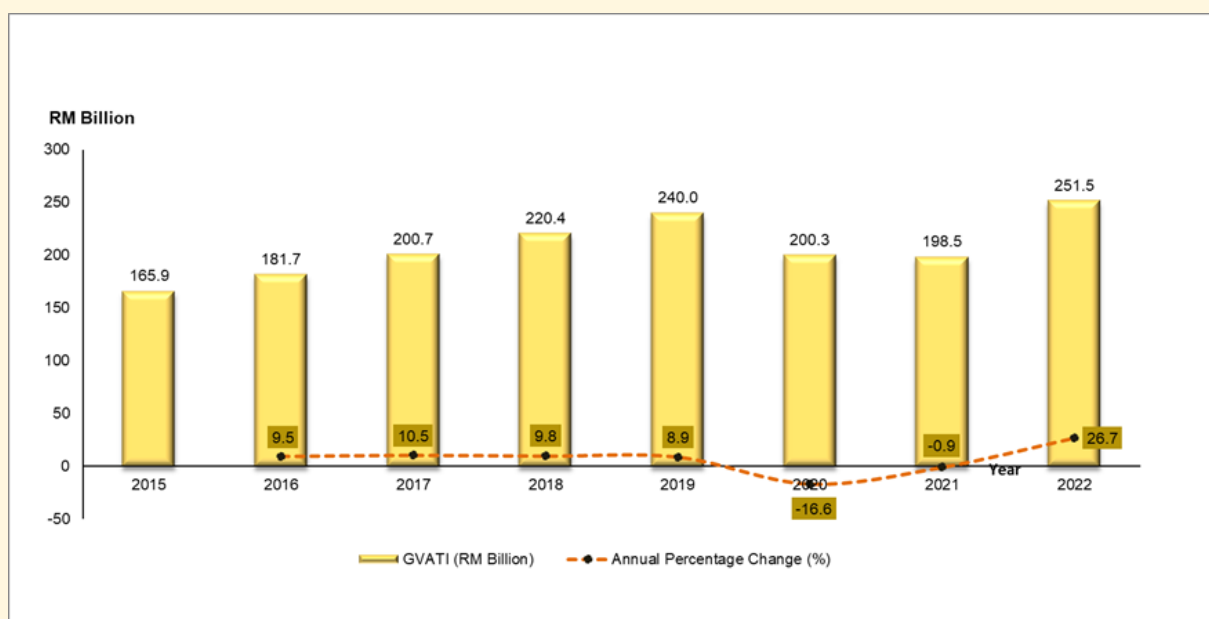
Meanwhile, Gross Value-Added Tourism Income (GVATI) amounting to RM251.5 billion in 2022, representing 14.0 per cent of Malaysia's GDP, up from 12.8 per cent in the previous year (**Exhibit 36**). Retail trade continued to be the main contributor to the tourism industry, with a share of 54.1 per cent, followed by Food & beverage serving services with 17.1 per cent.

Exhibit 35: Tourist arrivals and receipts to Malaysia, 2022



Source: Tourism Malaysia

Exhibit 36: GVATI, annual percentage change and percentage share to GDP, 2015-2022

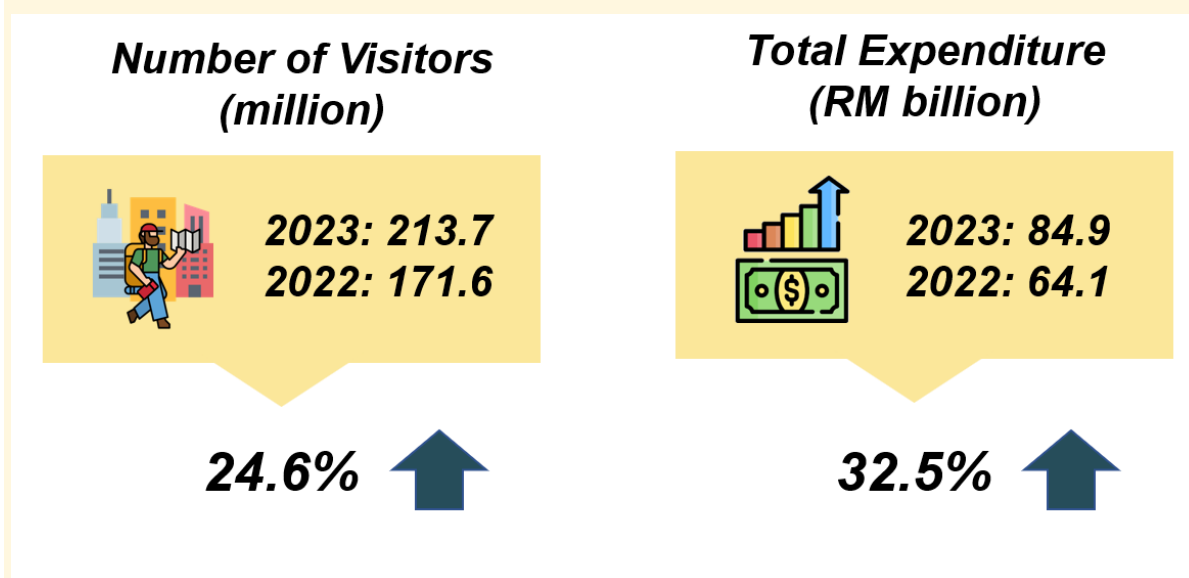


Source: DOSM

As for domestic tourism in Malaysia, this industry saw a significant rise in the number of domestic visitors and tourism expenditure in 2023 after struggling a few years with the COVID-19 crisis. A total of 213.7 million domestic visitors were recorded in 2023 with an increase of 24.6 per cent compared to the previous year (2022: 160.1%) (**Exhibit 37**). Meanwhile, domestic tourism expenditure rose by 32.5 per cent in 2023 (2022: 248.1%) with a total of RM84.9 billion was spent on domestic tourism in 2023 compared to RM64.1 billion recorded in

the previous year. Despite the recovery in 2023, both the number of domestic visitors and domestic tourism expenditure still showed negative growth rates compared to 2019 which serves as a benchmark for pre-pandemic level with -10.6 per cent and -17.7 per cent, respectively. These comparisons indicate that while there has been significant progress in recovering from the downturn caused by the pandemic, the domestic tourism sector in Malaysia has not fully returned to pre-pandemic levels by 2023.

Exhibit 37: Number of Visitors and Total Expenditure of Domestic Tourism, 2022 and 2023

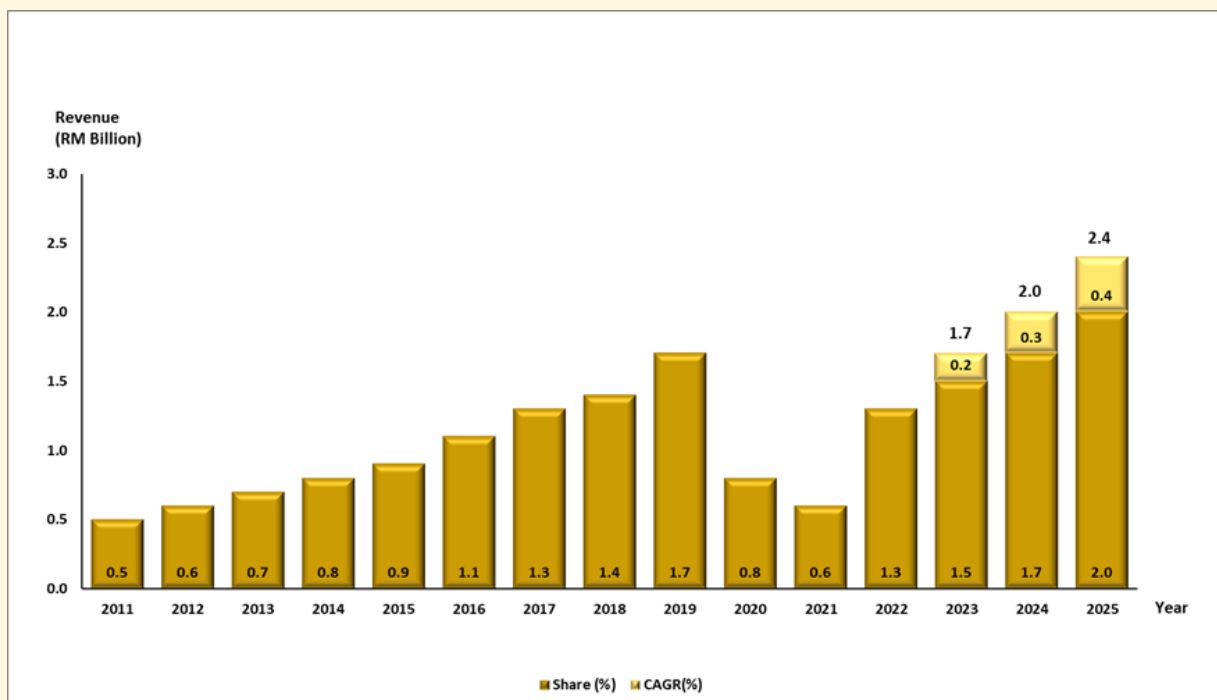


Source: DOSM

5.2.3 Healthcare

The healthcare sector in Malaysia has seen substantial growth, driven by investments in medical infrastructure, advancements in healthcare services, and the rise of medical tourism. Health tourism is indeed an emerging industry in Malaysia, with the country experiencing significant growth in this sector over recent years. In 2019, Malaysia attracted over 1.3 million healthcare travellers, generating approximately RM 1.7 billion in revenue (Exhibit 8). The industry's growth was supported by Malaysia's competitive pricing, high-quality healthcare services, and modern medical facilities. Although the COVID-19 pandemic temporarily impacted health tourism worldwide, Malaysia has been actively working to revitalize this sector. In 2022, it recorded 850 thousand healthcare travellers with RM1.3 billion in revenue which was 76 per cent of its pre-pandemic performance in 2019. The government, through the Malaysia Healthcare Travel Council, aims to achieve RM 2.8 billion in revenue from health tourism by 2025, further establishing Malaysia as a leading destination for medical travellers in the region.

Exhibit 38: Malaysia Healthcare Travel Industry Performance, 2022



Source: DOSM

5.2.4 ICT and Digital Services

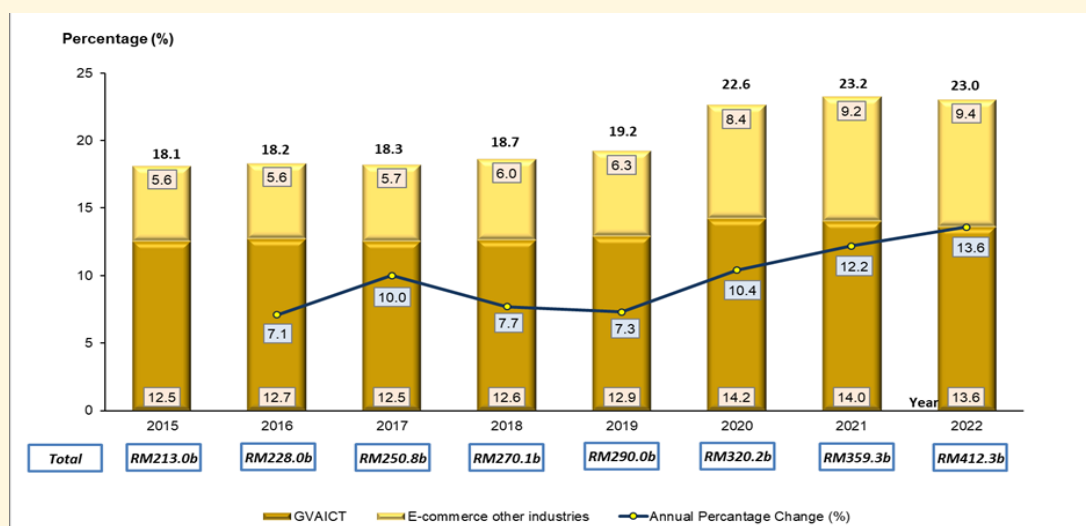
The ICT sector remains a cornerstone of Malaysia's services industry, bolstered significantly by initiatives including the Multimedia Super Corridor (MSC). Designed to attract multinational ICT companies, the MSC has successfully drawn investments into Malaysia, particularly in sectors like software development, telecommunications, IT services, and digital content creation. These companies are drawn to Malaysia's skilled workforce and the conducive business environment fostered by MSC incentives and infrastructure.

In 2022, the ICT sector and e-commerce collectively made a substantial contribution to Malaysia's economy, accounting for 23.0 per cent of the national GDP with a total value of RM412.3 billion. This growth was driven by the Gross Value Added of the ICT sector (GVAICT) at 13.6 per cent and the e-commerce activities of other industries at 9.4 per cent. The sector's performance demonstrated robust growth, expanding by 14.8% compared to the previous year's 12.2 per cent as in **Exhibit 39**.

This expansion underscores the increasing importance of ICT and e-commerce in Malaysia's economic landscape. Beyond contributing significantly to GDP, these sectors play a pivotal role in driving innovation, enhancing productivity across industries, and creating employment opportunities. The continued growth reflects Malaysia's strategic focus on digital transformation and its ability to harness technology to fuel economic advancement and competitiveness on a global scale.

As for digital services, Malaysia has made significant strides in digitizing government services through initiatives like MyGovernment, which provides citizens with online access to various government services and information.

Exhibit 39: ICT contribution to the economy: Value, annual percentage change and percentage share



Source: DOSM

5.2.5 Wholesale and Retail

Wholesale & retail trade in Malaysia form a crucial part of the country's economy, contributing significantly to employment, GDP, and consumer spending. This sector plays a vital role in the distribution of goods and services, connecting producers to consumers across various sectors of the economy. The wholesale & retail sector, which had 475.6 thousand establishments, has been pivotal in facilitating trade and commerce across the country. In 2022, this sector contributed 17.6 per cent to GDP, up from 16.8 per cent share in 2021.

The wholesale & retail sector faced many challenges including competition from international brands, rising operating costs, the need to adapt to digital transformation and also impact of pandemic. However, these challenges also present opportunities for innovation, market expansion, and collaboration with global supply chains. The advent of e-commerce has transformed the retail landscape in Malaysia, with increasing numbers of consumers opting for online shopping, especially during the COVID-19 pandemic. Findings from recent Economic Census showed that retail sales not in stalls, stores or markets contributed RM8.5 billion to the total value added of the Wholesale & retail trade sector in 2022, up from RM1.4 billion in 2018, indicating a substantial shift towards online retail channels. This trend also has spurred growth in logistics and digital payment services, contributing to the overall development of the retail sector.

5.2.6 Employment and Workforce Development

This sector is a major employer, providing jobs to millions across various sub-sectors. The Economic Census 2023 revealed that the services sector contributed 58.3 per cent to the total number of persons engaged in 2022, with total salaries & wages amounting to RM204.4 billion or 57.6 per cent of total salaries recorded in 2022.

To enhance workforce development, Malaysia has invested in various initiatives targeting skills improvement and employability. For example, the Malaysia Productivity Blueprint aims to increase productivity in the services sector by 2.3 per cent annually, focusing on skills enhancement and innovation. It focuses on talent development through upskilling and reskilling initiatives, ensuring the workforce meets industry demands by collaborating with educational institutions and industry players. The blueprint also promotes digital transformation by encouraging the adoption of technologies and automation, particularly supporting Small and Medium-sized Enterprises in implementing digital solutions. Additionally, the blueprint emphasises innovation and R&D to drive new product and service creation, responding to evolving consumer needs. Performance measurement is established to track progress and identify areas for improvement, ensuring the services sector remains competitive and responsive to global economic changes.

5.2.7 Regional Disparities

While the services sector has fuelled economic growth, regional disparities persist. Urban areas, particularly Kuala Lumpur and Selangor, have experienced more significant growth compared to rural regions. Addressing these disparities requires targeted investments in infrastructure, education, and skills development in less developed areas.

To address regional disparities, the Malaysian government has implemented a range of initiatives, including the establishment of economic corridors like the East Coast Economic Region and Sabah Development Corridor to spur growth in less-developed areas. Investments in infrastructure, such as highways and broadband, aim to improve connectivity and accessibility. The government also focuses on upskilling the workforce through vocational training and educational programs, while offering investment incentives to attract businesses to rural regions. Additionally, rural development programs enhance living standards, and tourism promotion boosts local economies by creating jobs and stimulating economic activity. These efforts collectively aim to balance economic development and reduce regional inequalities.

6. Trends Shaping the Future of Malaysia's Services Sector

Malaysia's services sector is undergoing significant transformation, driven by various trends that are reshaping its landscape. From digital innovations to a focus on sustainability, these trends are setting the stage for a dynamic future in the sector.

6.1 Digital Transformation

Digital transformation is a key driver of change in Malaysia's services sector. The COVID-19 pandemic accelerated the adoption of digital technologies, reshaping service delivery and consumption patterns. E-commerce, fintech, telehealth, and online education have grown exponentially, supported by initiatives like the MyDIGITAL blueprint.

Online consumption has surged, driven by the increasing availability and convenience of e-commerce platforms. Malaysian consumers are increasingly turning to online shopping for a wide range of products and services, from groceries to electronics. This shift is reshaping the retail landscape, prompting businesses to enhance their online presence and optimize digital marketing strategies. E-commerce sales in Malaysia are projected to grow by 10.6 per cent annually, reaching RM 45 billion by 2025.

In 2023, Retail Trade contributed 8.6 per cent to GDP in constant prices and 12.7 per cent to employment in the Economic Sector. This sector includes a diverse array of businesses such as department stores, supermarkets, specialty shops, and online retail platforms. Omnichannel retailing, which blends online and offline retail experiences, is becoming increasingly important to meet consumer expectations for convenience and seamless shopping experiences.

The courier and transportation sectors are also experiencing significant changes due to digital transformation. The rise of e-commerce has driven demand for efficient and reliable delivery services, leading to innovations in logistics management. Companies are adopting advanced technologies such as real-time tracking, automated warehouses, and route optimization to improve delivery efficiency and customer satisfaction.

Fintech is transforming Malaysia's financial services landscape. Digital banking, online payment solutions, and investment platforms are making financial services more accessible and convenient. Fintech innovations are bridging gaps in financial inclusion, allowing more Malaysians to participate in the financial system.

6.2 Green and Sustainable Services

Sustainability is increasingly prioritized within Malaysia's services sector. Businesses are integrating green practices to address environmental concerns and align with global sustainability goals. The tourism sector is promoting eco-tourism, while the financial sector is embracing sustainable finance through green bonds and sustainable investment products. In tandem with these efforts, innovations in electric vehicles (EVs) and hydrogen cars are playing a pivotal role in promoting the zero carbon emission targets outlined in the Sustainable Development Goals (SDGs). The country had outlined a national target of having 15 per cent of the total industry volume (TIV) made up of EVs and hybrids by 2030, and to 38 per cent by 2040. As of 2023, there were approximately 15,000 EVs and 200 hydrogen cars registered in Malaysia, reflecting a significant yet growing commitment to green technologies. By embracing these technologies, Malaysia aims to reduce its reliance on fossil fuels and lower carbon emissions, contributing to a cleaner environment.

In 2022, Malaysia implemented several key policies to promote sustainability and green transportation. The National Automotive Policy (NAP) 2020 was updated to support the transition to electric and hydrogen vehicles, including incentives such as up to RM10,000 in rebates for EV buyers. The government also introduced the Malaysia Green Technology and Climate Change Centre (MGTC), which has allocated RM500 million for advancing green technology and supporting sustainable energy projects. Additionally, the Sustainable Energy Development Authority (SEDA) continued to promote renewable energy and the adoption of energy-efficient technologies, with a target to increase renewable energy capacity to 31 per cent of Malaysia's total energy mix by 2025.

