



DEPARTMENT OF STATISTICS, MALAYSIA

ANNUAL E-COMMERCE SURVEY 2025
(FOR REFERENCE YEAR 2024)

GUIDE TO COMPLETE THE QUESTIONNAIRE

A. GENERAL

1. This survey is conducted under the provisions of the **Statistics Act, 1965 (Revised-1989)**. This Act stipulates that the contents of the establishments / individual returns are **CONFIDENTIAL** and will not be divulged to any person or institution outside the Department. The information provided will be published in aggregated form. The Act provides the penalties for non-compliance.
2. All information furnished in the questionnaire should be in respect of the calendar year **2024**. However, if the financial year of the establishment differs from the calendar year by not more than **six (6) months**, reports relating to the financial year will be accepted. If your account is not finalised, please provide appropriate estimates.
3. The responsibility for furnishing information for this return rests with the owner of this business and not with his agent, secretaries or accountants, though the latter may act on behalf of the owner.
4. All values are to be reported to the **nearest Ringgit Malaysia (RM)**.

B. SCOPE AND COVERAGE

1. The survey covered selected establishments in all economic sectors in Malaysia.
2. The reporting unit for this survey is establishment. An establishment is defined as **“an economic unit that engages, under a single ownership or control, that is, under a single legal entity, in one, or predominantly one kind of economic activity at a single physical location”**. Each establishment was assigned an industry classification based on its principal activity and not that of its parent company.
3. Please report all the economic activities carried out by this establishment in Malaysia.

C. SPECIFIC GUIDE TO COMPLETE THE QUESTIONNAIRE

Question 1: Identification Particulars

- 1.1 Please provide the registration number of company / business if registered with the Companies Commission of Malaysia (CCM) or other registration number.
- 1.2 Please provide the commencement year of your business. Commencement year was the period whereby the company started to operate professional activities.

1.3 Please report the operating period of this establishment. The operating period should cover at least six (6) months of the reference year.

Examples:

(a) 1st January 2024 to 31st December 2024

From

Day	
0	1

 /

Month	
0	1

 /

Year			
2	0	2	4

 To

Day	
3	1

 /

Month	
1	2

 /

Year			
2	0	2	4

(b) 1st July 2024 to 30th June 2025

From

Day	
0	1

 /

Month	
0	7

 /

Year			
2	0	2	4

 To

Day	
3	0

 /

Month	
0	6

 /

Year			
2	0	2	5

(c) 1st July 2023 to 30th June 2024

From

Day	
0	1

 /

Month	
0	7

 /

Year			
2	0	2	3

 To

Day	
3	0

 /

Month	
0	6

 /

Year			
2	0	2	4

1.3.1 If the reporting period does not cover a full year or this establishment not in operation, please mark (X) the reasons below (May choose more than one):

(a) Seasonal operations

Seasonal business refers to a business that is carried out in line with the season / condition changes. Most businesses may run businesses in certain seasons.

(b) New business

New business created for the purpose of providing goods and services

(c) Change of ownership

The business is transferred one person or entity to another.

(d) Change of fiscal year

Change in accounting period of company.

(e) Ceased operations

Business is no longer operational.

(f) Temporarily inactive

Business is discontinued for the certain period.

(g) Others - please specify

1.4 Please provide the website address for this establishment (example: <https://www.dosm.gov.my>)

1.5 Please specify the address of your business operation if it differs from the postal address given on the front page.

The business address refers to the address of the physical location where the business is located. If the location of the business is outside the town limits, please indicate the detailed address or location such as the town or village nearest to the business. Please ensure the postcode is filled in the box provided.

1.6 Please mark (X) in one box only.

*Please confirm the data reported in this return relate only to this establishment where the location is the same as the address given in **Question 1.5**.*

1.7 Please specify the principal activity of this establishment.

1.8 Please specify percentage of this establishment's revenue which is generated by this principal activity.

If there is secondary activity other than main activity, please specify the activity along with the percentage of income received.

