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JABATAN PERDANA MENTERI
JABATAN PERANGKAAAN MALAYSIA

KENYATAAN MEDIA BAGI PRESTASI SEKTOR PERKHIDMATAN DAN PENDAPATAN E-DAGANG SUKU TAHUN KEEMPAT DAN TAHUNAN 2021

**Hasil sektor Perkhidmatan suku keempat 2021 berkembang 5.3 peratus
merekodkan RM460.0 bilion dengan hasil tahunan berjumlah RM1.7 trilion**

PUTRAJAYA, 9 FEBRUARI 2022 – Pada hari ini, Jabatan Perangkaan Malaysia (DOSM) menerbitkan **Perangkaan Perkhidmatan Suku Tahunan, Suku Keempat 2021**. Penerbitan ini memaparkan statistik sektor Perkhidmatan yang merangkumi subsektor Perdagangan Borong & Runcit; Maklumat & Komunikasi; Pengangkutan & Penyimpanan; Makanan & Minuman; Profesional; Kesihatan Swasta; Pendidikan Swasta; Penginapan; Kesenian, Hiburan & Rekreasi, Ejen Hartanah dan Pendapatan e-dagang bagi suku tahun keempat dan tahunan 2021.

Mengulas laporan tersebut, Dato' Sri Dr. Mohd Uzir Mahidin, Ketua Perangkawan Malaysia berkata, "Prestasi sektor Perkhidmatan pada suku keempat 2021 merekodkan RM460.0 bilion dengan pertumbuhan positif 5.3 peratus tahun ke tahun (Carta 1). Peningkatan dalam sektor Perkhidmatan itu dipacu oleh segmen Perdagangan Borong & Runcit, Makanan & Minuman dan Penginapan yang naik 5.1 peratus kepada RM370.1 bilion, diikuti segmen Pengangkutan & Penyimpanan dan Maklumat & Komunikasi dan segmen Kesihatan Swasta, Pendidikan Swasta dan Kesenian, Hiburan & Rekreasi masing-masing meningkat 8.2 peratus dan 6.5 peratus kepada RM67.0 bilion dan RM14.3 bilion.

Ketua Perangkawan turut berkata, “Perbandingan prestasi mengikut subsektor menunjukkan subsektor Perdagangan Borong & Runcit mencatatkan peningkatan tertinggi RM17.1 bilion atau 5.1 peratus tahun ke tahun. Ini diikuti oleh subsektor Pengangkutan & Penyimpanan dan Maklumat & Komunikasi, masing-masing meningkat 16.3 peratus dan 3.4 peratus kepada RM26.9 bilion dan RM40.1 bilion pada suku keempat 2021.”

Sementara itu, bagi perbandingan suku tahun ke suku tahun, jumlah hasil pada suku keempat 2021 meningkat 17.7 peratus atau RM69.0 bilion. Peningkatan ini turut didorong oleh subsektor Perdagangan Borong & Runcit dan Pengangkutan & Penyimpanan, masing-masing meningkat 17.8 peratus dan 26.3 peratus. Pada tahun 2021, hasil meningkat 2.8 peratus kepada RM1.7 trilion berbanding RM1.6 trilion pada tahun sebelumnya.”

Ketua Perangkawan mengulas, “Hasil sektor Perkhidmatan bagi suku tahun keempat 2021 yang merekodkan RM460.0 bilion telah melebihi hasil pada suku tahun keempat 2019 (pra-pandemik COVID-19) sebanyak 0.2 peratus (ST4 2019: RM459.2 bilion). Subsektor yang telah melepasi hasil pra-pandemik ialah Perdagangan Borong & Runcit 4.6 peratus, Maklumat dan Komunikasi 9.8 peratus dan Kesihatan Swasta 10.6 peratus (Carta 6).”

Hasil tahunan sektor Perkhidmatan 2021 yang merekodkan RM1.7 trilion masih belum melepasi hasil tahun 2019 (RM1.8 trilion). Walau bagaimanapun, subsektor Maklumat dan Komunikasi dan Kesihatan Swasta telah melepasi hasil pra-pandemik 2019 dengan masing-masing mencatatkan 10.5 peratus dan 6.0 peratus (Carta 7).