In the tourism sector, it could be beneficial to promote eco-tourism initiatives that encourage the use of EVs and hydrogen cars for transportation within tourist destinations. This approach may help maintain ecological balance and reduce the carbon footprint of tourism activities. For instance, incorporating EVs in popular tourist spots like Langkawi and Penang could significantly lower local emissions. Additionally, the financial sector might consider embracing sustainable finance through green bonds and investment products. Such measures could support the development of EV infrastructure, such as charging stations, and bolster hydrogen fuel production, potentially contributing to the government's target of 100,000 EVs on the road by 2030.

7. Moving Forward

The service sector in Malaysia, encompassing a diverse range of activities from traditional to modern services, plays a pivotal role in the nation's economy. Historically, Malaysia has relied heavily on traditional services such as retail, transportation, hospitality, and tourism. These industries have been the backbone of the Malaysian economy, providing substantial employment and contributing significantly to the GDP. For instance, tourism, a traditional service sector, remains a crucial economic driver, attracting millions of visitors annually to its vibrant cities and pristine natural landscapes.

However, in the face of rapid global advancements and economic shifts, Malaysia recognises the need to transition towards high-end services to maintain competitiveness and sustain economic growth. High-end services, including finance, information technology, professional consulting, and healthcare, offer higher value-addition and greater resilience against economic volatility. By investing in these sectors, Malaysia can harness innovation and technology, driving productivity and ensuring long-term economic stability.

In the retail sector, modernising manually operated activities will be essential. This includes encouraging large retailers to invest in cost-effective systems such as self-checkout and pick-and-pack solutions to enhance the consumer experience. Additionally, supporting small traders, including hawkers, in adopting multichannel payment gateways like e-payments and e-wallets will modernise their operations, making transactions more efficient and accessible. The impact of COVID-19 has accelerated the adoption of e-money, as the pandemic has driven a surge in contactless and digital payments, further emphasizing the need for small traders to integrate these technologies to meet growing consumer preferences for safer and more convenient payment options. Data obtained from Bank Negara showed that the transactions using e-money amounted to RM106.7 billion in 2023, increased significantly from RM18.2 billion recorded in 2019, which was before the pandemic. This exponential growth in e-money transactions underscores a significant shift in consumer behaviour toward digital payment methods.

One niche area Malaysia can focus on is Islamic finance. Malaysia has already established itself as a global leader in Islamic banking and finance, with a robust regulatory framework and a significant share of the global Islamic finance market. Bank Negara revealed that the industry has grown more than twofold compared to a decade ago, with projected global Islamic finance assets estimated to reach USD6.7 trillion in 2027. Malaysia hosts the world's largest sukuk market, representing 40 per cent of global sukuk outstanding. Islamic money market instruments hold a substantial share and have steadily grown to support the Islamic banking sector, which now makes up 46 per cent of total financing. Additionally, the Islamic Capital Market (ICM) has seen significant growth, remaining a key component of the Malaysian capital

market and contributing 63 per cent to its total size. Thus, expanding this niche further can attract international investments and position Malaysia as the go-to hub for Sharia-compliant financial services.

Medical tourism is another promising niche for Malaysia, offering high-quality healthcare services at competitive prices, attracting many international patients. The healthcare sector operates on a two-tier system with government-based universal healthcare and an effective private system. Projected to grow to RM127 billion (US\$30 billion) by 2027, the sector benefits from an ageing population, rising affluence, and longer life expectancy. Malaysia's medical fees are among the lowest globally, about 40 per cent lower than in the US and UK, with the government subsidizing up to 98 per cent of costs. In 2019, RM29 billion (US\$6.9 billion) was allocated to healthcare. To reduce this financial burden, the government encourages private investment, recognizing the economic benefits. Growth areas include medical tourism, medical device manufacturing, pharmaceuticals, and clinical research. This makes Malaysia a promising health service hub in ASEAN, despite competition from Singapore and Thailand.

In addition to Islamic finance and medical tourism, Malaysia can focus on other niche areas such as halal logistics and green technology services. As a major halal product producer, Malaysia can leverage its expertise to provide comprehensive halal logistics services, catering to the growing global demand for halal-certified products. Green technology services, including renewable energy solutions and sustainable urban development, present another lucrative niche. By investing in green technologies, Malaysia can align with global sustainability trends and attract environmentally conscious investors.

Similarly, Malaysia's services exports are largely focused on traditional activities. Traditional services like transport and travel, which require face-to-face interactions, have outperformed modern services like insurance, which can be traded across borders without direct contact. Goods-related services, linked to Global Value Chain (GVC) participation and including manufacturing services on physical inputs owned by others, make up 9.2 per cent of Malaysia's services exports. This is significantly higher compared to less than 4.0 per cent in OECD countries and nearly 7.0 per cent in ASEAN countries. In contrast, modern services such as business, ICT, finance, royalties, and insurance and pensions, make up a larger share of total services exports in ASEAN and OECD countries. Most high-income countries rely more on modern service exports, which depend less on physical infrastructure and more on reliable telecommunications and electrical supplies. Besides that, Malaysia has consistently recorded a deficit in its services trade current account since 1947, with the exception of the period from 2007 to 2011. MIDA is concentrating on drawing investment-based services to establish their operations in Malaysia, which is anticipated to indirectly boost exports and reduce imports. These investment-based services include maintenance, repair, and overhaul (MRO) operations, regional headquarters, healthcare, green technology, logistics, and tourism.

To summarize, while traditional services continue to be an integral part of Malaysia's economy, there is an urgent need to shift focus towards high-end and niche services. This transition will not only align Malaysia with global economic trends but also position it as a formidable player in the international service market. By learning from neighbouring countries and leveraging its unique strengths, Malaysia can achieve a balanced and robust service sector that supports sustainable economic growth.

8. Conclusion

In conclusion, Malaysia's services sector has undergone a significant transformation, evolving from a predominantly agricultural base to a diversified and industrialized economy. Despite notable progress, there remains room for further development. Insights from the economic census and various surveys conducted by the Department of Statistics Malaysia (DOSM) underscore the importance of data-driven decision-making for both policymakers and business leaders..

To address the challenges of skill mismatches, technological adoption, and regulatory obstacles, it is crucial for Malaysia to focus on workforce development, digital transformation and sustainable practices. By fostering innovation and improving market access, Malaysia can enhance its services sector, positioning itself as a competitive player in the global economy. The government's proactive role in implementing supportive policies and facilitating collaboration among stakeholders will be vital in shaping the future of Malaysia's services sector and ensuring its continued contribution to economic growth and resilience.

Disclaimer

The views expressed are those of the authors and do not necessarily represent the view of the DOSM.

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Bahagian | *Part*
3

Jadual Statistik
Statistical Tables

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Jadual 1: Statistik Utama Sektor Perkhidmatan mengikut Subsektor, 2010, 2015 dan 2022
Table 1: Principal Statistics of Services Sector by Sub-sector, 2010, 2015 and 2022

Subsektor Sub-sector	Tahun Year	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantaraan Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	2022	951,862	1,426,560	647,153	779,407	5,831,864	204,415	1,219,905
	2015	818,317	965,430	446,767	518,663	4,798,077	131,617	904,747
	2010	577,133	644,759	305,642	339,117	3,719,091	81,313	496,699
Bekalan elektrik, gas, wap dan pendinginan udara Electricity, gas, steam and air conditioning supply	2022	551	90,590	60,136	30,455	50,869	3,857	210,442
	2015	305	54,389	27,679	26,710	47,972	3,622	132,082
	2010	145	34,616	24,625	9,991	41,101	3,018	77,980
Bekalan air; pembetulan, pengurusan sisa dan aktiviti pemuliharaan Water supply; sewerage, waste management and remediation activities	2022	1,008	18,859	8,957	9,902	59,535	2,358	11,171
	2015	790	12,329	6,407	5,923	49,162	1,398	7,974
	2010	601	7,847	4,312	3,535	25,313	667	5,256
Perdagangan borong & runcit Wholesale & retail trade	2022	475,566	486,227	186,517	299,710	2,171,513	76,181	141,258
	2015	418,569	306,568	122,531	184,037	1,752,677	43,078	92,107
	2010	295,431	200,410	78,071	122,339	1,537,618	26,040	57,726
Pengangkutan dan penyimpanan Transportation and storage	2022	48,793	140,507	82,450	58,056	475,831	18,376	204,874
	2015	54,190	109,237	65,490	43,747	411,273	14,254	168,941
	2010	40,599	76,319	44,906	31,413	312,962	9,049	89,524
Penginapan Accommodation	2022	14,962	16,684	7,279	9,405	157,549	4,076	36,984
	2015	4,377	13,907	6,041	7,866	130,675	3,011	32,984
	2010	3,129	9,825	4,269	5,556	110,535	1,934	21,918
Makanan dan minuman Food and beverage	2022	136,453	98,959	55,129	43,831	1,079,843	15,469	12,605
	2015	167,490	66,386	38,413	27,973	891,616	9,651	9,534
	2010	130,570	37,326	20,898	16,428	645,743	4,935	3,956
Maklumat dan komunikasi Information and communication	2022	18,903	190,112	87,462	102,650	250,509	19,296	114,019
	2015	8,008	124,606	62,048	62,559	203,017	11,659	82,778
	2010	2,379	81,881	39,785	42,096	131,127	6,391	30,038

Jadual 1: Statistik Utama Sektor Perkhidmatan mengikut Subsektor, 2010, 2015 dan 2022 (samb.)
Table 1: Principal Statistics of Services Sector by Sub-sector, 2010, 2015 and 2022 (cont'd.)

Subsektor Sub-sector	Tahun Year	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	2022	32,245	171,985	61,912	110,073	375,793	24,676	314,751
	2015	15,945	122,404	44,833	77,571	319,633	17,312	245,588
	2010	5,653	100,695	41,197	59,498	246,000	14,400	132,857
Hartanah <i>Real estate</i>	2022	24,576	36,781	13,579	23,202	97,266	4,157	99,079
	2015	17,447	28,066	10,505	17,561	77,020	2,716	75,930
	2010	8,277	18,648	7,131	11,518	51,936	1,580	46,763
Profesional <i>Professional</i>	2022	56,164	60,001	23,413	36,588	359,405	14,218	16,213
	2015	34,045	40,452	16,106	24,346	314,292	10,073	12,472
	2010	19,215	20,876	9,066	11,810	165,062	4,443	5,184
Pentadbiran dan sokongan <i>Administrative and support</i>	2022	32,488	31,657	18,824	12,833	204,202	5,289	12,891
	2015	18,432	27,069	16,561	10,508	173,692	3,967	11,626
	2010	10,768	15,631	10,115	5,516	114,923	1,879	5,553
Pendidikan swasta <i>Private education</i>	2022	18,242	24,129	9,076	15,052	186,354	6,318	20,996
	2015	11,722	15,153	5,783	9,369	134,361	4,342	14,290
	2010	8,178	9,718	3,382	6,337	107,939	3,166	8,934
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	2022	19,847	28,047	14,397	13,650	156,193	6,335	12,646
	2015	14,930	16,848	8,852	7,996	121,088	3,684	8,419
	2010	9,152	10,375	5,602	4,774	89,942	2,085	5,046
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	2022	7,561	22,521	13,113	9,408	71,004	1,689	7,502
	2015	6,683	19,961	11,342	8,619	57,975	1,330	6,447
	2010	6,307	15,839	10,054	5,785	43,400	776	3,771
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	2022	64,503	9,502	4,911	4,591	135,998	2,120	4,471
	2015	45,384	8,053	4,175	3,878	113,624	1,518	3,574
	2010	36,729	4,752	2,231	2,521	95,490	951	2,193

Jadual 2: Statistik Utama Sektor Perkhidmatan mengikut Negeri, 2022
Table 2: Principal Statistics of Services Sector by State, 2022

Negeri State	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantaraan Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	951,862	1,426,560	647,153	779,407	5,831,864	204,415	1,219,905
Johor	108,159	91,623	43,893	47,731	555,229	15,726	82,041
Kedah	42,163	19,372	8,857	10,515	210,382	4,359	18,631
Kelantan	38,281	10,781	4,406	6,375	152,645	2,056	5,521
Melaka	28,726	21,195	10,176	11,020	159,349	4,032	15,216
Negeri Sembilan	33,075	23,804	12,327	11,477	155,906	3,635	22,629
Pahang	36,199	26,797	12,474	14,323	174,749	3,856	13,998
Pulau Pinang	70,166	68,950	32,351	36,599	358,038	10,240	37,453
Perak	67,704	45,001	23,711	21,290	316,975	7,429	28,691
Perlis	6,211	3,868	1,442	2,426	30,711	562	3,600
Selangor	232,206	477,157	215,610	261,548	1,585,500	65,080	362,839
Terengganu	29,065	12,149	5,241	6,908	120,311	2,159	10,683
Sabah	62,527	47,683	20,964	26,720	306,117	7,521	25,078
Sarawak	63,428	61,070	27,365	33,705	334,268	9,427	54,518
W.P. Kuala Lumpur	130,089	503,746	223,697	280,049	1,334,282	67,131	543,150
W.P. Labuan	2,465	9,238	3,053	6,185	20,247	674	4,295
W.P. Putrajaya	1,398	4,126	1,589	2,537	17,155	529	1,563

Jadual 2.1: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Johor, 2022
Table 2.1: Principal Statistics of Services Sector by Sub-sector in Johor, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	108,159	91,623	43,893	47,731	555,229	15,726	82,041
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	45	11,594	8,577	3,017	1,876	136	15,077
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemuliharaan <i>Water supply; sewerage, waste management and remediation activities</i>	189	3,921	1,561	2,361	12,467	503	1,331
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	54,516	30,211	12,670	17,541	226,099	6,554	11,679
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	6,061	11,005	5,769	5,235	54,898	1,801	16,798
Penginapan <i>Accommodation</i>	1,903	1,368	573	795	14,163	432	3,042
Makanan dan minuman <i>Food and beverage</i>	15,727	8,916	4,848	4,068	106,421	1,656	603
Maklumat dan komunikasi <i>Information and communication</i>	824	917	467	450	3,771	120	864

Jadual 2.1: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Johor, 2022 (samb.)
Table 2.1: Principal Statistics of Services Sector by Sub-sector in Johor, 2022 (cont'd.)

Subsektor <i>Sub-sector</i>	Bilangan pertubuhan <i>Number of establishments</i>	Nilai output kasar <i>Value of gross output</i>	Nilai input perantara <i>Value of intermediate input</i>	Nilai ditambah <i>Value added</i>	Bilangan pekerja <i>Number of persons engaged</i>	Gaji & upah <i>Salaries & wages</i>	Nilai harta tetap <i>Value of fixed assets</i>
		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>
Kewangan <i>Finance</i>	2,854	8,654	3,024	5,630	20,059	1,309	10,438
Hartanah <i>Real estate</i>	2,335	3,889	1,355	2,534	8,353	347	15,376
Profesional <i>Professional</i>	5,777	2,836	1,072	1,764	26,242	893	1,552
Pentadbiran dan sokongan <i>Administrative and support</i>	3,484	2,044	1,089	955	15,338	346	1,259
Pendidikan swasta <i>Private education</i>	2,742	1,681	591	1,090	23,619	572	1,683
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	2,299	2,527	1,322	1,205	15,924	648	1,160
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	789	825	360	466	5,965	134	729
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	8,614	1,235	617	619	20,034	276	449

Jadual 2.2: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Kedah, 2022
Table 2.2: Principal Statistics of Services Sector by Sub-sector in Kedah, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	42,163	19,372	8,857	10,515	210,382	4,359	18,631
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	34	759	597	162	389	22	5,684
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	33	733	401	332	3,448	108	372
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	22,065	7,953	3,122	4,832	88,630	2,128	5,702
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	2,417	1,543	873	670	11,049	222	694
Penginapan <i>Accommodation</i>	1,306	918	358	560	12,464	253	1,822
Makanan dan minuman <i>Food and beverage</i>	6,603	2,369	1,463	905	53,559	453	226
Maklumat dan komunikasi <i>Information and communication</i>	168	109	59	51	538	18	43

Jadual 2.2: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Kedah, 2022 (samb.)
Table 2.2: Principal Statistics of Services Sector by Sub-sector in Kedah, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	698	1,735	536	1,198	4,768	298	828
Hartanah <i>Real estate</i>	489	482	146	336	1,892	76	1,693
Profesional <i>Professional</i>	1,136	607	190	417	5,676	159	297
Pentadbiran dan sokongan <i>Administrative and support</i>	1,240	537	304	233	6,731	129	151
Pendidikan swasta <i>Private education</i>	784	461	203	258	7,205	178	317
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	925	759	411	348	6,760	213	381
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	185	150	57	93	2,302	49	270
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	4,080	257	136	121	4,971	53	151

Jadual 2.3: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Kelantan, 2022
Table 2.3: Principal Statistics of Services Sector by Sub-sector in Kelantan, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	38,281	10,781	4,406	6,375	152,645	2,056	5,521
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	21	89	49	40	293	9	639
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	5	143	71	72	822	27	886
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	23,753	5,830	2,056	3,774	80,341	1,209	2,242
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	1,000	304	156	148	4,739	78	205
Penginapan <i>Accommodation</i>	1,235	580	227	353	5,246	70	547
Makanan dan minuman <i>Food and beverage</i>	7,181	1,918	1,095	823	42,420	259	113
Maklumat dan komunikasi <i>Information and communication</i>	41	5	3	2	74	1	0

Jadual 2.3: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Kelantan, 2022 (samb.)
Table 2.3: Principal Statistics of Services Sector by Sub-sector in Kelantan, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	293	660	168	492	1,533	86	116
Hartanah <i>Real estate</i>	146	33	12	21	461	13	70
Profesional <i>Professional</i>	574	265	94	170	3,128	72	37
Pentadbiran dan sokongan <i>Administrative and support</i>	465	200	117	83	2,639	31	99
Pendidikan swasta <i>Private education</i>	364	202	77	125	4,394	66	285
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	485	369	190	179	3,173	101	139
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	149	43	18	25	1,009	14	18
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	2,569	141	74	67	2,373	21	124

Jadual 2.4: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Melaka, 2022
Table 2.4: Principal Statistics of Services Sector by Sub-sector in Melaka, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	28,726	21,195	10,176	11,020	159,349	4,032	15,216
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	9	3,683	3,033	649	392	30	4,651
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	36	466	291	175	1,162	38	499
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	13,757	7,506	2,573	4,933	73,269	2,119	2,781
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	1,181	952	536	416	6,616	144	458
Penginapan <i>Accommodation</i>	459	633	342	291	6,568	166	1,374
Makanan dan minuman <i>Food and beverage</i>	4,838	1,904	1,004	899	35,404	327	175
Maklumat dan komunikasi <i>Information and communication</i>	217	176	85	91	709	17	73

Jadual 2.4: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Melaka, 2022 (samb.)
Table 2.4: Principal Statistics of Services Sector by Sub-sector in Melaka, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	1,126	1,641	557	1,084	4,088	248	1,195
Hartanah <i>Real estate</i>	871	305	89	215	1,939	69	533
Profesional <i>Professional</i>	1,331	591	158	433	6,178	168	134
Pentadbiran dan sokongan <i>Administrative and support</i>	967	395	209	186	4,479	82	147
Pendidikan swasta <i>Private education</i>	565	1,063	366	697	5,472	254	2,070
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	701	1,134	570	564	6,317	253	498
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	268	500	240	259	2,782	65	479
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	2,400	247	120	127	3,974	51	149