1.9 Please mark (X) in one box only.

Investment refers to the holding of financial asset abroad by resident (individual, establishment or other organisation). Financial asset consists of investment in subsidiaries or associated companies, equity securities, debt securities, bond, trust unit, trade credit, loan extension, deposit, advances and other assets.

Question 2: Legal Organisation

2.1 Please mark (X) in one box only.

(a) Individual Proprietorship

Refers to the business owned, funded and managed by one person that is the owner concerned. The business is purely for profit. The owner has the ultimate right for the business and business liability is unlimited.

(b) Partnership

Refers to the group of individuals who agreed to conduct a business through an agreed contract based on the capital contribution which has been specified in the relevant agreement with the objective of making a profit. The business is managed by all or any one acting for all parties. As stipulated under Company Act 1965, trading partnership must comprise at least two members and should not exceed a maximum of twenty members. Liability for the business partnership is unlimited.

(c) Limited Liabilities Partnership

Refers to 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.

(d) 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 1 - 50 members;*
- iii. *Company owners have limited liability;*
- iv. *Shareholders who own 51% 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.*

(e) 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.

Characteristics:

- 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.*

(f) Co-operative

Refers to a voluntary association with an unrestricted number of members and registered under the Co-operative Societies Act 1993. Funds are collectively owned to meet the needs of the members.

(g) Public Corporation

Refers to bodies set up for the purpose of conducting business activities which consists of Statutory Bodies and Non-Statutory Bodies.

Characteristics:

- i. *Statutory body established under an Act of Parliament or of the State and regulated directly by the minister whom formulated the key policies of the organisation and are usually involved in the socio-economic development (e.g. MARA and FELDA); and*
- ii. *Non-Statutory Bodies established under the Companies Act 1965 and the Government has equity with indirect control from the minister. Business is characterised by activities for the purposes of gain to the government in addition to socio-economic areas who cannot be undertaken by private sector activity (e.g. Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS)).*

(h) Private Non-Profit Making Organisation

Refers to a 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. Any profit made is re-invested in the organisation.

Question 3: Shareholders' Fund and Ownership Structure

3.1 Shareholders' fund

Shareholders' fund refers to investment through the purchase or ownership stake in the business to get some share of the income and the assets of the companies.

(a) Paid-up capital

Paid-up capital is the capital that has been issued by the shareholder. Each company is allowed to issue the share capital by a maximum limit of the authorised capital registered in the Companies Commission of Malaysia (CCM).

- i. For individual proprietorship, partnership establishment or limited liabilities partnership, it refers to the capital contributed by the proprietor or partners;*
- ii. For private or public limited companies, it refers to the paid-up share capital of companies;*
- iii. For public corporation, it refers to the capital paid by the Malaysian government; and*
- iv. For co-operative, it refers to the shares subscribed and paid by members, and/or subscription capital.*

(b) Reserves

Reserves are a special fund amount allocated for certain purposes:

- i. For limited companies, it refers to the accumulated profit or loss such as capital reserves, share premium account, general reserves, foreign exchange reserves and other reserves;*
- ii. For individual proprietorship or partnership establishment, it refers to the balance in the profit and loss account; and*
- iii. For co-operative, it refers to accumulated profit or loss and reserves fund.*

3.2 Ownership Structure

*Please report the percentage (%) of ownership of the establishment based on the paid-up capital as at **31st December 2024**.*

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.