Jadual 2.5: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Negeri Sembilan, 2022
Table 2.5: Principal Statistics of Services Sector by Sub-sector in Negeri Sembilan, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	33,075	23,804	12,327	11,477	155,906	3,635	22,629
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	14	6,768	4,978	1,790	703	39	14,753
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	41	864	500	364	2,933	85	468
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	15,053	6,891	2,484	4,407	57,232	1,564	3,232
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	2,020	1,405	797	608	10,272	272	633
Penginapan <i>Accommodation</i>	448	551	269	281	4,952	110	685
Makanan dan minuman <i>Food and beverage</i>	6,362	2,249	1,253	996	41,224	400	81
Maklumat dan komunikasi <i>Information and communication</i>	197	170	87	83	499	19	59

Jadual 2.5: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Negeri Sembilan, 2022 (samb.)
Table 2.5: Principal Statistics of Services Sector by Sub-sector in Negeri Sembilan, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	848	1,455	378	1,077	3,988	217	685
Hartanah <i>Real estate</i>	588	274	100	174	1,517	58	249
Profesional <i>Professional</i>	1,631	568	219	349	6,025	163	157
Pentadbiran dan sokongan <i>Administrative and support</i>	1,294	505	273	232	7,322	132	169
Pendidikan swasta <i>Private education</i>	750	872	346	526	7,086	257	949
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	684	868	477	391	6,168	229	341
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	277	145	57	88	1,817	38	70
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	2,868	217	109	108	4,168	51	99

Jadual 2.6: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Pahang, 2022
Table 2.6: Principal Statistics of Services Sector by Sub-sector in Pahang, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	36,199	26,797	12,474	14,323	174,749	3,856	13,998
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	21	208	111	97	390	15	3,881
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	20	383	235	148	2,110	89	52
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	18,854	9,677	3,191	6,486	72,792	1,789	3,188
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	1,628	1,738	857	881	9,350	249	879
Penginapan <i>Accommodation</i>	1,563	1,429	646	784	14,425	361	3,059
Makanan dan minuman <i>Food and beverage</i>	6,841	2,893	1,750	1,143	46,276	525	187
Maklumat dan komunikasi <i>Information and communication</i>	76	202	66	136	349	9	563

Jadual 2.6: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Pahang, 2022 (samb.)
Table 2.6: Principal Statistics of Services Sector by Sub-sector in Pahang, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	475	1,416	412	1,004	3,408	203	369
Hartanah <i>Real estate</i>	461	134	42	92	1,620	46	247
Profesional <i>Professional</i>	704	392	128	264	4,449	123	90
Pentadbiran dan sokongan <i>Administrative and support</i>	652	267	111	155	4,457	77	139
Pendidikan swasta <i>Private education</i>	351	268	99	169	3,763	92	277
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	548	665	347	317	4,309	156	360
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	198	6,895	4,359	2,537	2,983	78	386
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	3,807	229	119	110	4,068	42	322

Jadual 2.7: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Pulau Pinang, 2022
Table 2.7: Principal Statistics of Services Sector by Sub-sector in Pulau Pinang, 2022

Subsektor <i>Sub-sector</i>	Bilangan pertubuhan <i>Number of establishments</i>	Nilai output kasar <i>Value of gross output</i>	Nilai input perantara <i>Value of intermediate input</i>	Nilai ditambah <i>Value added</i>	Bilangan pekerja <i>Number of persons engaged</i>	Gaji & upah <i>Salaries & wages</i>	Nilai harta tetap <i>Value of fixed assets</i>
		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>
Jumlah Total	70,166	68,950	32,351	36,599	358,038	10,240	37,453
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	49	1,914	1,696	219	797	27	1,477
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemuliharaan <i>Water supply; sewerage, waste management and remediation activities</i>	124	1,487	715	772	4,078	157	1,365
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	33,510	27,772	11,878	15,894	135,251	4,222	7,992
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	2,946	6,144	3,327	2,817	24,769	814	4,774
Penginapan <i>Accommodation</i>	618	1,262	566	697	11,208	302	3,715
Makanan dan minuman <i>Food and beverage</i>	11,432	7,011	3,947	3,064	74,643	1,066	417
Maklumat dan komunikasi <i>Information and communication</i>	878	5,245	2,732	2,513	11,560	375	5,103

Jadual 2.7: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Pulau Pinang, 2022 (samb.)
 Table 2.7: Principal Statistics of Services Sector by Sub-sector in Pulau Pinang, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan Finance	2,878	6,326	2,132	4,193	14,032	899	4,792
Hartanah Real estate	1,936	1,959	791	1,167	6,827	286	3,559
Profesional Professional	4,658	2,963	1,086	1,877	20,532	642	732
Pentadbiran dan sokongan Administrative and support	2,286	1,480	909	570	11,738	252	557
Pendidikan swasta Private education	1,305	886	304	583	9,951	231	667
Kesihatan swasta dan kerja sosial Private health and social work	1,525	3,248	1,697	1,551	16,153	670	1,558
Kesenian, hiburan dan rekreasi Arts, entertainment and recreation	515	399	225	174	3,893	90	425
Perkhidmatan persendirian dan lain-lain aktiviti Personal services and other activities	5,506	854	346	507	12,606	207	319

Jadual 2.8: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Perak, 2022
Table 2.8: Principal Statistics of Services Sector by Sub-sector in Perak, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	67,704	45,001	23,711	21,290	316,975	7,429	28,691
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	33	10,290	8,755	1,535	1,557	91	9,312
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	52	580	234	346	1,528	75	418
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	35,534	16,686	6,431	10,255	151,672	3,974	7,089
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	2,741	2,286	1,299	986	14,451	343	1,175
Penginapan <i>Accommodation</i>	1,229	727	326	401	8,947	190	1,471
Makanan dan minuman <i>Food and beverage</i>	11,551	4,319	2,599	1,720	73,385	823	232
Maklumat dan komunikasi <i>Information and communication</i>	350	424	254	169	1,156	44	121

Jadual 2.8: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Perak, 2022 (samb.)
 Table 2.8: Principal Statistics of Services Sector by Sub-sector in Perak, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	1,740	3,234	911	2,323	7,676	457	1,642
Hartanah <i>Real estate</i>	1,399	1,383	515	869	4,142	160	2,597
Profesional <i>Professional</i>	2,137	920	305	615	9,628	261	183
Pentadbiran dan sokongan <i>Administrative and support</i>	1,819	794	455	339	9,012	154	264
Pendidikan swasta <i>Private education</i>	981	715	307	407	8,954	264	2,878
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	1,429	1,744	872	871	10,985	377	669
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	518	365	181	184	4,855	116	349
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	6,191	536	266	270	9,027	101	290

Jadual 2.9: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Perlis, 2022
Table 2.9: Principal Statistics of Services Sector by Sub-sector in Perlis, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	6,211	3,868	1,442	2,426	30,711	562	3,600
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	9	891	301	590	213	17	2,676
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	6	59	28	31	287	8	7
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	2,976	964	348	616	11,743	226	507
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	375	172	75	97	1,514	25	34
Penginapan <i>Accommodation</i>	184	208	78	130	951	10	48
Makanan dan minuman <i>Food and beverage</i>	1,475	412	239	173	9,809	74	38
Maklumat dan komunikasi <i>Information and communication</i>	20	3	2	1	48	1	2

Jadual 2.9: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Perlis, 2022 (samb.)
Table 2.9: Principal Statistics of Services Sector by Sub-sector in Perlis, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	76	828	216	612	2,315	125	153
Hartanah <i>Real estate</i>	33	22	9	13	170	5	13
Profesional <i>Professional</i>	112	56	17	39	631	13	10
Pentadbiran dan sokongan <i>Administrative and support</i>	202	78	44	34	953	19	13
Pendidikan swasta <i>Private education</i>	67	56	22	34	839	17	35
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	84	71	38	33	483	13	49
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	51	8	4	4	224	5	3
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	541	39	21	18	531	4	12

Jadual 2.10: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Selangor, 2022
Table 2.10: Principal Statistics of Services Sector by Sub-sector in Selangor, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	232,206	477,157	215,610	261,548	1,585,500	65,080	352,839
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	161	13,219	9,604	3,615	3,664	241	6,253
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	327	5,956	2,555	3,401	13,468	634	3,338
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	109,507	185,314	66,756	118,558	519,952	22,113	43,969
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	12,233	76,452	46,124	30,327	210,591	10,110	114,958
Penginapan <i>Accommodation</i>	1,328	1,966	880	1,086	14,512	432	2,884
Makanan dan minuman <i>Food and beverage</i>	24,625	39,905	21,386	18,520	278,345	4,829	9,149
Maklumat dan komunikasi <i>Information and communication</i>	8,331	57,212	27,246	29,966	101,048	8,037	21,448

Jadual 2.10: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Selangor, 2022 (samb.)
Table 2.10: Principal Statistics of Services Sector by Sub-sector in Selangor, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	11,112	33,085	13,337	19,748	74,520	4,905	105,693
Hartanah <i>Real estate</i>	7,087	10,722	4,065	6,657	28,850	1,331	21,254
Profesional <i>Professional</i>	22,350	21,080	8,605	12,475	120,125	5,137	6,338
Pentadbiran dan sokongan <i>Administrative and support</i>	10,861	8,928	4,742	4,186	64,854	1,929	2,959
Pendidikan swasta <i>Private education</i>	5,263	10,481	3,735	6,746	61,183	2,562	7,647
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	5,953	8,231	4,160	4,071	39,371	1,743	3,694
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	2,044	2,141	1,069	1,073	21,022	474	2,411
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	11,024	2,465	1,346	1,119	33,995	602	845

Jadual 2.11: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Terengganu, 2022
 Table 2.11: Principal Statistics of Services Sector by Sub-sector in Terengganu, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	29,065	12,149	5,241	6,908	120,311	2,159	10,683
Bekalan elektrik, gas, wap dan pendinginan udara Electricity, gas, steam and air conditioning supply	21	184	111	73	798	30	2,771
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan Water supply; sewerage, waste management and remediation activities	12	212	102	110	839	34	108
Perdagangan borong & runcit Wholesale & retail trade	14,354	5,292	1,892	3,401	47,340	952	1,719
Pengangkutan dan penyimpanan Transportation and storage	925	1,541	826	715	6,727	191	2,434
Penginapan Accommodation	1,188	488	211	277	6,487	125	851
Makanan dan minuman Food and beverage	6,825	1,887	999	888	37,836	312	89
Maklumat dan komunikasi Information and communication	79	25	12	13	232	8	13

Jadual 2.11: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Terengganu, 2022 (samb.)
 Table 2.11: Principal Statistics of Services Sector by Sub-sector in Terengganu, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	205	723	194	528	1,812	106	1,620
Hartanah <i>Real estate</i>	151	79	26	53	576	22	175
Profesional <i>Professional</i>	646	479	212	267	3,868	115	81
Pentadbiran dan sokongan <i>Administrative and support</i>	734	520	298	222	4,503	74	161
Pendidikan swasta <i>Private education</i>	300	314	141	172	4,087	76	444
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	447	238	122	116	2,280	72	114
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	128	65	41	24	1,214	25	52
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	3,050	102	53	49	1,712	17	49

Jadual 2.12: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Sabah, 2022
Table 2.12: Principal Statistics of Services Sector by Sub-sector in Sabah, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	62,527	47,683	20,964	26,720	306,117	7,521	25,078
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	51	3,185	2,760	425	4,775	286	5,979
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	19	921	542	379	2,868	97	210
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	35,582	25,204	9,032	16,172	135,075	3,464	4,590
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	5,886	3,725	2,073	1,652	28,888	624	1,657
Penginapan <i>Accommodation</i>	1,375	1,344	625	719	15,981	405	4,747
Makanan dan minuman <i>Food and beverage</i>	7,875	4,443	2,427	2,016	57,077	681	161
Maklumat dan komunikasi <i>Information and communication</i>	268	276	160	116	1,138	30	239

Jadual 2.12: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Sabah, 2022 (samb.)
Table 2.12: Principal Statistics of Services Sector by Sub-sector in Sabah, 2022 (cont'd.)

Subsektor <i>Sub-sector</i>	Bilangan pertubuhan <i>Number of establishments</i>	Nilai output kasar <i>Value of gross output</i>	Nilai input perantara <i>Value of intermediate input</i>	Nilai ditambah <i>Value added</i>	Bilangan pekerja <i>Number of persons engaged</i>	Gaji & upah <i>Salaries & wages</i>	Nilai harta tetap <i>Value of fixed assets</i>
		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>
Kewangan <i>Finance</i>	951	3,228	926	2,302	8,771	560	2,526
Hartanah <i>Real estate</i>	1,221	754	308	445	4,377	145	2,382
Profesional <i>Professional</i>	1,393	1,414	484	930	10,710	365	299
Pentadbiran dan sokongan <i>Administrative and support</i>	1,280	830	492	338	7,463	167	520
Pendidikan swasta <i>Private education</i>	965	722	258	464	8,848	225	470
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	861	763	407	356	5,980	211	358
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	453	490	287	203	6,715	174	665
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	4,347	385	182	203	7,451	87	276

Jadual 2.13: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Sarawak, 2022
Table 2.13: Principal Statistics of Services Sector by Sub-sector in Sarawak, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	63,428	61,070	27,365	33,705	334,268	9,427	54,518
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	33	11,560	6,277	5,283	5,957	413	27,938
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	50	776	420	356	4,422	185	776
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	33,354	21,983	8,048	13,935	142,937	4,050	5,634
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	4,898	7,806	4,500	3,306	36,035	1,168	6,997
Penginapan <i>Accommodation</i>	1,153	916	326	591	9,647	245	2,156
Makanan dan minuman <i>Food and beverage</i>	10,654	4,222	2,254	1,967	61,082	771	271
Maklumat dan komunikasi <i>Information and communication</i>	316	1,005	485	519	2,911	117	1,458

Jadual 2.13: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di Sarawak, 2022 (samb.)
Table 2.13: Principal Statistics of Services Sector by Sub-sector in Sarawak, 2022 (cont'd.)

Subsektor <i>Sub-sector</i>	Bilangan pertubuhan <i>Number of establishments</i>	Nilai output kasar <i>Value of gross output</i>	Nilai input perantara <i>Value of intermediate input</i>	Nilai ditambah <i>Value added</i>	Bilangan pekerja <i>Number of persons engaged</i>	Gaji & upah <i>Salaries & wages</i>	Nilai harta tetap <i>Value of fixed assets</i>
		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>
Kewangan <i>Finance</i>	1,649	4,023	1,156	2,867	11,009	719	3,073
Hartanah <i>Real estate</i>	1,446	2,043	797	1,246	5,328	215	2,453
Profesional <i>Professional</i>	2,054	2,056	689	1,367	15,788	544	446
Pentadbiran dan sokongan <i>Administrative and support</i>	1,442	1,814	1,057	757	10,297	256	1,621
Pendidikan swasta <i>Private education</i>	1,055	908	337	572	11,863	305	783
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	791	986	497	489	6,929	257	428
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	488	554	309	246	3,715	82	196
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	4,045	418	215	204	6,348	98	288

Jadual 2.14: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di W.P. Kuala Lumpur, 2022
 Table 2.14: Principal Statistics of Services Sector by Sub-sector in W.P. Kuala Lumpur, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	130,089	503,746	223,697	280,049	1,334,282	67,131	543,150
Bekalan elektrik, gas, wap dan pendinginan udara Electricity, gas, steam and air conditioning supply	50	26,246	13,286	12,960	29,065	2,501	109,349
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan Water supply; sewerage, waste management and remediation activities	90	2,284	1,261	1,024	8,891	308	1,325
Perdagangan borong & runcit Wholesale & retail trade	61,201	133,232	55,427	77,805	420,225	21,565	40,334
Pengangkutan dan penyimpanan Transportation and storage	4,227	24,109	14,451	9,658	53,361	2,254	51,325
Penginapan Accommodation	822	4,006	1,749	2,257	29,760	919	10,409
Makanan dan minuman Food and beverage	13,849	15,914	9,485	6,429	152,955	3,196	836
Maklumat dan komunikasi Information and communication	7,092	124,248	55,753	68,495	126,191	10,488	83,995

Jadual 2.14: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di W.P. Kuala Lumpur, 2022 (samb.)
Table 2.14: Principal Statistics of Services Sector by Sub-sector in W.P. Kuala Lumpur, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	7,152	97,645	36,190	61,455	211,590	14,070	180,868
Hartanah <i>Real estate</i>	6,340	13,676	4,898	8,778	29,191	1,315	46,481
Profesional <i>Professional</i>	11,535	25,683	10,124	15,558	125,474	5,534	5,832
Pentadbiran dan sokongan <i>Administrative and support</i>	5,547	12,765	8,415	4,349	53,013	1,601	4,575
Pendidikan swasta <i>Private education</i>	2,658	5,352	2,231	3,120	28,014	1,177	2,424
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	2,990	6,376	3,259	3,117	30,497	1,370	2,872
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	1,443	9,876	5,881	3,995	12,013	333	1,436
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	5,093	2,335	1,286	1,049	24,042	500	1,088

Jadual 2.15: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di W.P. Labuan, 2022
Table 2.15: Principal Statistics of Services Sector by Sub-sector in W.P. Labuan, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	2,465	9,238	3,053	6,185	20,247	674	4,295
Bekalan elektrik, gas, wap dan pendinginan udara * <i>Electricity, gas, steam and air conditioning supply</i>	0	0	0	0	0	0	0
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	4	74	42	31	212	11	16
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	1,113	614	224	390	5,911	162	286
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	234	1,291	770	521	2,194	70	1,851
Penginapan <i>Accommodation</i>	85	108	38	70	1,130	27	122
Makanan dan minuman <i>Food and beverage</i>	369	216	141	75	3,730	45	8
Maklumat dan komunikasi <i>Information and communication</i>	13	4	1	3	19	0	0

Jadual 2.15: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di W.P. Labuan, 2022 (samb.)
Table 2.15: Principal Statistics of Services Sector by Sub-sector in W.P. Labuan, 2022 (cont'd.)

Subsektor <i>Sub-sector</i>	Bilangan pertubuhan <i>Number of establishments</i>	Nilai output kasar <i>Value of gross output</i>	Nilai input perantara <i>Value of intermediate input</i>	Nilai ditambah <i>Value added</i>	Bilangan pekerja <i>Number of persons engaged</i>	Gaji & upah <i>Salaries & wages</i>	Nilai harta tetap <i>Value of fixed assets</i>
		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>
Kewangan <i>Finance</i>	139	6,141	1,466	4,675	3,459	265	262
Hartanah <i>Real estate</i>	40	303	104	199	1,282	39	1,463
Profesional <i>Professional</i>	67	50	19	31	351	10	18
Pentadbiran dan sokongan <i>Administrative and support</i>	152	356	212	144	819	20	242
Pendidikan swasta <i>Private education</i>	22	14	5	8	211	5	4
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	31	28	13	15	224	7	9
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	41	14	4	9	259	6	7
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	155	26	13	13	446	6	5

* Statistik utama bagi subsektor berikut adalah termasuk dalam W.P. Kuala Lumpur
Principal statistics for this subsector are included in W.P. Kuala Lumpur

Jadual 2.16: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di W.P. Putrajaya, 2022
 Table 2.16: Principal Statistics of Services Sector by Sub-sector in W.P. Putrajaya, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	1,398	4,126	1,589	2,537	17,155	529	1,563
Bekalan elektrik, gas, wap dan pendinginan udara * Electricity, gas, steam and air conditioning supply	0	0	0	0	0	0	0
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemuliharaan * Water supply; sewerage, waste management and remediation activities	0	0	0	0	0	0	0
Perdagangan borong & runcit Wholesale & retail trade	437	1,097	385	712	3,044	90	315
Pengangkutan dan penyimpanan Transportation and storage	21	35	16	18	377	12	3
Penginapan Accommodation	66	178	64	114	1,108	29	50
Makanan dan minuman Food and beverage	246	383	237	146	5,677	53	18
Maklumat dan komunikasi Information and communication	33	90	49	41	266	11	39

Jadual 2.16: Statistik Utama Sektor Perkhidmatan mengikut Subsektor di W.P. Putrajaya, 2022 (samb.)
Table 2.16: Principal Statistics of Services Sector by Sub-sector in W.P. Putrajaya, 2022 (cont'd.)

Subsektor <i>Sub-sector</i>	Bilangan pertubuhan <i>Number of establishments</i>	Nilai output kasar <i>Value of gross output</i>	Nilai input perantara <i>Value of intermediate input</i>	Nilai ditambah <i>Value added</i>	Bilangan pekerja <i>Number of persons engaged</i>	Gaji & upah <i>Salaries & wages</i>	Nilai harta tetap <i>Value of fixed assets</i>
		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>		(RM juta) <i>(RM million)</i>	(RM juta) <i>(RM million)</i>
Kewangan <i>Finance</i>	49	1,193	309	884	2,765	207	490
Hartanah <i>Real estate</i>	33	724	322	402	741	31	534
Profesional <i>Professional</i>	59	43	11	32	600	16	6
Pentadbiran dan sokongan <i>Administrative and support</i>	63	145	96	49	584	19	15
Pendidikan swasta <i>Private education</i>	70	135	54	80	865	38	64
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	94	40	15	25	640	14	15
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	14	51	22	29	236	6	7
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	213	14	8	7	252	4	6

* Statistik utama bagi subsektor berikut adalah termasuk dalam W.P. Kuala Lumpur
Principal statistics for this subsector are included in W.P. Kuala Lumpur

Jadual 3: Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Subsektor dan Kategori Pekerja, 2022
Table 3: Number of Persons Engaged for Services Sector by Sub-sector and Category of Workers, 2022

Subsektor <i>Sub-sector</i>	Bilangan pertubuhan <i>Number of establishments</i>	Bilangan pekerja <i>Number of persons engaged</i>			Pekerja bergaji (sambilan) <i>Paid employees (part-time)</i>
		Jumlah <i>Total</i>	Pemilik yang bekerja & rakan niaga yang aktif dan pekerja keluarga tanpa gaji <i>Working proprietor & active business partners and unpaid family worker</i>	Pekerja bergaji (sepenuh masa) <i>Paid employees (full-time)</i>	
Jumlah <i>Total</i>	951,862	5,831,864	954,759	4,643,143	233,962
Bekalan elektrik, gas, wap dan pendinginan <i>Electricity, gas, steam and air conditioning supply</i>	551	50,869	70	50,788	11
Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	1,008	59,535	297	58,647	591
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	475,566	2,171,513	451,176	1,607,980	112,357
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	48,793	475,831	44,246	425,038	6,547
Penginapan <i>Accommodation</i>	14,962	157,549	15,697	135,519	6,333
Makanan dan minuman <i>Food and beverage</i>	136,453	1,079,843	316,573	692,434	70,836
Maklumat dan komunikasi <i>Information and communication</i>	18,903	250,509	908	246,752	2,849

Jadual 3: Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Subsektor dan Kategori Pekerja, 2022 (samb.)
Table 3: Number of Persons Engaged for Services Sector by Sub-sector and Category of Workers, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Bilangan pekerja Number of persons engaged			
		Jumlah Total	Pemilik yang bekerja & rakan niaga yang aktif dan pekerja keluarga tanpa gaji Working proprietor & active business partners and unpaid family worker	Pekerja bergaji (sepenuh masa) Paid employees (full-time)	Pekerja bergaji (sambilan) Paid employees (part-time)
Kewangan <i>Finance</i>	32,245	375,793	3,096	370,630	2,067
Hartanah <i>Real estate</i>	24,576	97,266	1,595	93,950	1,721
Profesional <i>Professional</i>	56,164	359,405	26,248	326,940	6,217
Pentadbiran dan sokongan <i>Administrative and support</i>	32,488	204,202	10,247	189,642	4,313
Pendidikan swasta <i>Private education</i>	18,242	186,354	34,246	144,519	7,589
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	19,847	156,193	9,594	144,214	2,385
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	7,561	71,004	4,296	61,331	5,377
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	64,503	135,998	36,470	94,759	4,769

Jadual 4: Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Subsektor dan Jantina, 2022
Table 4: Number of Persons Engaged for Services Sector by Sub-sector and Sex, 2022

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Bilangan pekerja Number of persons engaged		Pemilik yang bekerja & rakan niaga yang aktif dan pekerja keluarga tanpa gaji Working proprietor & active business partners and unpaid family worker		Jumlah Total	Lelaki Male	Perempuan Female	Pekerja bergaji Paid employees	
		Jumlah Total	Lelaki Male	Perempuan Female	Jumlah Total					Lelaki Male
Jumlah Total	951,862	5,831,864	3,383,639	2,448,225	954,759	569,736	385,023	4,877,105	2,813,903	2,063,202
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	551	50,869	41,230	9,639	70	56	14	50,799	41,174	9,625
Bekalan air; pembetulan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	1,008	59,535	47,851	11,684	297	258	39	59,238	47,593	11,645
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	475,566	2,171,513	1,273,374	898,139	451,176	271,887	179,289	1,720,337	1,001,487	718,850
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	48,793	475,831	364,944	110,887	44,246	40,355	3,891	431,585	324,589	106,996
Penginapan <i>Accommodation</i>	14,962	157,549	89,112	68,437	15,697	10,029	5,668	141,852	79,083	62,769
Makanan dan minuman <i>Food and beverage</i>	136,453	1,079,843	585,616	494,227	316,573	168,178	148,395	763,270	417,438	345,832
Maklumat dan komunikasi <i>Information and communication</i>	18,903	250,509	152,398	98,111	908	782	126	249,601	151,616	97,985
Kewangan <i>Finance</i>	32,245	375,793	190,315	185,478	3,096	2,726	370	372,697	187,589	185,108

Jadual 4: Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Subsektor dan Jantina, 2022 (samb.)
Table 4: Number of Persons Engaged for Services Sector by Sub-sector and Sex, 2022 (cont'd.)

Subsektor Sub-sector	Bilangan pertubuhan Number of establishments	Bilangan pekerja Number of persons engaged			Pemilik yang bekerja & rakan niaga yang aktif dan pekerja keluarga tanpa gaji Working proprietor & active business partners and unpaid family worker			Pekerja bergaji Paid employees		
		Jumlah Total	Lelaki Male	Perempuan Female	Jumlah Total	Lelaki Male	Perempuan Female	Jumlah Total	Lelaki Male	Perempuan Female
Hartanah <i>Real estate</i>	24,576	97,266	59,368	37,898	1,595	1,273	322	95,671	58,095	37,576
Profesional <i>Professional</i>	56,164	359,405	197,980	161,425	26,248	22,000	4,248	333,157	175,980	157,177
Pentadbiran dan sokongan <i>Administrative and support</i>	32,488	204,202	136,409	67,793	10,247	8,468	1,779	193,955	127,941	66,014
Pendidikan swasta <i>Private education</i>	18,242	186,354	73,793	112,561	34,246	13,370	20,876	152,108	60,423	91,685
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	19,847	156,193	53,188	103,005	9,594	6,233	3,361	146,599	46,955	99,644
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	7,561	71,004	46,099	24,905	4,296	3,132	1,164	66,708	42,967	23,741
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	64,503	135,998	71,962	64,036	36,470	20,989	15,481	99,528	50,973	48,555

Jadual 5: Bilangan Pekerja dan Gaji & Upah bagi Sektor Perkhidmatan mengikut Kategori Pekerja dan Jantina, 2022
Table 5: Number of Persons Engaged and Salaries & Wages for Services Sector by Category of Workers and Sex, 2022

Kategori pekerja <i>Category of worker</i>	Bilangan pekerja <i>Number of persons engaged</i>			Gaji & upah <i>Salaries & wages</i>
	Jumlah <i>Total</i>	Lelaki <i>Male</i>	Perempuan <i>Female</i>	
Jumlah Total	5,831,864	3,383,639	2,448,225	204,415
Jumlah pemilik yang bekerja & rakan niaga yang aktif dan pekerja keluarga tanpa gaji <i>Total working proprietor & active business partners and unpaid family workers</i>	954,759	569,736	385,023	-
Pemilik yang bekerja dan rakan niaga yang aktif <i>Working proprietor and active business partners</i>	704,837	455,605	249,232	-
Pekerja keluarga tanpa gaji (semua ahli keluarga dan rakan yang tidak menerima upah yang tetap) <i>Unpaid family workers (all members of family and friends not receiving regular wages)</i>	249,922	114,131	135,791	-
Jumlah pekerja bergaji (sepenuh masa) <i>Total paid employees (full-time)</i>	4,643,143	2,689,928	1,953,215	201,039
Pengurus <i>Managers</i>	496,417	350,567	145,850	51,126
Profesional <i>Professionals</i>	457,236	238,967	218,269	37,744
Profesional (kecuali Penyelidik) <i>Professionals (except Researcher)</i>	436,361	227,050	209,311	36,008
Penyelidik <i>Researchers</i>	20,875	11,917	8,958	1,736
Juruteknik dan profesional bersekutu <i>Technicians and associate professionals</i>	317,350	226,371	90,979	18,631
Pekerja sokongan perkeranian <i>Clerical support workers</i>	689,146	219,142	470,004	24,553
Pekerja perkhidmatan dan jualan <i>Service and sales workers</i>	1,085,667	567,987	517,680	31,701
Pekerja kemahiran dan pekerja pertukangan yang berkaitan <i>Craft and related trades workers</i>	236,634	183,216	53,418	7,087
Operator mesin & loji dan pemasangan <i>Plant & machine operators, and assemblers</i>	178,700	157,350	21,350	5,214
Pekerja asas <i>Elementary occupations</i>	1,181,993	746,328	435,665	24,983
Pekerja bergaji (sambilan) <i>Paid employees (part-time)</i>	233,962	123,975	109,987	3,376

Jadual 6: Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Sijil Tertinggi Diperoleh dan Jantina, 2022
Table 6: Number of Persons Engaged for Services Sector by Highest Certificate Obtained and Sex, 2022

Kelulusan <i>Qualification</i>	Bilangan Pekerja <i>Number of persons engaged</i>		
	Jumlah <i>Total</i>	Lelaki <i>Male</i>	Perempuan <i>Female</i>
Jumlah <i>Total</i>	5,831,864	3,383,639	2,448,225
Pascasiswazah <i>Postgraduate</i>	103,420	59,943	43,477
Ijazah sarjana muda/ Diploma lanjutan atau yang setaraf <i>Bachelor/ Advanced diploma or equivalent</i>	778,532	461,116	317,416
Diploma <i>Diploma</i>	937,549	514,266	423,283
STPM atau yang setaraf <i>STPM or equivalent</i>	372,820	181,871	190,949
Sijil <i>Certificate</i>	434,485	268,360	166,125
SPM/ SPM (V) atau yang setaraf <i>SPM/ SPM (V) or equivalent</i>	2,560,378	1,518,628	1,061,750
Di bawah taraf kelulusan SPM/ SPM (V) <i>Below SPM/ SPM (V) qualification</i>	624,680	379,455	245,225

Jadual 7: Bilangan Pekerja dan Gaji & Upah bagi Sektor Perkhidmatan mengikut Subsektor dan Kategori Kemahiran, 2022
Table 7: Number of Persons Engaged and Salaries & Wages for Services Sector by Sub-sector and Category of Skills, 2022

Kategori kemahiran <i>Category of skill</i>	Mahir* <i>Skilled*</i>		Separuh Mahir** <i>Semi-skilled**</i>		Berkemahiran Rendah*** <i>Low-skilled***</i>	
	Bilangan pekerja <i>Number of persons engaged</i>	Gaji & upah <i>Salaries & wages (RM juta) (RM million)</i>	Bilangan pekerja <i>Number of persons engaged</i>	Gaji & upah <i>Salaries & wages (RM juta) (RM million)</i>	Bilangan pekerja <i>Number of persons engaged</i>	Gaji & upah <i>Salaries & wages (RM juta) (RM million)</i>
Jumlah Total	1,271,003	107,500	2,190,147	68,555	1,181,993	24,983
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	20,917	2,609	23,117	1,016	6,754	232
Bekalan air; pembetulan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>	15,780	1,061	27,126	927	15,741	357
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	260,493	32,033	940,668	32,810	406,819	9,592
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	86,188	7,632	227,610	7,552	111,240	3,099
Penginapan <i>Accommodation</i>	26,598	1,577	57,564	1,428	51,357	995
Makanan dan minuman <i>Food and beverage</i>	84,461	3,094	261,485	5,275	346,488	6,203
Maklumat dan komunikasi <i>Information and communication</i>	144,731	15,551	78,321	3,124	23,700	557
Kewangan <i>Finance</i>	168,906	18,615	173,691	5,430	28,033	575

Jadual 7: Bilangan Pekerja dan Gaji & Upah bagi Sektor Perkhidmatan mengikut Subsektor dan Kategori Kemahiran, 2022 (samb.)
Table 7: Number of Persons Engaged and Salaries & Wages for Services Sector by Sub-sector and Category of Skills, 2022 (cont'd.)

Kategori kemahiran Category of skill	Mahir* Skilled*		Separuh Mahir** Semi-skilled**		Berkemahiran Rendah*** Low-skilled***	
	Bilangan pekerja engaged Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Bilangan pekerja engaged Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Bilangan pekerja engaged Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)
Hartanah Real estate	42,905	2,653	39,787	1,298	11,258	181
Profesional Professional	171,622	9,811	113,488	3,586	41,830	737
Pentadbiran dan sokongan Administrative and support	41,348	2,091	84,923	2,006	63,371	1,124
Pendidikan swasta Private education	94,078	4,913	35,664	1,025	14,777	276
Kesihatan swasta dan kerja sosial Private health and social work	76,884	4,408	57,549	1,586	9,781	305
Kesenian, hiburan dan rekreasi Arts, entertainment and recreation	11,302	698	21,742	560	28,287	373
Perkhidmatan persendirian dan lain-lain aktiviti Personal services and other activities	24,790	755	47,412	933	22,557	378

* **Termasuk pengurus, profesional dan juruteknik & profesional bersekutu**
Includes managers & professionals and technicians & associate professionals

** **Termasuk pekerja sokongan perkeranian, pekerja perkhidmatan & jualan, pekerja kemahiran & pekerja pertukangan yang berkaitan dan operator mesin & loji dan pemasangan**

Includes clerical support workers, service & sales workers, craft & related trades workers and plant & machine operators and assemblers

*** **Termasuk pekerja asas**
Includes elementary occupations

Jadual 8: Bilangan Pekerja bagi Sektor Perkhidmatan mengikut Subsektor dan Kewarganegaraan, 2022
Table 8: Number of Persons Engaged for Services Sector by Sub-sector and Citizenship, 2022

Subsektor <i>Sub-sector</i>	Bilangan pekerja <i>Number of persons engaged</i>		
	Jumlah <i>Total</i>	Warganegara <i>Citizen</i>	Bukan Warganegara <i>Non-citizen</i>
Jumlah <i>Total</i>	5,831,864	5,650,890	180,974
Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>	50,869	49,230	1,639
Bekalan air; pembersihan, pengurusan sisa dan aktiviti pemulihan <i>Water supply, sewerage, waste management and remediation activities</i>	59,535	55,303	4,232
Perdagangan borong & runcit <i>Wholesale & retail trade</i>	2,171,513	2,112,540	58,973
Pengangkutan dan penyimpanan <i>Transportation and storage</i>	475,831	468,575	7,256
Penginapan <i>Accommodation</i>	157,549	149,289	8,260
Makanan dan minuman <i>Food and beverage</i>	1,079,843	1,015,596	64,247
Maklumat dan komunikasi <i>Information and communication</i>	250,509	246,643	3,866
Kewangan <i>Finance</i>	375,793	374,217	1,576
Hartanah <i>Real estate</i>	97,266	96,677	589
Profesional <i>Professional</i>	359,405	353,707	5,698
Pentadbiran dan sokongan <i>Administrative and support</i>	204,202	187,935	16,267
Pendidikan swasta <i>Private education</i>	186,354	181,159	5,195
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	156,193	155,670	523
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	71,004	69,695	1,309
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	135,998	134,654	1,344

Jadual 9: Statistik Utama Pertubuhan Milikan Wanita bagi Sektor Perkhidmatan mengikut Subsektor, 2015 dan 2022
Table 9: Principal Statistics of Women-owned Establishments for Services Sector by Sub-sector, 2015 and 2022

Subsektor Sub-sector	Tahun Year	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Jumlah Total	2022 2015	205,012 173,536	83,033 56,242	38,676 26,115	44,356 30,127	788,884 670,628	15,476 10,072	41,275 22,767
Bekalan elektrik, gas, wap dan pendinginan udara Electricity, gas, steam and air conditioning supply	2022 2015	18 14	86 22	46 14	41 8	347 154	11 3	255 26
Bekalan air; pembetulan, pengurusan sisa dan aktiviti pemuliharaan Water supply; sewerage, waste management and remediation activities	2022 2015	60 53	224 106	104 68	120 38	1,501 849	48 19	61 46
Perdagangan borong & runcit Wholesale & retail trade	2022 2015	92,162 81,877	31,274 22,760	12,121 8,673	19,152 14,087	291,371 237,628	5,729 4,130	10,583 6,220
Pengangkutan dan penyimpanan Transportation and storage	2022 2015	3,468 3,836	4,879 3,201	2,764 1,858	2,115 1,343	24,172 20,688	668 541	2,252 1,299
Penginapan Accommodation	2022 2015	2,221 560	5,567 928	2,427 398	3,140 530	21,830 10,402	631 186	10,029 2,015
Makanan dan minuman Food and beverage	2022 2015	63,759 55,396	15,083 12,110	9,144 6,788	5,939 5,321	248,364 222,643	2,276 1,707	1,682 1,284
Maklumat dan komunikasi Information and communication	2022 2015	1,739 252	2,181 344	1,161 187	1,020 157	9,177 2,014	459 78	477 85

Jadual 9: Statistik Utama Pertubuhan Milikan Wanita bagi Sektor Perkhidmatan mengikut Subsektor, 2015 dan 2022 (samb.)
Table 9: Principal Statistics of Women-owned Establishments for Services Sector by Sub-sector, 2015 and 2022 (cont'd.)