3.2.1 Held directly by Malaysian resident

3.2.1.1 Individuals *who located in Malaysia for a period of at least one year by nationality and ethnicity;*

(i) Citizen

- (a) Malay*
- (b) Other Bumiputera (e.g. Iban, Kadazan, Bajau, Murut)*
- (c) Chinese*
- (d) Indians*
- (e) Others (e.g. Sikh)*

(ii) Non-Citizen

3.2.1.2 Establishment or institution *that was / is operating in Malaysia for a period of at least one year in which the economic interests based in Malaysia. An institutional unit has a centre of economic interest in the region in a state where there is a location such as a building, place of production, or other premises on which or from which the unit engages and intends to continue engaging, either indefinitely or over a long period, in economic activities and transactions with significant scale.*

The ownership structure of an institution or establishment shall reported by ethnicity such as:

- (a) Malay
- (b) Other Bumiputera (e.g. Iban, Kadazan, Bajau, Murut)
- (c) Chinese
- (d) Indians
- (e) Others (e.g. Sikh)

3.2.2 Held directly by Federal, State and Local Government Agencies & Statutory Bodies

Refers to organisations owned by the Federal, State or Local Government and the examples are as follows:

- Khazanah Nasional Berhad
- Employee Provident Fund
- Johor Port Authority
- Agricultural Bank of Malaysia (Agro Bank)
- Penang Port Commission
- Public universities
- Malaysia Airport Berhad
- Majlis Amanah Rakyat (MARA)
- Menteri Besar Incorporation
- Perbadanan Usahawan Nasional Berhad (PUNB)

3.2.3 Held directly by non-Malaysian resident

*A **non-Malaysian resident** is any individual, establishment or other organisation located / operating abroad.*

Resident status of a foreign government representatives, international organisations, foreign students and patients are as follows:

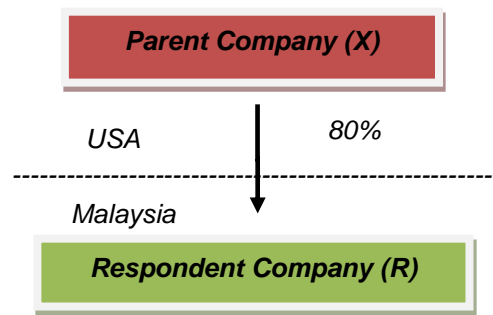
- Foreign government representatives (embassies, consulates, military bases, foreign governments) in Malaysia are regarded as extraterritorial organisations thus regarded as non-residents;
- Malaysia's official representatives abroad is considered as resident of Malaysia
- International organisations are not regarded as resident for any economy / country; and
- Foreign students and patients are treated as residents of their home country.

3.3 If paid-up capital is directly or indirectly held 50 per cent or more to the establishment by a foreign company / individual, please specify the country of the ultimate parent company.

Ultimate parent company refers to the companies that owned, directly or indirectly, the effective equity interest in this establishment (50 per cent or more). The share of ultimate parent company is not majority owned by another company.

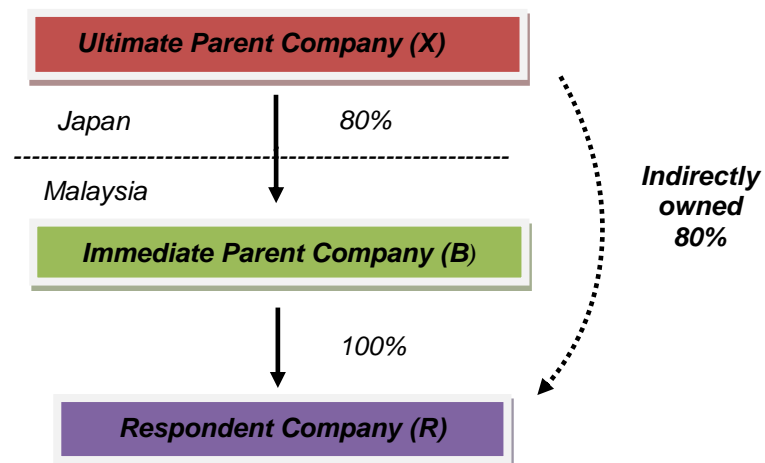
The country refers to location where the ultimate parent company is undertaking economic activities / business.