Subsektor Sub-sector	Tahun Year	Bilangan pertubuhan Number of establishments	Nilai output kasar Value of gross output (RM juta) (RM million)	Nilai input perantara Value of intermediate input (RM juta) (RM million)	Nilai ditambah Value added (RM juta) (RM million)	Bilangan pekerja Number of persons engaged	Gaji & upah Salaries & wages (RM juta) (RM million)	Nilai harta tetap Value of fixed assets (RM juta) (RM million)
Kewangan <i>Finance</i>	2022	213	44	14	30	598	8	115
	2015	133	30	10	20	439	5	97
Hartanah <i>Real estate</i>	2022	1,472	3,392	1,394	1,998	7,471	279	8,213
	2015	1,068	2,464	1,053	1,412	6,625	222	6,068
Profesional <i>Professional</i>	2022	6,695	5,751	2,125	3,626	40,900	1,403	1,878
	2015	4,124	4,011	1,572	2,439	32,108	1,024	1,360
Pentadbiran dan sokongan <i>Administrative and support</i>	2022	5,396	4,722	2,938	1,783	27,251	634	2,137
	2015	2,541	3,350	2,221	1,129	20,697	441	1,703
Pendidikan swasta <i>Private education</i>	2022	8,645	2,982	1,136	1,846	45,267	749	1,084
	2015	5,308	1,667	656	1,010	31,547	497	701
Kesihatan swasta dan kerja sosial <i>Private health and social work</i>	2022	7,151	4,069	2,004	2,065	20,458	1,844	1,645
	2015	4,699	2,140	1,065	1,074	25,804	546	990
Kesenian, hiburan dan rekreasi <i>Arts, entertainment and recreation</i>	2022	1,189	532	215	317	5,923	153	194
	2015	776	283	133	150	3,847	59	120
Perkhidmatan persendirian dan lain-lain aktiviti <i>Personal services and other activities</i>	2022	10,824	2,247	1,083	1,164	44,254	584	670
	2015	12,899	2,828	1,419	1,409	55,183	614	754

Nota:

i) Tidak termasuk Syarikat Awam Berhad, Syarikat Koperasi, Perbadanan Awam dan Pertubuhan Persendirian yang tidak mencari keuntungan

Note:

j) Excludes Public Limited Company, Co-operative, Public Corporation and Private Non-profit organisation



Bahagian | *Part*
4

Nota Teknikal
Technical Notes

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1. SKOP DAN LIPUTAN

Penerbitan ini menggunakan data daripada Banci Ekonomi 2023 (tahun rujukan 2022). Banci mengumpul maklumat daripada pertubuhan berdaftar dalam sektor Pertanian, Perlombongan & pengkuarian, Pembuatan, Pembinaan dan Perkhidmatan. Klasifikasi industri merujuk kepada Piawaian Klasifikasi Industri Malaysia (MSIC) 2008 Versi 1.0 yang selaras dengan *International Standard Industrial Classification of All Economic Activities (ISIC), Revision. 4, United Nations*. Liputan bagi keseluruhan sektor merangkumi 1,200 kategori industri seperti yang ditunjukkan pada Jadual 1.

Jadual 1 : Bilangan industri mengikut sektor

Sektor	Bilangan Industri
Pertanian*	142
Perlombongan & pengkuarian	56
Pembuatan	259
Pembinaan	72
Perkhidmatan	645
Jumlah	1,174

Nota: (*) Usahawan dalam sektor Pertanian yang hanya berdaftar dengan agensi-agensi kerajaan yang berkaitan bagi maksud menerima bantuan **TIDAK** diliputi kecuali pengusaha kelapa sawit.

Sektor Perkhidmatan merangkumi Bekalan elektrik, gas, wap & pendinginan udara; Bekalan air; pembetulan, pengurusan sisa & aktiviti pemulihan; Perdagangan borong & runcit; Pengangkutan & penyimpanan; Penginapan; Makanan & minuman; Maklumat & komunikasi; Kewangan; Hartanah; Profesional; Pentadbiran & khidmat sokongan; Pendidikan swasta; Kesihatan swasta & kerja sosial; Kesenian, hiburan & rekreasi; dan Perkhidmatan persendirian & lain-lain aktiviti. Perkhidmatan ini meliputi semua industri dalam Seksyen D,E,G,H,I,J,K,L,M,N,P,Q,R dan S di bawah MSIC 2008. Senarai lengkap industri yang diliputi ditunjukkan di Lampiran MSIC 2008 Versi 1.0.

2. SUMBER RANGKA STATISTIK

Sumber utama rangka statistik pertubuhan adalah daripada *Malaysia Statistical Business Register (MSBR)* manakala bagi subsektor Penginapan termasuk perniagaan inap desa yang tidak berdaftar. MSBR adalah senarai pertubuhan/ perusahaan yang beroperasi di Malaysia yang merangkumi Daftar Syarikat (ROC), Daftar Perniagaan (ROB) dan Perkongsian Liabiliti Terhad (LLP) yang berdaftar dengan Suruhanjaya Syarikat Malaysia (SSM) serta pertubuhan yang berdaftar dengan Pihak Berkuasa Tempatan (PBT) dan badan profesional. Senarai di MSBR dikemaskini secara berkala berdasarkan survei dan bancian yang dijalankan oleh Jabatan Perangkaan Malaysia (DOSM) dan sumber data pentadbiran daripada pelbagai agensi. Sumber utama data pentadbiran adalah daripada SSM.

Selain itu, DOSM juga bekerjasama dengan agensi lain seperti Kumpulan Wang Simpanan Pekerja (KWSP), Jabatan Kastam Diraja Malaysia, Lembaga Hasil Dalam Negeri (LHDN), Pertubuhan Keselamatan Sosial (PERKESO), PBT dan badan profesional. Rangka dikemaskini untuk mengambil kira pertubuhan baru dan sebarang perubahan yang berlaku kepada pertubuhan tersebut seperti tutup, tidak beroperasi, perubahan jenis aktiviti dan lokasi/ alamat pos untuk memastikan maklumat yang terdapat dalam rangka adalah yang paling terkini.

3. JENIS AKTIVITI PERNIAGAAN

Jenis aktiviti perniagaan merujuk kepada aktiviti utama dan sekunder. Aktiviti utama merujuk kepada aktiviti yang mana pertubuhan menumpukan sebahagian besar sumbernya atau memberi sumbangan besar dari segi pendapatan. Aktiviti sekunder didefinisikan sebagai aktiviti sampingan kepada aktiviti utama. Klasifikasi industri bagi pertubuhan adalah berasaskan kepada aktiviti utama dan mengikut MSIC 2008 Versi 1.0 yang diselaraskan dengan *ISIC, Revision 4, United Nations* dan pengubahsuaian mengikut keperluan tempatan.

4. KONSEP DAN DEFINISI

Konsep dan definisi yang digunakan selari dengan *International Recommendations for Industrial Statistics, United Nations Statistical Division*. Takrif Perkhidmatan yang digunakan dalam survei ini adalah selaras dengan MSIC 2008 Versi 1.0.

4.1 Takrifan Perkhidmatan:

Perkhidmatan berkaitan Bekalan elektrik, gas, wap & pendinginan udara; Bekalan air; Pembetulan, pengurusan sisa & aktiviti pemulihan; Perdagangan Borong & runcit; Pengangkutan & penyimpanan; Maklumat & komunikasi; Penginapan; Makanan & minuman; Kewangan; Hartanah; Profesional, saintifik & teknikal; Pentadbiran & khidmat sokongan; Pendidikan swasta; Kesihatan swasta & kerja sosial; Kesenian, hiburan & rekreasi dan Perkhidmatan persendirian & lain-lain aktiviti. Sektor perkhidmatan adalah termasuk subsektor berikut:

- 4.1.1 Bekalan elektrik, gas, wap & pendingin udara** adalah ditakrifkan sebagai aktiviti pembekalan tenaga elektrik, gas asli, wap, air panas dan seumpamanya melalui satu infrastruktur (rangkai) tetap bagi talian, saluran utama dan paip. Dimensi rangkaian ini tidak dapat ditentukan; juga termasuk pengagihan elektrik, gas, wap, air panas dan seumpamanya di Kawasan perindustrian atau bangunan tempat kediaman. Oleh itu, seksyen ini termasuk operasi utiliti elektrik dan gas yang menjana, mengawal dan mengagih tenaga elektrik atau gas. Juga termasuk bekalan wap dan pendinginan udara;
- 4.1.2 Bekalan air; pembetulan, pengurusan sisa & aktiviti pemulihan** meliputi aktiviti yang berkaitan dengan pengurusan sisa termasuk pungutan, perawatan dan pelupusan seperti sisa terjadual, sisa pepejal dan air sisa daripada perindustrian dan isi rumah, termasuk juga pemulihan bahan dan tapak yang tercemar. Hasil sisa daripada proses perawatan boleh dilupus atau menjadi input kepada proses pengeluaran yang lain. Aktiviti yang berkaitan dengan perawatan dan bekalan air juga dimasukkan dalam sektor ini;
- 4.1.3 Perdagangan borong & runcit** merangkumi perdagangan borong, perdagangan runcit dan pembaikan kenderaan bermotor dan motosikal;
- 4.1.4 Pengangkutan & penyimpanan** meliputi pertubuhan yang menyediakan perkhidmatan darat, pengangkutan muatan melalui jalan raya, pengangkutan darat lain, pengangkutan air, penggudangan & aktiviti sokongan seperti pengoperasian terminal, tempat letak kereta, pengoperasian lebuh raya, pengoperasian pelabuhan, pengendalian kargo/ pemunggahan, agensi perkapalan & penghantaran serta lain-lain aktiviti sokongan perkhidmatan pengangkutan;

- 4.1.5 Maklumat & komunikasi** terdiri daripada aktiviti penerbitan, penerbitan wayang gambar, video & program televisyen, rakaman bunyi & penerbitan muzik, pemrograman & penyiaran, perkhidmatan telekomunikasi pengaturcaraan komputer, perundingan & aktiviti yang berkaitan dan perkhidmatan maklumat;
- 4.1.6 Perkhidmatan penginapan** meliputi aktiviti penginapan jangka masa pendek yang tidak termasuk rumah, rumah pangsa atau apartmen yang berperabot atau tidak untuk kegunaan kekal, biasanya secara bulanan dan tahunan. Aktiviti penginapan ini termasuk hotel dan hotel resort, motel, hotel apartmen, chalet, rumah rehat/ rumah tetamu, *bed and breakfast* unit, asrama, homestay, aktiviti penginapan jangka masa pendek yang lain. Aktiviti tapak perkhemahan, taman kenderaan rekreasi dan taman treler serta aktiviti penginapan lain termasuk penyediaan sementara atau jangka masa panjang sama ada secara bilik seorang atau berkongsi atau dorm asrama untuk pelajar, migrasi pekerja (bermusim) dan individu lain turut diliputi dalam perkhidmatan penginapan;
- 4.1.7 Perkhidmatan makanan & minuman** termasuk perkhidmatan makanan & minuman yang menyediakan hidangan atau minuman lengkap untuk penggunaan segera, sama ada di restoran tradisional, restoran layan diri atau bawa pulang, yang didirikan secara kekal atau sementara dengan atau tiada kemudahan tempat duduk;
- 4.1.8 Perkhidmatan kewangan** adalah meliputi aktiviti perantaraan kewangan; aktiviti perkhidmatan kewangan lain dan aktiviti sokongan kepada perkhidmatan kewangan; aktiviti insurans/ takaful, insurans takaful semula dan tabungan pencen & hemat; dan aktiviti sokongan kepada insurans/ takaful dan tabungan pencen;
- 4.1.9 Perkhidmatan hartanah** termasuk tindakan seperti pemberi pajak, ejen dan atau broker di dalam satu atau lebih daripada yang berikut: penjualan atau pembelian hartanah, penyewaan hartanah, penyediaan perkhidmatan hartanah lain seperti penilaian hartanah, pengurusan hartanah atau bertindak sebagai ejen hartanah eskrow. Aktiviti dalam bahagian ini mungkin dijalankan di atas hartanah milikan sendiri atau pajakan dan mungkin berlaku atas dasar bayaran atau kontrak. Termasuk juga pembangunan struktur, berserta mengekalkan hak milik atau pajakan bagi struktur tersebut;

- 4.1.10 Perkhidmatan profesional, saintifik & teknikal** termasuk aktiviti profesional khusus, saintifik & teknikal yang memerlukan tahap latihan yang tinggi dan menjadikan pengetahuan dan kemahiran khusus tersedia kepada pengguna. Aktiviti yang dijalankan termasuk guaman & perakaunan, aktiviti ibu pejabat, aktiviti perundingan pengurusan, aktiviti arkitek & kejuruteraan, ujian & analisis teknikal, penyelidikan & pembangunan saintifik, pengiklanan & penyelidikan & pembangunan saintifik, pengiklanan & penyelidikan, penyelidikan pasaran, professional lain, aktiviti saintifik & teknikal dan veterinar;
- 4.1.11 Perkhidmatan pentadbiran & khidmat sokongan** termasuk pelbagai aktiviti yang menyokong operasi am perniagaan meliputi aktiviti sewaan & pajakan, aktiviti pekerjaan, agensi pengembaraan, operator pelancongan & aktiviti perkhidmatan penempahan lain, aktiviti keselamatan & penyiasatan, aktiviti perkhidmatan bangunan & lanskap dan aktiviti pengurusan pejabat, sokongan pejabat & perniagaan lain;
- 4.1.12 Perkhidmatan pendidikan swasta** merujuk kepada pertubuhan yang berdaftar dengan Kementerian Pendidikan Malaysia dan Kementerian Pengajian Tinggi yang menyediakan perkhidmatan pelajaran akademik, vokasional dan perdagangan. Aktiviti yang diliputi dalam kumpulan ini ialah pendidikan pra sekolah & pendidikan rendah, pendidikan menengah, pendidikan tinggi, pendidikan lain dan perkhidmatan sokongan lain;
- 4.1.13 Perkhidmatan kesihatan swasta & kerja sosial** meliputi aktiviti hospital, aktiviti amalan perubatan & pergigian, aktiviti kesihatan dan kemanusiaan lain, aktiviti rumah penjagaan, dan aktiviti kerja sosial tanpa penginapan;
- 4.1.14 Perkhidmatan kesenian, hiburan & rekreasi** termasuk pelbagai aktiviti bagi memenuhi minat orang awam dalam aktiviti kebudayaan, hiburan dan rekreasi meliputi persembahan secara langsung, operasi muzium, perjudian, sukan dan aktiviti rekreasi; dan

4.1.15 Perkhidmatan persendirian & lain-lain aktiviti termasuk aktiviti keahlian organisasi, aktiviti organisasi keahlian perniagaan, majikan & profesional, aktiviti kesatuan buruh, aktiviti keahlian organisasi lain pembaikan komputer & barangan persendirian dan isi rumah dan aktiviti perkhidmatan seperti basuhan dan cucian kering tekstil dan produk berbulu; dandan rambut dan penjagaan kecantikan lain; dan pengebumian dan aktiviti perkhidmatan lain.

5. TAHUN BANCI

Merujuk kepada tahun pelaksanaan bancian dijalankan.

6. TAHUN RUJUKAN

Tahun rujukan bagi penerbitan ini adalah tahun takwim 2022. Pertubuhan yang mempunyai tahun kewangan yang berbeza daripada tahun takwim diminta menyediakan laporan mengikut tahun perakaunan atau kewangan yang meliputi sekurang-kurangnya enam (6) bulan dalam tahun rujukan.

7. KAEDAH PENGUMPULAN

Bancian ini secara umumnya dijalankan dengan menggunakan tiga (3) kaedah pengumpulan data seperti berikut:

7.1 Kaedah atas talian melalui portal e-BE

Kaedah ini menyasarkan responden yang telah menggunakan kaedah ini bagi survei rutin terdahulu.

7.2 Kaedah kutipan data melalui e-mel, pos, faks dan telefon

Kaedah ini menyasarkan responden yang pernah terlibat dengan survei rutin terdahulu. Responden diberi tempoh satu bulan untuk melengkapkan dan mengembalikan borang soal selidik tersebut kepada DOSM.

7.3 Kaedah kutipan data secara bersemuka

Kerja luar operasi di lapangan dijalankan untuk mendapatkan maklum balas daripada pertubuhan yang belum memberi jawapan dari kedua-dua kaedah di atas dan kaedah ini menyasarkan pertubuhan yang tidak pernah terlibat dengan survei rutin DOSM.

8. UNIT PELAPOR

Unit pelapor bagi Banci Ekonomi 2023 adalah pertubuhan termasuk perniagaan inap desa yang tidak berdaftar bagi subsektor Penginapan. Sesebuah pertubuhan secara ideal ditakrifkan sebagai “satu unit ekonomi yang bergiat di bawah satu hak milik atau penguasaan tunggal, iaitu di bawah satu entiti yang sah. Ia menjalankan satu jenis subsektor ekonomi utama di satu tempat/ lokasi fizikal”. Setiap pertubuhan diberikan klasifikasi industri berdasarkan aktiviti utamanya dan bukannya mengikut aktiviti syarikat induk.

Setiap cawangan daripada organisasi yang mempunyai beberapa cawangan di lokasi yang berbeza dari segi konsep dianggap sebagai pertubuhan yang berlainan. Pertubuhan berkenaan diminta memberikan penyata yang berasingan bagi setiap kegiatannya dari segi nilai. Walau bagaimanapun, dari segi praktis akaun biasanya disediakan secara berpusat kerana kesukaran untuk memperoleh data yang berasingan bagi setiap unit atau cawangan, entiti atau “*enterprise*” ini akan dianggap sebagai satu unit pelapor dan dibenarkan mengemukakan soal selidik yang menggabungkan semua unit atau cawangannya.

9. TARAF SAH

Taraf sah sesebuah pertubuhan telah ditakrifkan seperti berikut:

9.1 Hak milik perseorangan

Merujuk kepada perniagaan yang dimiliki dan dijalankan oleh orang perseorangan semata-mata untuk mendapatkan keuntungan sendiri. Pemilik mempunyai hak mutlak atas segala urusan pertubuhannya.

9.2 Perkongsian

Merujuk kepada sekumpulan individu yang telah bersetuju mengikat kontrak dan menjalankan perniagaan dengan matlamat untuk memperoleh keuntungan. Perniagaan tersebut diuruskan oleh kesemua mereka atau salah seorang daripada mereka yang bertindak mewakili semua pihak. Perkongsian perniagaan ini hendaklah mengandungi sekurang-kurangnya dua orang ahli dan tidak melebihi had maksimum dua puluh orang.

9.3 Perkongsian liabiliti terhad

Merujuk kepada perniagaan entiti yang dikawal selia di bawah Akta Perkongsian Liabiliti Terhad 2012. Ia memberi perlindungan liabiliti terhad kepada rakan-rakan kongsinya sama seperti liabiliti terhad yang dinikmati oleh pemegang saham sesebuah syarikat. Ia juga memberi fleksibiliti peraturan perniagaan dalaman melalui pengaturan perkongsian yang serupa dengan sesebuah perkongsian konvensional.

9.4 Syarikat sendirian berhad

Merupakan syarikat persendirian yang ditubuhkan bagi tujuan menjalankan perniagaan dengan matlamat untuk mencari keuntungan. Saham dipegang secara tertutup oleh pemegang-pemegang saham yang mempunyai kawalan terhadap operasi syarikat;

Ciri-ciri:

- i. Dikawal di bawah Akta Syarikat 1965 dan merupakan entiti yang sah terpisah daripada pemilik;
- ii. Dimiliki oleh 2 - 50 orang pemegang saham;
- iii. Pemilik syarikat mempunyai liabiliti terhad;
- iv. Pemegang saham yang memiliki 51 peratus atau lebih daripada jumlah saham syarikat berhak untuk mengawal syarikat tersebut. Saham syarikat boleh dijual beli tetapi tidak dilakukan di pasaran terbuka;
- v. Penjualan saham mesti dengan persetujuan pemegang saham yang lain;
- vi. Tidak disenaraikan di Bursa; dan
- vii. Jangka hayat perniagaan adalah panjang dan boleh dikenali perkataan Sendirian Berhad (Sdn. Bhd.) pada akhir nama syarikat.

9.5 Syarikat awam berhad

Syarikat awam berhad merupakan perniagaan yang ditubuhkan dengan tanggungan berhad, oleh sekurang kurangnya dua orang untuk menjalankan perniagaan dengan tujuan untuk mencari keuntungan. Saham syarikat awam berhad ini dipegang secara terbuka dan bagi sesebuah syarikat yang disenaraikan di Bursa Malaysia, sahamnya boleh bertukar milik secara bebas;

Ciri-ciri:

- i. Dikawal di bawah Akta Syarikat 1965 dan merupakan entiti yang sah terpisah daripada pemilik;
- ii. Dimiliki oleh pemegang saham dan tiada had bagi pemilik saham berkenaan;
- iii. Pengurusan dan kawalan syarikat adalah di bawah tanggungjawab Lembaga Pengarah yang dilantik oleh pemegang saham; dan
- iv. Disenaraikan di Bursa Malaysia.

9.6 Syarikat koperasi

Koperasi adalah organisasi yang ditubuhkan untuk faedah bersama ahli dan didaftarkan di bawah Akta Koperasi 1993. Kumpulan wang yang ada adalah milik bersama untuk memenuhi keperluan ahli-ahlinya.

9.7 Perbadanan awam

Merupakan sebuah perbadanan yang ditubuhkan di bawah Akta Khas Parlimen atau Dewan Perundangan Negeri.

9.8 Pertubuhan persendirian tidak mencari keuntungan

Merujuk kepada syarikat tanpa saham yang ditubuhkan dengan tanggungan berhad. Kebanyakan syarikat ini terdiri daripada pertubuhan kebajikan, keagamaan, pendidikan, kesihatan, kebudayaan, rekreasi dan pertubuhan yang memberikan perkhidmatan sosial dan kemasyarakatan kepada isi rumah. Perkhidmatan diberikan secara percuma atau pada harga yang tidak melebihi kos perkhidmatan (subsidi). Sebarang keuntungan yang diperoleh dilabur semula ke dalam pertubuhan berkenaan.

10. STRUKTUR HAK MILIK

Hak milik sesebuah pertubuhan dikelaskan mengikut taraf residen pemilik/ pemilik-pemilik modal berbayar yang terbesar (melebihi 50%) dan bukannya mengikut taraf kewarganegaraan mereka. Dalam kes di mana setiap pihak (Residen Malaysia dan Bukan Residen Malaysia) memegang bilangan saham yang sama banyak dalam perniagaan berkenaan, maka pertubuhan tersebut telah dikelaskan di bawah "Hak Milik Bersama".

Residen Malaysia ialah individu, syarikat atau organisasi lain yang lazimnya terletak di Malaysia untuk jangka masa sekurang-kurangnya satu tahun. Cawangan dan anak syarikat asing yang didaftarkan/ diperbadankan di Malaysia adalah dianggap sebagai Residen Malaysia.

Bukan Residen Malaysia ialah individu, syarikat atau organisasi lain yang lazimnya terletak di negara selain Malaysia. Cawangan dan anak syarikat milik Residen Malaysia di luar negara juga dianggap sebagai Bukan Residen Malaysia.

11. NILAI OUTPUT KASAR

11.1 Nilai output kasar **Perkhidmatan** ditakrifkan dengan memasukkan perkara berikut:

- + Nilai jualan barangan yang dibeli untuk dijual semula
- + Perkhidmatan pengurusan
- + Komisen dan pembrokeran yang diterima
- + Yuran yang diterima daripada keahlian
- + Pendapatan daripada sewa yang diterima (kecuali sewa tanah)
- + Pendapatan operasi lain
- + Cukai perkhidmatan dan caj perkhidmatan
- Nilai barang yang dibeli untuk dijual semula dalam keadaan sama seperti dibeli
- Perubahan stok (Stok akhir - Stok awal)
- + Perbelanjaan penyelidikan dan pembangunan (Dalaman)

12. NILAI INPUT PERANTARAAN

12.1 Nilai input perantaraan **Perkhidmatan** ditakrifkan dengan memasukkan unsur berikut:

- Pembelian barangan, bahan dan perkhidmatan
- + Premium insurans
- + Royalti dan bayaran paten
- + Caj bank
- + Tenaga elektrik dan air yang dibeli
- + Nilai bahan pembakar, pelincir dan gas yang digunakan
- + Perbelanjaan penyelidikan dan pembangunan
- + Perbelanjaan pematuhan alam sekitar
- + Perbelanjaan operasi lain

13. NILAI DITAMBAH

Nilai ditambah adalah perbezaan di antara output kasar dan input perantaraan. Ini hampir menyamai dengan keuntungan perniagaan, gaji dan upah, susut nilai dan cukai tidak langsung; campur faedah yang dibayar dan tolak faedah yang diterima.

14. BILANGAN PEKERJA

Statistik tenaga buruh menggunakan pelbagai istilah untuk menerangkan pasaran buruh, bergantung kepada definisi, skop dan liputan statistik yang diterbitkan.

Istilah bilangan **penduduk bekerja** di dalam statistik yang diterbitkan oleh DOSM melalui Survei Tenaga Buruh (STB) merujuk kepada bilangan penduduk yang berumur antara 15 hingga 64 tahun yang bekerja sekurang-kurangnya sejam semasa minggu rujukan untuk mendapatkan upah, keuntungan atau keuntungan keluarga (sebagai majikan, pekerja, bekerja sendiri atau pekerja keluarga tanpa gaji).

Manakala statistik bilangan **Jawatan Diisi** di dalam Statistik Guna Tenaga pula merujuk kepada bilangan pekerja yang bekerja pada akhir setiap bulan, termasuk pekerja sepenuh masa dan pekerja separuh masa; pekerja tetap, sementara atau bermusim; pekerja bergaji bulanan dan pekerja yang dibayar gaji berdasarkan jam bekerja; pekerja yang sedang bercuti jangka pendek seperti cuti sakit atau cuti rehat; dan pekerja yang baru diambil bagi mengisi kekosongan pada suku tahun berkenaan. Statistik ini tidak meliputi pemilik perseorangan dan rakan niaga; pekerja keluarga tanpa gaji; pekerja yang terlibat dalam mogok sepanjang bulan berkenaan; pekerja yang bercuti tanpa gaji sepanjang bulan berkenaan; dan pekerja yang dibekalkan oleh agensi lain seperti subkontraktor dan perunding.

Sementara itu, bilangan **pekerja formal** di dalam Statistik Upah Pekerja Suku Tahunan pula merujuk kepada bilangan individu yang bekerja di bawah kontrak perkhidmatan atau latihan perintisan bermajikan dan menerima ganjaran untuk kerja yang diselesaikan. Walau bagaimanapun, pekerja formal tidak merangkumi individu di bawah pekerjaan bukan standard, termasuk individu bekerja sendiri, pekerja gig, pekerja akaun sendiri, pekerja keluarga tanpa gaji, dan sebagainya.

Bagi penerbitan Banci Ekonomi 2023, bilangan pekerja merujuk kepada bilangan orang yang bekerja untuk pertubuhan yang dibanci pada bulan Disember atau pada tempoh pembayaran gaji terakhir tahun rujukan. Bilangan orang yang bekerja dikategorikan seperti berikut:

14.1 Pemilik yang bekerja dan pekerja keluarga tidak bergaji

i. Pemilik yang bekerja dan rakan niaga yang aktif

Kategori ini merujuk kepada semua pemilik perseorangan dan rakan niaga, sambilan atau sepenuh masa, yang bekerja dengan aktif dalam sesebuah pertubuhan itu. Justeru, ia tidak termasuk rakan niaga yang tidak aktif.

ii. Pekerja keluarga tidak bergaji

Kategori ini meliputi semua ahli isi rumah kepada pemilik pertubuhan yang melaksanakan kerja tertentu (sepenuh masa atau sambilan) dan bekerja sekurang-kurangnya satu pertiga daripada waktu bekerja biasa yang diamalkan oleh pertubuhan berkenaan tanpa mendapat bayaran secara tetap, sama ada dalam bentuk wang tunai atau harta benda bagi kerja yang dilakukan. Biasanya pekerja berkenaan mendapat makanan, tempat tinggal dan bantuan lain sebagai sebahagian daripada ahli isi rumah pemilik tersebut dan terus mendapatnya sama ada ia bekerja atau tidak dalam pertubuhan itu.

14.2 Pekerja bergaji (sepenuh masa)

Merujuk kepada semua pekerja bergaji (sepenuh masa) yang bekerja sekurang-kurangnya enam jam sehari dan/atau 20 hari sebulan. Pekerja bergaji (sepenuh masa) telah dikategorikan berdasarkan Piawaian Pengkelasan Pekerjaan Malaysia (MASCO) 2020 seperti berikut:

i. Pengurus, profesional dan penyelidik meliputi:

a. Pengurus

Merujuk kepada mereka yang menggubal, menganalisa, merumus, mengarah dan memberi nasihat tentang dasar kerajaan, dan membuat, memansuhkan undang-undang, kaedah dan peraturan awam, dan mewakili serta bertindak bagi pihak kerajaan, dan memantau pentafsiran dan pelaksanaan dasar dan undang-undang kerajaan, atau menjalankan tugas yang seumpamanya bagi pihak pertubuhan berkepentingan khas, atau mengatur, memimpin, mengawal dan menyelaras dasar dan aktiviti perusahaan, organisasi, jabatan atau seksyen dalamannya; dan

b. Profesional

Merujuk kepada mereka yang bertanggung jawab untuk meningkatkan ilmu pengetahuan sedia ada, mengaplikasikan konsep dan teori saintifik atau artistik, mengajar tentang perkara tersebut dengan cara bersistematik, atau terlibat dalam apa-apa gabungan tiga aktiviti di atas.

ii. Juruteknik dan profesional bersekutu

Merujuk kepada mereka yang melakukan tugas teknikal dan tugas yang berkaitan dengan penyelidikan dan pengaplikasian konsep sains atau seni dan kaedah operasi, dan peraturan kerajaan atau perniagaan.

iii Perkeranian, pekerja perkhidmatan & jualan, kemahiran khas, operator mesin & loji dan pekerjaan yang berkaitan:

a. Pekerja sokongan perkeranian

Merujuk kepada mereka yang merekod, mengurus, menyimpan dan mendapatkan maklumat yang berkaitan, dan menjalankan tugas-tugas perkeranian berhubung dengan operasi pentadbiran, pengendalian wang, urusan perjalanan, permintaan maklumat dan janji temu;

b. Pekerja perkhidmatan dan jualan

Merujuk kepada mereka yang menyediakan perkhidmatan peribadi berkaitan dengan perjalanan, pengemasan, katering, penjagaan diri, atau perlindungan dari kebakaran dan undang-undang yang berkaitan, atau menunjuk cara dan menjual barangan di kedai borong atau runcit dan pertubuhan seumpamanya termasuk di gerai dan pasar;

c. **Pekerja kemahiran dan pekerja pertukangan yang berkaitan**

Merujuk kepada mereka yang mengaplikasikan pengetahuan dan kemahiran khusus dalam bidang perlombongan dan pembinaan, penempaan logam, dan mendirikan struktur logam; membuat, melaraskan, menyelenggara dan membaik pulih jentera, kelengkapan atau peralatan; menjalankan kerja pencetakan; dan mengeluarkan atau memproses barang makanan, tekstil atau kayu, logam dan barangan lain termasuk barang kraftangan; dan

d. **Operator mesin & loji, dan pemasang**

Merujuk kepada mereka yang mengendalikan dan mengawasi jentera dan kelengkapan perindustrian dan pertanian; memandu dan mengendalikan kereta api, kenderaan bermotor, jentera dan kelengkapan bergerak; atau memasang bahagian komponen produk mengikut spesifikasi dan prosedur yang ketat.

14.3 **Pekerja bergaji (sambilan)**

Ia merujuk kepada semua pekerja bergaji yang bekerja kurang daripada enam jam sehari dan/ atau kurang daripada 20 hari sebulan.

15. **KATEGORI KEMAHIRAN**

Kategori kemahiran telah dikelaskan berdasarkan MASCO 2020 adalah seperti berikut:

i. **Pekerja mahir**

Pengurus; Professional; Juruteknik & profesional bersekutu;

ii. **Pekerja separuh mahir**

Pekerja sokongan perkeranian; Pekerja perkhidmatan & jualan; Pekerja kemahiran pertanian, perhutanan, penternakan & perikanan; Pekerja kemahiran & pekerja pertukangan yang berkaitan; Operator mesin & loji dan pemasang; dan

iii. **Pekerja berkemahiran rendah**

Pekerja asas.

16. GAJI & UPAH

Semua pembayaran (gaji, upah, bonus, komisyen, bayaran lebih masa dan elaun tunai termasuk belanja sara hidup, perumahan, kereta, makanan dan sebagainya) yang dibuat sepanjang tahun rujukan meliputi semua pekerja bergaji dalam setiap kategori pekerja yang diambil secara langsung termasuk jumlah bayaran yang dibuat adalah sebelum ditolak cukai pendapatan dan caruman pekerja kepada KWSP/ PERKESO/ Kumpulan wang simpanan lain/ Kumpulan Wang Persaraan (KWAP). Caruman majikan kepada kumpulan wang yang di atas hendaklah dikecualikan.

17. NILAI HARTA TETAP

Harta tetap meliputi semua barangan, baru atau terpakai, aset ketara atau aset tidak ketara yang digunakan secara berulang atau berterusan yang mempunyai hayat produktif lebih daripada setahun. Ini termasuk tanah, bangunan & struktur, alat pengangkutan, komputer, jentera & kelengkapan, perabot & pemasangan dan harta lain. Harta lain meliputi aset biologi iaitu pokok/ tanaman (kecuali pokok balak yang bertujuan untuk pembalakan), ternakan dan perikanan akuakultur yang mengeluarkan hasil berulang kali dan mempunyai jangka hayat lebih daripada satu tahun.

Nilai harta tetap awal dan akhir bagi tahun rujukan 2022 adalah berasaskan nilai buku bersih. Pembelian, pindaan dan pembaikan besar atau perbelanjaan modal pada tahun berkenaan dikira pada nilai kos sebenar yang dibayar. Nilai harta tetap yang dijual dalam tahun semasa juga dikira pada nilai sebenar.

18. PERTUBUHAN MILIKAN WANITA

Pertubuhan milikan wanita merujuk kepada pertubuhan sekurang-kurangnya 51 peratus pemilikan ekuiti dipegang oleh wanita ATAU pemegang saham terbesar adalah wanita dan pertubuhan diuruskan oleh wanita ATAU Ketua Pegawai Eksekutif atau Pengarah Urusan adalah wanita yang memiliki sekurang-kurangnya 10 peratus ekuiti.

19. PEMBUNDARAN

Jumlah bagi angka komponen mungkin berbeza dengan jumlah besar disebabkan oleh pembundaran angka.

20. KADAR PERTUMBUHAN TAHUNAN DIKOMPAN (CAGR)

Kadar pertumbuhan tahunan dikompaun (r) adalah berdasarkan formula berikut;

$$y_t = y_0 (1+r)^t$$

di mana,

$$r = \left[e^{\frac{1}{t} \ln\left(\frac{y_t}{y_0}\right)} - 1 \right] \times 100$$

di mana

- y_t = Nilai pada tahun semasa
- y_0 = Nilai pada tahun sebelum
- t = Bilangan tahun, $y_t - y_0$
- r = Kadar pertumbuhan tahunan

21. SIMBOL DAN SINGKATAN

- 0 : nilai kurang daripada 500
- & : dan
- % : peratus
- < : kurang daripada
- } : digabungkan
- b : bilion
- dll. : dan lain-lain
- CAGR : kadar pertumbuhan tahunan dikompaun
- RM : Ringgit Malaysia
- t.t.t.l. : tidak terkelas di tempat lain
- W.P. : Wilayah Persekutuan

1. SCOPE AND COVERAGE

This publication used data from Economic Census 2023 (reference year 2022). The census collected information from registered establishments in Agriculture, Mining & quarrying, Manufacturing, Construction and Services sectors. The classifications for industries were referring to Malaysia Standard Industrial Classification (MSIC) 2008 Version 1.0, which is in accordance with the International Standard Industrial Classification of All Economic Activities (ISIC), Revision 4 United Nations. The coverage for all sectors encompasses 1,200 categories of industries as shown in **Table 1**.

Table 1: Category of industries by sector

Sector	Category of Industries
Agriculture*	142
Mining & quarrying	56
Manufacturing	259
Construction	72
Services	645
Total	1,174

Note: (*) Entrepreneurs in the Agriculture sector which registered with relevant government agencies for the purpose of receiving aid were **NOT** covered except palm oil's entrepreneurs.

Services sector encompass Electricity, gas, steam & air conditioning supply; Water supply, sewerage, waste management & remediation activities; Wholesale & retail trade; Transport and storage; Accommodation; Food & beverage; Information & communication; Finance; Real estate; Professional, scientific & technical; Administrative & support service; Education; Health & social work; Arts, entertainment & recreation; and Personal services & other activities. These services include all industries in Section D, E, G, H, I, J, K, L, M, N, P, Q, R and S classified under MSIC 2008. The complete list of industries covered as shown in the Appendix MSIC 2008 Version 1.0.

2. SOURCE OF FRAME

The main source for the establishment statistics frame is from the Malaysia Statistical Business Register (MSBR), while for the Accommodation sub-sector, includes unregistered homestay. MSBR is a list of organisations/ enterprises operating in Malaysia that includes the Register of Companies (ROC), Register of Business (ROB) and Limited Liability Partnership (LLP) registered with the Companies Commission of Malaysia (CCM) as well as organisations registered with local authorities (LA) and professional bodies. The list in MSBR is updated regularly based on surveys and censuses conducted by the Department of Statistics Malaysia (DOSM) and administrative data sources from various agencies. The main source of administrative data is from the CCM.

In addition, DOSM also works together to obtain the latest information from other agencies such as the Employees' Provident Fund (EPF), the Royal Malaysian Customs Department, the Inland Revenue Board (IRB), Social Security Organisation (SOCSO), LA and professional bodies. The frame is updated by taking into account new establishments and any changes in the status of the establishments such as closed down, not in operation, change in activity and location/ correspondence address so as to ensure that the frame is at the most current status.

3. TYPE OF BUSINESS ACTIVITY

Type of business activity refers to both principal and secondary activities. The principal activity refers to the activity to which the establishment devoted most of its resources or activity which derived most of its income. Secondary activities are defined as those incidental or ancillary to the principal activity. The classification of the industry of the establishment is based on the principal activity and is in accordance with the MSIC 2008 Version 1.0 conforms to the ISIC, Revision 4, United Nations, with modifications to suit local conditions.

4. CONCEPTS AND DEFINITIONS

Concepts and definitions used are based on the recommendations of the International Recommendations for Industrial Statistics, United Nations Statistical Division. The definition of Services used in this survey accordance with the MSIC 2008 Ver 1.0.