Example 1: Directly owned by parent company abroad



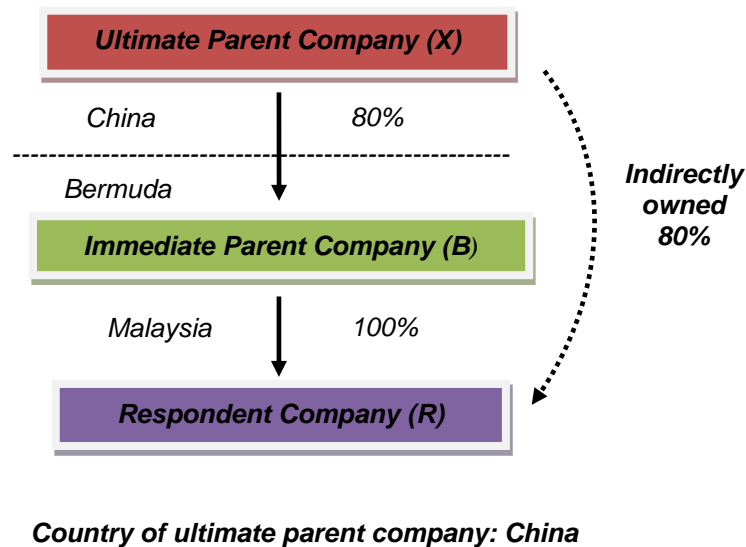
Country of ultimate parent company: USA

Example 2: Indirectly owned by ultimate parent company abroad through holding immediate parent company in Malaysia



Country of ultimate parent company: Japan

Example 3: Indirectly owned by ultimate parent company abroad through holding immediate parent company in another foreign country



Question 4: Persons engaged / Income / Expenditure

4.1. Please report the total number of persons engaged (full time and part time)

Persons engaged include working proprietors, active business partners, unpaid family workers, short term employees, casual employees and all employees of the establishment who worked in the establishment.

- (i) **Full-time workers** refer to those who typically work for **at least 6 hours a day and 20 days a month** and received pay.
- (ii) **Part-time workers** refer to those who worked **less than 6 hours a days and / or less than 20 days a month** and received pay.

4.2. Please report the total income (refers to operating revenue / turnover / sales and other revenue)

The income reported in this question should be based on the Profit & Loss Account / Financial Statements and other supporting documents **for the year 2024**. Please provide the best estimate value if the account is not finalised or not.

4.3. Total expenditure (refers to operating expenditure / cost of sales)

The expenditure reported in this question should be based on the Profit & Loss Account / Financial Statements and other supporting documents **for the year 2024**. Please provide the best estimate value if the account is not finalised or not.

Question 5: Usage of Information and Communication Technology (ICT)

5.1 Please mark (X) in one box only.

Computer refers to the personal computer, portable computer (e.g. laptop), tablet and other portable devices such as smartphone.

5.2 Please report the number of persons engaged who use computers for business purposes.

Persons engaged include working proprietors, active business partners, unpaid family workers, short term employees, casual employees and all employees of the establishment who worked in the establishment.

If this establishment cannot provide the number of persons engaged, please indicate an estimate percentage of persons engaged who used computers for business purposes.

Percentage of persons engaged using a computer at work.

$$= \left[\frac{\text{Number of persons engaged using a computer at work}}{\text{Total number of persons engaged}} \right] \times 100$$

5.3 Please mark (X) in one box only.

Internet refers to worldwide public computer network. It provides access to multiple communication services including the World Wide Web (WWW), e-mail, news, entertainment, data files etc.

5.4 Please report the number of persons engaged have access to the internet for business purposes.

Persons engaged include working proprietors, active business partners, unpaid family workers, short term employees, casual employees and all employees of the establishment who worked in the establishment.

If this establishment cannot provide the number of persons engaged, please indicate an estimate percentage of persons engaged who access internet for business purposes.

Percentage of persons engaged access to the internet at work.

$$= \left[\frac{\text{Number of persons engaged using the internet at work}}{\text{Total number of persons engaged}} \right] \times 100$$

5.5 Please mark (X) in one box only.

Fixed broadband refers to technologies of high-speed internet access services to homes and commercial premises provided by fixed network operators.

5.6 Please mark (X) in one box only.

A **mobile device** refers to a tablet or smartphone that allows connection to the internet via WiFi hotspot (tethering).

Mobile broadband refers to technologies of high-speed wireless internet access services provided by mobile network operators.

5.7 Please mark (X) the network infrastructure available in this establishment. (May choose more than one)

(a) Intranet

Refers to the internal communications network using internet protocols and allowing communication within the organisation. Intranet is a private network that provides services similar to internet services, such as World Wide Web (WWW), File Transfer Protocol (FTP), e-mail and etc. within organisation. It is not necessarily connected to the internet.

(b) Extranet

Refers to a closed network that uses internet protocols to secure the sharing of business information with suppliers, vendors, customers or other business partners. It also can be part of a personal website business, where business partners can navigate after being confirmed in the login page.

(c) Local Area Network (LAN)

Refers to a data communication network (usually 100 Mbps) that connects personal computers, workstations and other devices into a limited area (such as a single building, department, campus or site within 1 km radius).

(d) Wireless Local Area Network (WLAN)

Refers to a type of local area network that uses high frequency radio waves rather than wires to communicate between network-enabled devices. **WLAN** allows users to move around a small area within a radius of 20 to 91 meters.

(e) Wide Area Network (WAN)

Refers to a network that connects computers and associated devices within a wide geographic area, such as a region or country.

(f) Others

Refers to other than the above networks such as Personal Area Network (PAN), Metropolitan Area Network (MAN), Storage Area Network (SAN), Virtual Private Network (VPN) or Campus Area Network (CAN).

5.8 Please mark (X) in one box only.

Web presence refers to web page, home page or presence on another entity's website (including a related business). **Excluding** any entry in the online directory at any other site where the business does not have control over the content of the webpage.

Please mark (X) type of web presence of this organisation. (May choose more than one)

(a) Website owned by this establishment

Refers to a single location on the World Wide Web (WWW), usually on the same piece of hardware. Part of the internet that stores and give access to documents using HTTP.

(b) Presence on another entity's website

Refers to the content that exists on the website or home page of a third party whose business has content on the website.

(c) Social media

Refers to those that have user profile, an account or a user license depending on the requirements and the type of social media (e.g. Facebook, Instagram, Twitter, YouTube, TikTok).

(d) E-Marketplace

Refers to a web-based system that facilitates and promotes sales and purchases to encourage collaboration among trading partners across industries. (e.g. Shopee, Lazada, Zalora, Amazon).

5.9 Please mark (X) purpose of this establishment using the internet. (May choose more than one)

- (a) *Sending or receiving email*
- (b) *Telephoning over the internet (e.g. Microsoft Teams, Google Meet, WhatsApp Call)*
- (c) *Sending information or instant messaging*
- (d) *Getting information about goods or services*
- (e) *Getting information from government organisations*
- (f) *Liaise with government organisations (includes downloading / requesting forms, making online payments)*
- (g) *Internet banking*
- (h) *Accessing other financial services (e.g. purchases of insurance)*
- (i) *Providing customer service*
- (j) *Delivering online products (refers to products delivered via the internet in digital form, e.g., reports, software, computer games and other online services such as computer related services or information services)*
- (k) *Internal or external vacant information*
- (l) *Staff training (e.g. e-learning applications available on intranet or website)*
- (m) *Others*

5.10 Please mark (X) the adoption of digital technologies used at this establishment. (May choose more than one)

(a) Website

Refers to a collection of related web pages, including multimedia content, typically identified with a common domain name, and published on at least one web server.

(b) Social media

Refers to those that have user profile, an account or a user license depending on the requirements and the type of social media (e.g. Facebook, Instagram, Twitter, YouTube, TikTok).