4.1 Services Definition:

Services related to Electricity, gas, steam & air conditioning supply; Water supply; sewerage, waste management & remediation activities; Wholesale & retail trade; Transportation & storage; Information & communication; Accommodation, Food & beverage; Finance; Real estate; Professional, scientific & technical; Administrative & support services; Private education; Private health & social work; Art, entertainment & recreation and Personal services & other activities. Services sector includes the following sub-sectors:

4.1.1 Electricity, gas, steam & air conditioning supply are defined as an activity of providing electric power, natural gas, steam, hot water and the like through a permanent infrastructure (network) of lines, mains & pipes. The dimension of the network is not decisive; also included are the distribution of electricity, gas, steam, hot water and the like in industrial parks or residential buildings. This section therefore includes the operation of electric gas utilities, which generate, control and distribute electric power or gas. Also included is the provision of steam & air-conditioning supply;

4.1.2 Water supply, sewerage, waste management & remediation activities comprised of activities related to waste management includes collection, treatment & disposal such as scheduled waste, solid waste & waste water from industrial and household, including recovery materials & contaminated sites. The waste from the treatment process can be disposed of or used as input for other production process. Related activities in water treatment and supply are also included in this sector;

4.1.3 Wholesale & retail trade encompass of wholesale and retail trades, sales and repair of motor vehicles & motorcycles;

4.1.4 Transportation & storage includes all establishment provides land transport, freight transport by road, other land transport, water transport, warehousing & supporting activities such as storage & warehousing, terminal operations, car parking services, highway operations, port operations, cargo handling/ stevedoring, shipping agencies & forwarding of freight and other supporting activities for transportation services;

4.1.5 Information & communication comprised activities of publishing, motion picture, video & television programme production, sound recording & music publishing, programming & broadcasting, telecommunication services, computer programming, consultancy & related activities and information services;

4.1.6 Accommodation services includes short-term accommodation activities that excludes provision of homes and furnished or unfurnished flats or apartments for more permanent use, typically on a monthly or annual basis. These accommodation activities include hotels and resort hotels, motels, apartment hotels, chalets, rest houses/guest houses, bed and breakfast units, hostels, home stays, and other short-term accommodation activities. Camping grounds activities, recreational vehicle parks and trailer parks as well as other accommodation activities including temporary or long-term provision of single or shared rooms or dormitory dorms for students, migrant workers (seasonal) and other individuals are also covered in accommodation services.

4.1.7 Food & beverage services include food & beverage serving activities providing complete meals or drinks fit for immediate consumption, whether in traditional restaurants, self-service or take-away restaurants, whether as permanent or temporary stands with or without seating;

4.1.8 Financial services include monetary intermediation activities; other financial service activities and activities auxiliary to financial services; insurance/ takaful, reinsurance/ retakaful and pension & provident funding activities; and activities auxiliary to insurance/ takaful and pension funding;

4.1.9 Real estate services include acting as lessors, agents and/ or brokers in one or more of the following: selling or buying real estate, renting real state, providing other real estate services such as appraising real estate, property management or acting as real estate escrow agents. Activities in this division may be carried out on own or leased property and may be done on a fee or contract basis. Also included is the building of structures, combined with maintaining ownership of leasing of such structures;

- 4.1.10 Professional, scientific & technical** includes specialised professional, scientific & technical activities which require a high degree of expertise and training, and specialised knowledge and skills available to users. Activities performed include legal & accounting activities, activities of head offices, management consultancy activities, architecture & engineering activities, technical testing & analysis, scientific research & development, advertising & market research, other professional, scientific & technical activities and veterinary activities;
- 4.1.11 Administrative & support service activities** includes a variety of activities that support general business operations, including rental and leasing activities, employment activities, travel agency, tour operator and other reservation service activities, security and investigation activities, services to buildings and landscape activities, office administrative, office support and other business support activities;
- 4.1.12 Private educational services** refer to establishments registered with the Ministry of Education, Malaysia and the Ministry of Higher Education that provides academic, pre-primary & primary education, secondary education, higher education, other education and educational support activities;
- 4.1.13 Private health & social work services** include hospital services, medical & dental practice activities, other human health activities, residential care activities and social work activities without accommodation;
- 4.1.14 Arts, entertainment & recreation services** include a wide range of activities to meet varied cultural, entertainment & recreational interests of the general public, including live performances, operation of museum sites, gambling, sport and recreation activities; and
- 4.1.15 Personal services & other activities** include activities of membership organisations, activities of business, employers and professional membership organisations, activities of trade unions, activities of others membership organisations, repair of computers and personal and household goods and others personal services activities such as washing and dry-cleaning of textiles and fur products; hairdressing and other beauty treatment and funeral and other services activities.

5. **CENSUS YEAR**

Refers to the year in which a census was conducted.

6. **REFERENCE YEAR**

The reference year of the census was the calendar year 2022. Establishments whose accounting year differed from calendar year were requested to report according to the accounting year or financial year covering at least six (6) months in the reference year.

7. **METHOD OF COLLECTION**

This census was generally conducted through three (3) methods of data collection, namely:

7.1 Online method through the e-BE portal

This method targets respondents who have used this method for previous routine surveys.

7.2 Data collection method via e-mail, post, fax and telephone

This method targets respondents who have used this method for previous routine surveys. Respondents were given a period of one month to complete and return the questionnaire to the DOSM.

7.3 Face-to-face data collection method

Field work operation is carried out to get feedback from establishments that have not yet given answers from the two methods above and this method also targets establishments that have never been involved in a routine survey the DOSM.

8. REPORTING UNIT

The reporting unit used in the Economic Census 2023 is the establishment, including unregistered homestay for the Accommodation sub-sector. An establishment is defined as “an economic unit engaged in one activity, under a single legal entity and operating in a single physical location”. Each establishment is assigned an industry classification based on its principal activity and not according to the activities of the parent company.

Thus, each branch of a multi-branch organization at a different location was conceptually treated as a different establishment. The establishment is requested to give separate returns for each activity in terms of value. However, if in practice, the accounts are centrally kept such that it was not possible to obtain separate data for each individual unit or branch. The entity or enterprise is treated as a single reporting unit and allowed to submit a consolidated questionnaire covering all the units or branches.

9. LEGAL STATUS

The legal status of an establishment has been defined as follows:

9.1 Individual proprietorship

Refers to a business, owned and operated by one person for his own profit. The owner has the exclusive right to control the operation of the establishment.

9.2 Partnership

Refers to a group of individuals who agree to contract and to carry out a business with the objective of profit making. All shareholders or anyone could manage the business for all parties. A trading partnership must comprise of at least two members and should not exceed a maximum of twenty members.

9.3 Limited liabilities partnership

Refers to a business entity regulated under the Limited Liability Partnerships Act 2012. It is featured with the protection of limited liability to its partners similar to the limited liability enjoyed by shareholders of a company coupled with flexibility of internal business regulation through partnership arrangement similar to a conventional partnership.

9.4 Private limited company

A private company established to undertake a business with the objective of making a profit. The shares are closely held by the shareholders of the company who have control over its operation.

Characteristics:

- i. Regulated under the Companies Act 1965 and is a legal entity separate from the owners;*
- ii. Number of its shareholders between 2 - 50 members;*
- iii. Company owners have limited liability;*
- iv. Shareholders who own 51 per cent or more of the total shares shall be entitled to manage the company. The company's shares can be traded but not in the open market;*
- v. Trading of share must be with the consent of the other shareholders;*
- vi. Not listed on the Stock Exchange; and*
- vii. Business life expectancy is longer and can be identified by the words "Sendirian Berhad" (Sdn. Bhd.) at the end of the company name.*

9.5 Public limited company

A public limited company is a company established with limited liability, by a minimum of two persons to operate the business with the objective of making a profit. The shares in a public limited company are openly held and in the case of company listed on the Bursa Malaysia, the shares are freely transferable.

Characteristic:

- i. Regulated under the Companies Act 1965 and is a legal entity separate from the owner;*
- ii. Owned by the shareholders and there is no limit to the shareholder;*
- iii. Management of the company is under the board of director responsibilities as appointed by shareholders; and*
- iv. Listed on Bursa Malaysia.*

9.6 Co-operative

Refer to a voluntary association with unrestricted number of members and registered under the Co-operatives Act 1993. Funds are collectively owned to meet the needs of members.

9.7 Public corporation

Refer to an undertaking set up under a Special Act Parliament or by the State Legislature.

9.8 Private non-profit making organisation

Refer to non-stock company set up with limited liability. It comprises mainly welfare, religious, educational, health, cultural, recreational and other organisations providing social and community services to households. These services are provided free of charge or at prices, which do not necessarily or fully cover the cost of providing such services (subsidy). Any profit made is reinvested in the organisation.

10. OWNERSHIP

The ownership of an establishment is classified by the residential status of the owner (s) of the majority (more than 50%) of the paid-up capital and not by their citizenship status. In instances where each party (Malaysian Resident and Non- Malaysian Resident) held equal shares in the business, the establishments were classified as "Joint Ownership".

A Malaysian Resident is any individual, company or other organization ordinarily domiciled in Malaysia for a period of at least one year. Malaysian registered branches and incorporated subsidiaries of foreign based/origins are also regarded as Residents.

A Non-Malaysian Resident is any individual, company or other organization ordinarily domiciled in a country other than Malaysia. Foreign branches and/or subsidiaries abroad owned by Malaysian Residents are also regarded as Non-Residents.

11. VALUE OF GROSS OUTPUT

11.1 Value of gross output of **Services** is defined to include the following items:

- + Value of goods sold in the same condition as purchased
- + Management services
- + Commission and brokerage earned
- + Fees earned from membership
- + Rental income received (except for rent of land)
- + Other operating services
- + Service tax and services charges
- Value of goods purchased for resale in the same condition
- Changes in stocks (Closing stocks - Opening stocks)
- + Research and development expenditure (in-house)

12. VALUE OF INTERMEDIATE INPUT

12.1 The value of intermediate input of **Services** is defined to include the following items:

Purchase of goods, materials and services

- + Insurance premiums
- + Royalty and patent fees
- + Bank charges
- + Purchase of electricity and water
- + Purchase of fuels, lubricants and gas
- + Research and development expenditure
- + Environmental compliance expenditure
- + Other operating expenditure

13. VALUE ADDED

Value added is the difference between the value of gross output and intermediate input. It is approximately equivalent to commercial profit, salaries and wages, depreciation and indirect taxes; plus, interest paid less interest received.

14. NUMBER OF PERSONS ENGAGED

Labour force statistics employ various terminologies to explain the labour market, depending on the definition, scope, and coverage of the published statistics.

*The term number of **employed persons** in the statistics published by DOSM through the Labour Force Survey (LFS) refers to all persons aged 15 to 64 years who, at any time during the reference week, worked at least one hour for pay, profit, or family gain (as an employer, employee, own-account worker, or unpaid family worker).*

*On the other hand, the number of **filled jobs** in the Employment Statistics refers to the persons employed at the end of each reference quarter, including full-time and part-time employees, permanent, short-term or seasonal employees, employees paid with monthly salaries or based on hours worked, employees on short vacation such as sick leave or annual leave, and newly hired employees to fill the vacancy in the current quarter. These statistics exclude proprietors and partners of unincorporated businesses, unpaid family workers, employees on strike during the quarter, employees on unpaid leave during the entire quarter, and employees provided by other agencies such as subcontractors and consultants.*

*Meanwhile, the number of **formal employees** in Employee Wages Statistics is refer to the person who works under a contract of service or apprenticeship with the employer and receives remuneration for the work completed. Formal employees do not include those who fall under non-standard employment, including self-employed, gig-workers, own-account workers, unpaid family workers, etc.*

In the Economic Census 2023 publication, the number of persons engaged refers to all working persons who worked for the establishments which has been censused; in December or the last pay period of the reference year. The number of persons engaged was classified under the following categories:

14.1 Working proprietors and unpaid family workers

i. Working proprietors and active business partners

This category refers to all individual proprietors and partners (full-time or part-time) who are actively engaged in the work of the establishment. It therefore, excludes silent and inactive partners; and

ii. Unpaid family workers

Include all household members (full-time or part-time) to the owners of the establishment who perform a specified job and work for a minimum of one third of the normal working time for the establishment, but do not receive regular payment either in cash or in kind for the work done. Such workers generally receive food, shelter and other support as part of the household of an owner but this would continue whether they worked in the establishment or not.

14.2 Paid full-time employees

Refer to all paid workers (full-time) who work for at least six hours a day and/or 20 days a month. All such employees are to be categorised according to Malaysia Standard Classification of Occupations 2020 (MASCO) as follows:

i. Manager, professional and researcher included:

a. Manager

Refer to those who devise, analyse, formulate, direct and advise on government policy, and make, amend and repeal laws, public rules and regulations, and represent and act on behalf of the government, and oversee the interpretation and implementation of policies and government legislation, or carry out similar tasks on behalf of special interest organisations, or plan, organise, lead, control and coordinate the policies and activities of enterprises, organisations, departments or the internal section; and

b. Professional

Refer to those responsible for increase the existing stock of knowledge, apply scientific or artistic concepts and theories, teach about the foregoing in a systematic manner, or engage in any combination of these three activities.

ii. Technicians and associate professionals

Refer to those who perform technical and related tasks connected with research and the application of scientific or artistic concepts and operational methods, and government or business regulations.

iii. Clerical, services & sales workers, craft workers, plant & machine operators and related occupations includes:

a. Clerical support workers

Refer to those who record, organise, store and retrieve related information and perform clerical duties especially in connection with administrative operations, handling of money, travel arrangements and requests for information and appointments;

b. Service and sales workers

Refer to those who provide personal services related to travel, housekeeping, catering, personal care, or protection against fire and unlawful acts, or demonstrate and sell goods in wholesale or retail shops and similar establishments as well as at stalls and markets;

c. Craft and related trades workers

Refer to those who apply their specific knowledge and skills in the fields of mining and construction, metal forming, and erect metal structures, make, fit, maintain and repair machinery, equipment or tools, carry out printing work as well as produce or process foodstuffs, textiles, or wooden, metal and other articles including handicraft goods; and

d. Plant & machine operators, and assemblers

Refer to those who operate and monitor industrial and agricultural machinery and equipment, drive and operate trains, motor vehicles and mobile machinery and equipment, or assemble product component parts according to strict specifications and procedures.

iv. Elementary occupations

Refer to those who perform simple, routine and non-systematic tasks which mainly require the use of handheld tools or with the assistance of simple machines, and in some cases considerable physical effort.

14.3 Paid part-time employees

Refer to all paid workers (part-time) who work less than six hours a day and/ or 20 days a month.

15. CATEGORY OF SKILLS

Category of skills has been categorized according to MASCO 2020 as follow:

i. High-skilled workers

Managers; Professionals; Technician & associate professionals;

ii. Semi-skilled workers

Clerical support workers; Service & sales workers; Skilled agricultural, forestry, livestock & fishery workers; Craft & related trades workers; Plant & machine operators and assemblers; and

iii. Low-skilled workers

Elementary occupations.

16. SALARIES & WAGES

All payments (salaries, wages, bonuses, commissions, overtime pay and cash allowances including cost of living, housing, car, food, etc.) made throughout the reference year to all paid employees in each category. For all directly employed workers, total payments made before deductions for income tax and employees' contributions to EPF/ SOCSO/ Other provident/ Retirement Funds Incorporated (KWAP). The Employer's contribution to such funds as mentioned above should be excluded.

17. VALUE OF FIXED ASSETS

Fixed assets cover all goods, new or used, tangible or intangible, which have a normal economics life span of more than one year. For instance land, building & structure, transport equipment, computer, machinery & equipment, furniture & fittings and other assets. Other assets also include biological assets namely trees/ crops (except for logging trees that intended for logging), livestock and aquaculture fisheries which can produce products repeatedly and have a life expectancy of more than one year.

Value of assets as at the beginning and end of 2022 was based on net book value. Purchases alterations and major repairs or capital expenditure during the year were valued at actual costs incurred. Value of assets sold during the year refers to the actual value.

18. **WOMEN-OWNED ESTABLISHMENT**

Women-owned establishment refers to a minimum of 51 per cent of the equity held by a women OR the biggest shareholders are women and the establishment is managed by a women OR the Chief Executive Officer or Managing Director is women that owns at least 10 per cent of the equity.

19. **ROUNDING**

The sum of the component figures may not tally with the sub-total or total figures due to rounding.

20. **COMPOUND ANNUAL GROWTH RATE (CAGR)**

The calculation of compound annual growth rate (r) is based on the following formula:

$$y_t = y_0 (1+r)^t$$

Where,

$$r = \left[e^{\frac{1}{t} \ln\left(\frac{y_t}{y_0}\right)} - 1 \right] \times 100$$

where,

y_t	=	Value of current year
y_0	=	Value of previous year
t	=	Number of years, $y_t - y_0$
r	=	Annual growth rate

21. SYMBOLS AND ABBREVIATIONS

0	:	<i>less than 500</i>
&	:	<i>and</i>
%	:	<i>per cent</i>
<	:	<i>less than</i>
}	:	<i>combined</i>
b	:	<i>billion</i>
<i>etc.</i>	:	<i>ec cetera</i>
CAGR	:	<i>compound annual growth rate</i>
RM	:	<i>Ringgit Malaysia</i>
<i>n.e.c</i>	:	<i>not elsewhere classified</i>
W.P.	:	<i>Federal Territory</i>



Lampiran
Appendix

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PIAWAIAN KLASIFIKASI INDUSTRI MALAYSIA (MSIC) 2008 Ver. 1.0
MALAYSIA STANDARD INDUSTRIAL CLASSIFICATION (MSIC) 2008 Ver. 1.0

SEKTOR PERKHIDMATAN
SERVICES SECTOR

SEKSYEN D : BEKALAN ELEKTRIK, GAS, WAP DAN PENDINGINAN UDARA
SECTION D : ELECTRICITY, GAS, STEAM AND AIR CONDITIONING SUPPLY

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
35		Bekalan elektrik, gas, wap dan pendinginan udara <i>Electricity, gas, steam and air conditioning supply</i>
	351	Penjanaan, penghantaran dan pengagihan tenaga elektrik <i>Electric power generation, transmission and distribution</i>
	352	Pembuatan gas; pengagihan bahan api berunsur gas melalui saluran utama <i>Manufacture of gas; distribution of gaseous fuels through mains</i>
	353	Bekalan wap dan pendingin udara <i>Steam and air conditioning supply</i>

SEKSYEN E : BEKALAN AIR; PEMBETUNGAN, PENGURUSAN SISA DAN AKTIVITI PEMULIHAN
SECTION E : WATER SUPPLY; SEWERAGE, WASTE MANAGEMENT AND REMEDIATION

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
36		Bekalan air; pembetungan, pengurusan sisa dan aktiviti pemulihan <i>Water supply; sewerage, waste management and remediation activities</i>
	360	Penakungan, perawatan dan bekalan air <i>Water collection, treatment and supply</i>
37		Pembetungan <i>Sewerage</i>
	370	Pembetungan <i>Sewerage</i>

SEKSYEN E : BEKALAN AIR; PEMBETUNGAN, PENGURUSAN SISA DAN AKTIVITI PEMULIHAN

SECTION E : WATER SUPPLY; SEWERAGE, WASTE MANAGEMENT AND REMEDIATION

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
38		Pengumpulan sisa <i>Waste collection</i>
	381	Pengumpulan sisa <i>Waste collection</i>
	382	Rawatan dan pelupusan sisa <i>Waste treatment and disposal</i>
	383	Pemulihan semula bahan <i>Materials recovery</i>
39	390	Aktiviti pemuliharaan dan lain-lain perkhidmatan pengurusan sisa <i>Remediation activities and other waste management services</i>

SEKSYEN G : PERDAGANGAN BORONG DAN RUNCIT DAN PEMBAIKAN KENDERAAN BERMOTOR DAN MOTORSIKAL

SECTION G : WHOLESALE AND RETAIL TRADE AND REPAIR OF MOTOR VEHICLES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
45		Perdagangan borong dan runcit dan pembaikan kenderaan bermotor dan motosikal <i>Wholesale and retail trade and repair of motor vehicles and motorcycles</i>
	451	Jualan kenderaan bermotor <i>Sale of motor vehicles</i>
	452	Penyelenggaraan dan pembaikan kenderaan bermotor <i>Maintenance and repair of motor vehicles</i>
	453	Jualan komponen (termasuk alat ganti) dan aksesori kenderaan bermotor <i>Sale of motor vehicle parts and accessories</i>
	454	Jualan, penyelenggaraan dan pembaikan motosikal dan komponen (termasuk alat ganti) dan aksesori berkaitan <i>Sale, maintenance and repair of motorcycles and related parts and accessories</i>