(c) Mobile internet and technologies

Refers to activities where technology, platforms, business models and internet applications are combined with mobile communication technology (e.g. mobile broadband, laptop, smartphone, tablet etc.)

(d) Cloud computing

Refers to ICT services used over the internet to access software, computing power, storage capacity, etc. (e.g. Google Drive, Amazon Web Services, Salesforce etc.)

(e) Data analytics

Refers to a process or effort to process data into new information so that the characteristics of the data become easier to understand and useful for solving problems, especially those related to research (e.g. Tableau, Big Data Analytics, Mobile Business Intelligence etc.)

(f) Management software

Refers to application software that helps users while performing management activities (e.g. Human Resource Management System, Accounting Information System etc.)

(g) Online collaborative platform

Refers to the platform used by establishment to collaborate through internet (e.g. Zoom webinar, Google Meet, Stream Yard, Microsoft Team, Slack etc.)

(h) Usage of internet and 5G technology necessity

Refers to a mobile internet connection technology that offers faster speeds and more stable connections on mobile devices.

(i) Others (please specify)

Refers to digital technology other than the above (e.g. Internet of Thing, Artificial Intelligence & Machine Learning, Augmented Reality, Additive Manufacturing / 3D Printing, etc.)

(j) None

5.11 Please mark (X) in one box only whether this establishment allocate any financing to implement the digital technology transformation.

Question 6: Online services and e-commerce transactions

Online services are a term which can be used for any kind of business or commercial transaction that **includes sharing information across the internet**. Commerce constitutes the exchange of products and services between businesses, groups and individuals and can be seen as one of the essential activities of any business.

Electronic commerce focuses on the use of ICT to enable the external activities and relationships of the business with individuals, groups, and other businesses.

E-commerce transactions is the **sales or purchases** of goods or services over the **network computing / internet** with designed method for the purpose of **receive or make a booking** (sales or purchases). The transaction is between businesses, households, individuals, governments and organisations of other public / private.

6.1 Please mark (X) in one box only whether this establishments involved in sales or purchases transactions using internet during the reporting period.

6.2 Please mark (X) the type of platform that this establishments used for sales or purchases transactions using internet. (May choose more than one)

(a) Social media

Refers to those that have user profile, an account or a user license depending on the requirements and the type of social media (e.g. Facebook, Instagram and Tiktok).

(b) Website owned by your establishment

Refers to a collection of related web pages, including multimedia content, typically identified with a common domain name, and published on at least one web server.

(c) Online e-commerce marketplace

Refers to a type of e-commerce site where product or service information is provided by multiple third parties, whereas transactions are processed by the marketplace operator. (e.g. Shopee, Lazada, Zalora, Amazon).

(d) Designated private network

Refers to a communications network within an organisation or among a group of designated organisations. (e.g. Extranet, Electronic Data Interchange (EDI)).

- **EDI** is the computer to computer exchange of business information in a standard format. It reduces the paperwork involved in trading procedures and improves efficiency.

(e) Mobile Application

Refers to application (apps) that run on smartphones and other mobile devices. Mobile applications usually help users by connecting them to internet services more commonly accessed on desktop or notebook computers or help them by making it easier to use the internet on portable devices. (e.g. Grab app, Lazada app, Food Panda app, Mudah app, Carousell app).

6.3 Please mark (X) the method of payment that this establishment used for transactions using internet. (May choose more than one)

(a) Payment gateways

Refers to a merchant service provided by an e-commerce application service provider that authorizes credit card or direct payments processing for e-commerce, online retailers, or traditional business. (e.g. internet banking, credit card, debit card, bank transfer, e-wallet etc.)

(b) Cash on delivery

Refers to a type of transaction where the recipient pays at the time of delivery rather than using credit.

6.4 Please mark (X) in one box only whether this establishment receive orders (make sales) for goods or services via e-commerce.

6.5 Please indicate an estimate of the percentage of total income receive orders from sales of goods or services via e-commerce.

E-commerce income refers to the total income earned by an organisation from **e-commerce transactions**. Income for Wholesale and Retail Trade organizations refers to the value of sales of goods and services. Sales value means the value of all goods in which ownership or absolute right to use has been transferred to another person with the intention that the goods will be eventually purchased. Services provided during the reporting period regardless of when or how payment was made.

The percentage of e-commerce income transactions refers to the total value of e-commerce income transactions divided by the total income.

6.6 Please indicate the percentage of e-commerce income by platform of placing order:

- (a) Via online ordering facility on the website of suppliers / vendors
- (b) Via another website (e.g. online marketplace, e-commerce platform, agent's site etc.)
- (c) Designated private network (e.g. Extranet, EDI etc.)
- (d) Others (please specify)

6.7 Please indicate the percentage of e-commerce income by type of customers:

(a) Other business – B2B

Business to Business (B2B) is a commerce transaction between businesses. In this case, one business sells products or services to another business. For example, a manufacturer can sell to a wholesaler or a wholesaler can sell to a retailer.

(b) Individual consumers – B2C

Business to Consumers (B2C) is business marketing to consumers; business transaction sales/ purchase or service to consumers. Normally selling products directly to consumers at business premises but now sales / purchases between businesses and consumers are occur online.

(c) Government and other non-business organisations – B2G

Business to Government (B2G) is a business model that refers to businesses selling products, services or information to governments or government agencies. B2G networks or models provide a way for businesses to bid on government projects or products that government might purchase or need for their organisations. This can encompass public sector organisations that propose the bids. B2G activities are increasingly being conducted via the internet through real-time bidding. B2G is also referred to as public sector marketing.

TOTAL - Please make sure that the sum of these percentages is equal to 100%.

6.8 Please indicate the percentage of e-commerce income by type of market:

(a) Domestic

Refers to e-commerce transactions income / expenditure that conducted in Malaysia.

(b) International

Refers to e-commerce transactions income / expenditure that conducted which involves international transaction.

TOTAL - Please make sure the sum of the percentages is equal to 100%.

6.9 Please indicate the name of the country that contribute the highest international e-commerce income with this establishment.

6.10 Please mark (X) in one box only whether this establishment place orders (make purchase) of goods or services via e-commerce.

6.11 Please indicate an estimate percentage of total expenditure for purchases of goods or services via e-commerce.

E-commerce expenditure refers to the total expenditure for organizations that have e-commerce transactions.

The percentage of e-commerce expenditure transactions refers to the total value of e-commerce transaction expenses divided by the total expenses.

6.12 Please indicate the percentage of e-commerce expenditure by type of customers:

(a) Other business – B2B

***Business to Business (B2B)** is a commerce transaction between businesses. In this case, one business sells products or services to another business. For example, a manufacturer can sell to a wholesaler, or a wholesaler can sell to a retailer.*

(b) Individual consumers – B2C

***Business to Consumers (B2C)** is business marketing to consumers; business transaction sales/ purchase or service to consumers. Normally selling products directly to consumers at business premises but now sales / purchases between businesses and consumers are occur online.*

(c) Government and other non-business organisations – B2G

***Business to Government (B2G)** is a business model that refers to businesses selling products, services or information to governments or government agencies. B2G networks or models provide a way for businesses to bid on government projects or products that government might purchase or need for their organisations. This can encompass public sector organisations that propose the bids. B2G activities are increasingly being conducted via the internet through real-time bidding. B2G is also referred to as public sector marketing.*

TOTAL - Please make sure that the sum of the percentage is equal to 100%.

6.13 Please indicate the percentage of e-commerce expenditure by type of market:

(a) Domestic

Refers to e-commerce transactions income / expenditure that conducted in Malaysia.

(b) International

Refers to e-commerce transactions income / expenditure that conducted which involves international transaction.

TOTAL - Please make sure that the sum of the percentage is equal to 100%.

6.14 Please indicate the name of the country that contribute the highest international e-commerce expenditure with this establishment.