SEKSYEN G : PERDAGANGAN BORONG DAN RUNCIT DAN PEMBAIKAN KENDERAAN BERMOTOR DAN MOTORSIKAL

SECTION G : WHOLESALE AND RETAIL TRADE AND REPAIR OF MOTOR VEHICLES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
46		Perdagangan borong kecuali kenderaan bermotor dan motosikal <i>Wholesale trade, except of motor vehicles and motorcycles</i>
	461	Jual borong berdasar kontrak atau yuran <i>Wholesale on a fee or contract basis</i>
	462	Jual borong bahan mentah pertanian dan haiwan hidup <i>Wholesale of agricultural raw materials and live animals</i>
	463	Jualan borong makanan, minuman dan tembakau <i>Wholesale of food, beverages and tobacco</i>
	464	Jualan borong barangan isi rumah <i>Wholesale of household goods</i>
	465	Jualan borong jentera, peralatan dan bekalan <i>Wholesale of machinery, equipment and supplies</i>
	466	Lain-lain pengkhususan jualan borong <i>Other specialized wholesale</i>
	469	Perdagangan borong tanpa pengkhususan <i>Non-specialized wholesale trade</i>
47		
	471	Jualan runcit di kedai bukan pengkhususan <i>Retail sale in non-specialised stores</i>
	472	Jualan runcit makanan, minuman dan tembakau di kedai pengkhususan <i>Retail sale of food, beverages and tobacco in specialised stores</i>
	473	Jualan runcit di kedai khusus yang menjual bahan api kenderaan <i>Retail sale of automotive fuel in specialised stores</i>
	474	Jualan runcit di kedai khusus yang menjual peralatan komunikasi dan maklumat <i>Retail sale of information and communication equipment in specialised stores</i>
	475	Jualan runcit di kedai khusus yang menjual peralatan lain isi rumah <i>Retail sale of other household equipment in specialised stores</i>
	476	Jualan runcit di kedai khusus yang menjual barangan kesenian dan rekreasi <i>Retail sale of cultural and recreation goods in specialised stores</i>

SEKSYEN G : PERDAGANGAN BORONG DAN RUNCIT DAN PEMBAIKAN KENDERAAN BERMOTOR DAN MOTORSIKAL

SECTION G : WHOLESALE AND RETAIL TRADE AND REPAIR OF MOTOR VEHICLES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
	477	Jualan runcit di kedai khusus yang menjual barangan lain <i>Retail sale of other goods in specialised stores</i>
	478	Jualan runcit di gerai dan pasar <i>Retail sale via stalls and markets</i>
	479	Jualan runcit bukan di kedai, gerai atau pasar <i>Retail trade not in stores, stalls or markets</i>

SEKSYEN H : PENGANGKUTAN DAN PENYIMPANAN

SECTION H : TRANSPORTATION AND STORAGE

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
49		Pengangkutan darat dan pengangkutan melalui saluran paip <i>Land transport and transport via pipelines</i>
	491	Pengangkutan melalui laluan rel <i>Transport via railways</i>
	492	Pengangkutan darat lain <i>Other land transport</i>
	493	Pengangkutan melalui saluran paip <i>Transport via pipeline</i>
50		Pengangkutan air <i>Water transport</i>
	501	Pengangkutan air laut dan pesisir pantai <i>Sea and coastal water transport</i>
	502	Pengangkutan air pedalaman <i>Inland water transport</i>
51		Pengangkutan udara <i>Air transport</i>
	511	Pengangkutan penumpang udara <i>Passenger air transport</i>
	512	Pengangkutan muatan udara <i>Freight air transport</i>

SEKSYEN H : PENGANGKUTAN DAN PENYIMPANAN

SECTION H : TRANSPORTATION AND STORAGE

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
52		Penggudangan dan aktiviti sokongan untuk pengangkutan <i>Warehousing and support activities for transportation</i>
	521	Penggudangan dan penyimpanan <i>Warehousing and storage</i>
	522	Aktiviti sokongan untuk pengangkutan <i>Support activities for transportation</i>
53		Perkhidmatan pos dan kurier <i>Postal and couriers activities</i>
	531	Aktiviti pos <i>Postal activities</i>
	532	Aktiviti kurier <i>Courier activities</i>

SEKSYEN I : PENGINAPAN DAN AKTIVITI PERKHIDMATAN MAKANAN DAN MINUMAN

SECTION I : ACCOMODATION AND FOOD SERVICE ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
55		Penginapan <i>Accommodation</i>
	551	Aktiviti penginapan jangka masa pendek <i>Short term accommodation activities</i>
	552	Tapak perkhemahan, taman kenderaan rekreasi dan taman treler <i>Camping grounds, recreational vehicle parks and trailer parks</i>
56		Aktiviti perkhidmatan makanan dan minuman <i>Food and beverage service activities</i>
	561	Restoran dan aktiviti perkhidmatan makanan bergerak <i>Restaurants and mobile food service activities</i>
	562	Katering dan aktiviti perkhidmatan makanan lain <i>Event catering and other food service activities</i>
	563	Aktiviti perkhidmatan minuman <i>Beverage serving activities</i>

SEKSYEN J : MAKLUMAT DAN KOMUNIKASI

SECTION J : INFORMATION AND COMMUNICATION

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
58		Aktiviti penerbitan <i>Publishing activities</i>
	581	Aktiviti penerbitan buku, terbitan berkala dan penerbitan lain <i>Publishing of books, periodicals and other publishing activities</i>
	582	Penerbitan perisian <i>Software publishing</i>
59		Aktiviti penerbitan wayang gambar, video dan program televisyen, rakaman bunyi dan penerbitan muzik <i>Motion picture, video and television programme production, sound recording and music publishing activities</i>
	591	Aktiviti wayang gambar, video dan program televisyen <i>Motion picture, video and television programme activities</i>
	592	Aktiviti rakaman bunyi dan penerbitan muzik <i>Sound recording and music publishing activities</i>
60		Aktiviti pemrograman dan penyiaran <i>Programming and broadcasting activities</i>
	601	Penyiaran radio <i>Radio broadcasting</i>
	602	Aktiviti pemrograman dan penyiaran televisyen <i>Television programming and broadcasting activities</i>
61		Telekomunikasi <i>Telecommunication</i>
	611	Aktiviti komunikasi berwayar <i>Wired telecommunications activities</i>
	612	Aktiviti telekomunikasi tanpa wayar <i>Wireless telecommunications activities</i>
	613	Aktiviti telekomunikasi satelit <i>Satellite telecommunications activities</i>
	619	Aktiviti telekomunikasi lain <i>Other telecommunications activities</i>
62		Aktiviti pengaturcaraan komputer, perundingan dan aktiviti yang berkaitan <i>Computer programming, consultancy and related activities</i>
	620	Aktiviti pengaturcaraan komputer, perundingan dan aktiviti yang berkaitan <i>Computer programming, consultancy and related activities</i>

SEKSYEN J : MAKLUMAT DAN KOMUNIKASI

SECTION J : INFORMATION AND COMMUNICATION

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
63		Perkhidmatan maklumat <i>Information services</i>
	631	Aktiviti prosesan data, hosting dan aktiviti lain yang berkaitan; web portal <i>Data processing, hosting and related activities; web portals</i>
	639	Aktiviti perkhidmatan maklumat lain <i>Other information service activities</i>

SEKSYEN K : AKTIVITI KEWANGAN DAN INSURANS/TAKAFUL

SECTION K : FINANCE AND INSURANCE/TAKAFUL ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
64		Aktiviti perkhidmatan kewangan, kecuali insurans/takaful dan tabungan pencen <i>Financial service activities, except insurance and pension funding</i>
	641	Perantaraan kewangan <i>Monetary intermediation</i>
	642	Aktiviti syarikat pemegang <i>Activities of holding companies</i>
	643	Amanah, tabung dan entiti kewangan seumpamanya <i>Trusts, funds and similar financial entities</i>
	649	Aktiviti perkhidmatan kewangan lain, kecuali insurans/takaful dan aktiviti tabungan pencen <i>Other financial service activities, except insurance and pension funding activities</i>

SEKSYEN K : AKTIVITI KEWANGAN DAN INSURANS/TAKAFUL

SECTION K : FINANCE AND INSURANCE/TAKAFUL ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
65		Insurans/takaful, insurans/takaful semula dan tabungan pencen, kecuali keselamatan sosial berwajib <i>Insurance/takaful, reinsurance/retakaful and pension funding, except compulsory social security</i>
	651	Insurans/takaful <i>Insurance/takaful</i>
	652	Insurans/takaful semula <i>Reinsurance/retakaful</i>
	653	Tabungan pencen dan tabungan hemat <i>Pension funding and provident funding</i>
66		Aktiviti sokongan kepada perkhidmatan kewangan dan aktiviti insurans/takaful <i>Activities auxiliary to financial service and insurance/takaful activities</i>
	661	Aktiviti sokongan kepada aktiviti perkhidmatan kewangan, kecuali insurans/takaful dan tabungan pencen <i>Activities auxiliary to financial service activities, except insurance/takaful and pension funding</i>
	662	Aktiviti sokongan kepada insurans/takaful dan tabungan pencen <i>Activities auxiliary to insurance/takaful and pension funding</i>
	663	Aktiviti pengurusan tabung <i>Fund management activities</i>

SEKSYEN L : AKTIVITI HARTANAH

SECTION L: REAL ESTATE ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
68		Aktiviti hartanah <i>Real estate activities</i>
	681	Aktiviti hartanah bagi harta milikan sendiri atau pajakan <i>Real estate activities with own or leased property</i>
	682	Aktiviti hartanah atas dasar bayaran atau kontrak <i>Real estate activities on a fee or contract basis</i>

SEKSYEN M : AKTIVITI PROFESIONAL, SAINTIFIK DAN TEKNIKAL

SECTION M: PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
69		Aktiviti guaman dan perakaunan <i>Legal and accounting activities</i>
	691	Aktiviti guaman <i>Legal activities</i>
	692	Aktiviti perakaunan, simpan kira dan audit; perundingan percukaian <i>Accounting, bookkeeping and auditing activities; tax consultancy</i>
70		Aktiviti ibu pejabat; aktiviti perundingan pengurusan <i>Activities of head offices; management consultancy activities</i>
	701	Aktiviti ibu pejabat <i>Activities of head offices</i>
	702	Aktiviti perundingan pengurusan <i>Management consultancy activities</i>
71		Aktiviti arkitek dan kejuruteraan; ujian teknikal dan analisis <i>Architectural and engineering activities; technical testing and analysis</i>
	711	Aktiviti arkitek dan kejuruteraan dan perundingan teknikal yang berkaitan <i>Architectural and engineering activities and related</i>
	712	Ujian teknikal dan analisis <i>Technical testing and analysis</i>

SEKSYEN M : AKTIVITI PROFESIONAL, SAINTIFIK DAN TEKNIKAL

SECTION M : PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
72		Penyelidikan dan pembangunan saintifik <i>Scientific research and development</i>
	721	Penyelidikan dan pembangunan eksperimen sains semula jadi dan kejuruteraan <i>Research and experimental development on natural sciences and engineering</i>
	722	Pembangunan penyelidikan dan eksperimen sains sosial dan kemanusiaan <i>Research and experimental development on social sciences and humanities</i>
73		Pengiklanan dan penyelidikan pasaran <i>Advertising and market research</i>
	731	Pengiklanan <i>Advertising</i>
	732	Penyelidikan pasaran dan tinjauan pendapat umum <i>Market research and public opinion polling</i>
74		Perkhidmatan profesional, saintifik dan teknikal lain <i>Other professional, scientific and technical activities</i>
	741	Aktiviti mereka bentuk khusus <i>Specialized design activities</i>
	742	Aktiviti fotografi <i>Photographic activities</i>
	749	Aktiviti profesional, saintifik dan teknikal lain t.t.t.l <i>Other professional, scientific and technical activities n.e.c.</i>
75		Aktiviti veterinar <i>Veterinary activities</i>
	750	Aktiviti veterinar <i>Veterinary activities</i>

SEKSYEN N : AKTIVITI PENTADBIRAN DAN KHIDMAT SOKONGAN

SECTION N : ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
77		Aktiviti sewaan dan pajakan <i>Rental and leasing activities</i>
	771	Penyewaan dan pemajakan kenderaan bermotor <i>Renting and leasing of motor vehicles</i>
	772	Penyewaan dan pemajakan barang persendirian dan isi rumah <i>Renting and leasing of personal and household goods</i>
	773	Penyewaan dan pemajakan mesin, kelengkapan <i>Renting and leasing of other machinery, equipment and tangible good</i>
	774	Pemajakan harta intelektual dan produk seumpamanya, kecuali kerja berhakcipta <i>Leasing of intellectual property and similar products, except copyrighted works</i>
78		Aktiviti pekerjaan <i>Employment activities</i>
	781	Aktiviti agensi penempatan pekerjaan <i>Activities of employment placement agencies</i>
	782	Aktiviti agensi pekerjaan sementara <i>Temporary employment agency activities</i>
	783	Penyediaan sumber manusia kepada perniagaan pelanggan <i>Provision of human resources for client businesses</i>
79		Agensi pengembaraan, operator pelancongan, khidmat penempahan dan aktiviti berkaitan <i>Travel agency, tour operator, reservation service and related activities</i>
	791	Aktiviti agensi pengembaraan dan operator pelancongan <i>Travel agency and tour operator activities</i>
	799	Aktiviti khidmat penempahan lain dan aktiviti berkaitan <i>Other reservation service and related activities</i>
80		Aktiviti keselamatan dan penyiasatan <i>Security and investigation activities</i>
	801	Aktiviti keselamatan persendirian <i>Private security activities</i>
	802	Aktiviti perkhidmatan sistem keselamatan <i>Security systems service activities</i>
	803	Aktiviti penyiasatan <i>Investigation activities</i>

SEKSYEN N : AKTIVITI PENTADBIRAN DAN KHIDMAT SOKONGAN

SECTION N : ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
81		Aktiviti perkhidmatan bangunan dan landskap <i>Services to buildings and landscape activities</i>
	811	Aktiviti sokongan gabungan pelbagai kemudahan <i>Combined facilities support activities</i>
	812	Aktiviti pembersihan <i>Cleaning activities</i>
	813	Aktiviti perkhidmatan penjagaan dan penyelenggaraan landskap <i>Landscape care and maintenance service activities</i>
82		Aktiviti pengurusan pejabat, sokongan pejabat dan sokongan perniagaan lain <i>Office administrative, office support and other business support activities</i>
	821	Aktiviti pengurusan dan sokongan pejabat <i>Office administrative and support activities</i>
	822	Aktiviti pusat panggilan <i>Activities of call centres</i>
	823	Pengurusan konvensyen dan pameran perdagangan <i>Organization of conventions and trade shows</i>
	829	Aktiviti perkhidmatan sokongan perniagaan t.t.t.l <i>Business support service activities n.e.c</i>

SEKSYEN P : PENDIDIKAN

SECTION P : EDUCATION

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
85		Pendidikan <i>Education</i>
	851	Pendidikan pra-sekolah dan pendidikan rendah <i>Pre-primary and primary education</i>
	852	Pendidikan menengah <i>Secondary education</i>
	853	Pendidikan tinggi <i>Higher education</i>
	854	Pendidikan lain <i>Other education</i>
	855	Perkhidmatan sokongan pendidikan <i>Educational support services</i>

SEKSYEN Q : AKTIVITI KESIHATAN KEMANUSIAAN DAN KERJA SOSIAL

SECTION Q : HUMAN HEALTH AND SOCIAL WORK ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
86		Aktiviti kesihatan kemanusiaan <i>Human health activities</i>
	861	Aktiviti hospital <i>Hospital activities</i>
	862	Aktiviti amalan perubatan dan pergigian <i>Medical and dental practice activities</i>
	869	Aktiviti kesihatan kemanusiaan lain <i>Other human health activities</i>

SEKSYEN Q : AKTIVITI KESIHATAN KEMANUSIAAN DAN KERJA SOSIAL

SECTION Q : HUMAN HEALTH AND SOCIAL WORK ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
87		Aktiviti rumah penjagaan <i>Residential care activities</i>
	871	Kemudahan rumah perawatan <i>Residential nursing care facilities</i>
	872	Aktiviti rumah penjagaan untuk orang terencat akal, kesihatan mental dan penyalahgunaan bahan kimia <i>Residential care activities for mental retardation, mental health and substance abuse</i>
	873	Aktiviti rumah penjagaan untuk orang tua dan orang kurang upaya <i>Residential care activities for the elderly and disabled</i>
	879	Aktiviti rumah penjagaan lain <i>Other residential care activities</i>
88		Aktiviti kerja sosial tanpa penginapan <i>Social work activities without accommodation</i>
	881	Aktiviti kerja sosial tanpa penginapan untuk orang tua dan orang kurang upaya <i>Social work activities without accommodation for the elderly and disabled</i>
	889	Aktiviti kerja sosial lain tanpa penginapan t.t.t.l. <i>Other social work activities without accommodation</i>

SEKSYEN R : KESENIAN, HIBURAN DAN REKREASI

SECTION R : ARTS, ENTERTAINMENT AND RECREATION

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
90		Aktiviti kesenian, hiburan dan kreatif <i>Creative, arts and entertainment activities</i>
	900	Aktiviti kesenian, hiburan dan kreatif <i>Creative, arts and entertainment activities</i>
91		Aktiviti perpustakaan, arkib, muzium dan kebudayaan lain <i>Libraries, archives, museums and other cultural activities</i>
	910	Aktiviti perpustakaan, arkib, muzium dan kebudayaan lain <i>Libraries, archives, museums and other cultural activities</i>
92		Aktiviti perjudian dan pertaruhan <i>Gambling and betting activities</i>
	920	Aktiviti perjudian dan pertaruhan <i>Gambling and betting activities</i>
93		Aktiviti sukan dan aktiviti hiburan dan rekreasi <i>Sports activities and amusement and recreation activities</i>
	931	Aktiviti sukan <i>Sports activities</i>
	932	Aktiviti hiburan dan rekreasi lain <i>Other amusement and recreation activities</i>

SEKSYEN S : AKTIVITI PERKHIDMATAN LAIN

SECTION S : OTHER SERVICE ACTIVITIES

Bahagian <i>Division</i>	Kumpulan <i>Group</i>	Keterangan <i>Description</i>
94		Aktiviti keahlian organisasi <i>Activities of membership activities</i>
	941	Aktiviti organisasi keahlian perniagaan, majikan dan profesional <i>Activities of business, employers and professional membership organizations</i>
	942	Aktiviti kesatuan buruh <i>Activities of trade unions</i>
	949	Aktiviti keahlian organisasi lain <i>Activities of other membership organizations</i>
95		Pembaikan komputer dan barangan persendirian dan isi rumah <i>Repair of computers and personal and household goods</i>
	951	Pembaikan komputer dan peralatan komunikasi <i>Repair of computers and communication equipment</i>
	952	Pembaikan barangan persendirian dan isi rumah <i>Repair of personal and household goods</i>
96		Aktiviti perkhidmatan persendirian lain <i>Other personal service activities</i>
	960	Aktiviti berkaitan perkhidmatan persendirian lain <i>Other personal service activities</i>

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Lampiran
Appendix

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