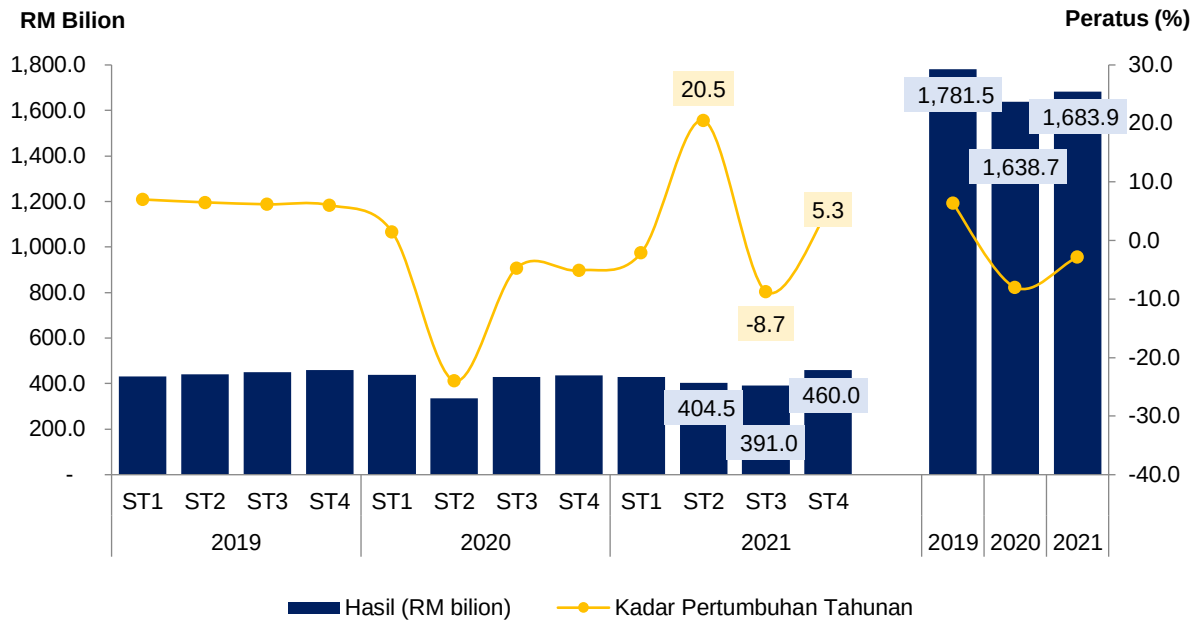
Pendapatan e-dagang Malaysia merekodkan RM290.3 bilion, peningkatan 18.3 peratus tahun ke tahun pada suku tahun keempat 2021. Di samping itu, bagi perbandingan suku tahun ke suku tahun, pendapatan e-dagang meningkat 4.0 peratus. Pertumbuhan e-dagang ini didorong oleh sektor Pembuatan dan Perkhidmatan. Seiring dengan pertumbuhan itu, prestasi keseluruhan pendapatan e-dagang pada tahun 2021 merekodkan RM1.1 trilion, meningkat 21.8 peratus berbanding 2020.

Mengulas lanjut, Dato' Sri Dr. Mohd Uzir Mahidin berkata, “Jumlah pekerja dalam sektor ini ialah 3.7 juta orang, naik sebanyak 52,077 orang atau 1.4 peratus tahun ke tahun. Kenaikan ini disumbangkan oleh subsektor Perdagangan Borong & Runcit dengan peningkatan sebanyak 50,575 orang atau 2.7 peratus, diikuti subsektor Pengangkutan & Penyimpanan, meningkat sebanyak 13,507 orang atau 4.2 peratus. Jumlah pekerja juga naik 1.9 peratus suku tahun ke suku tahun atau meningkat 71,021 orang berbanding suku tahun sebelumnya.

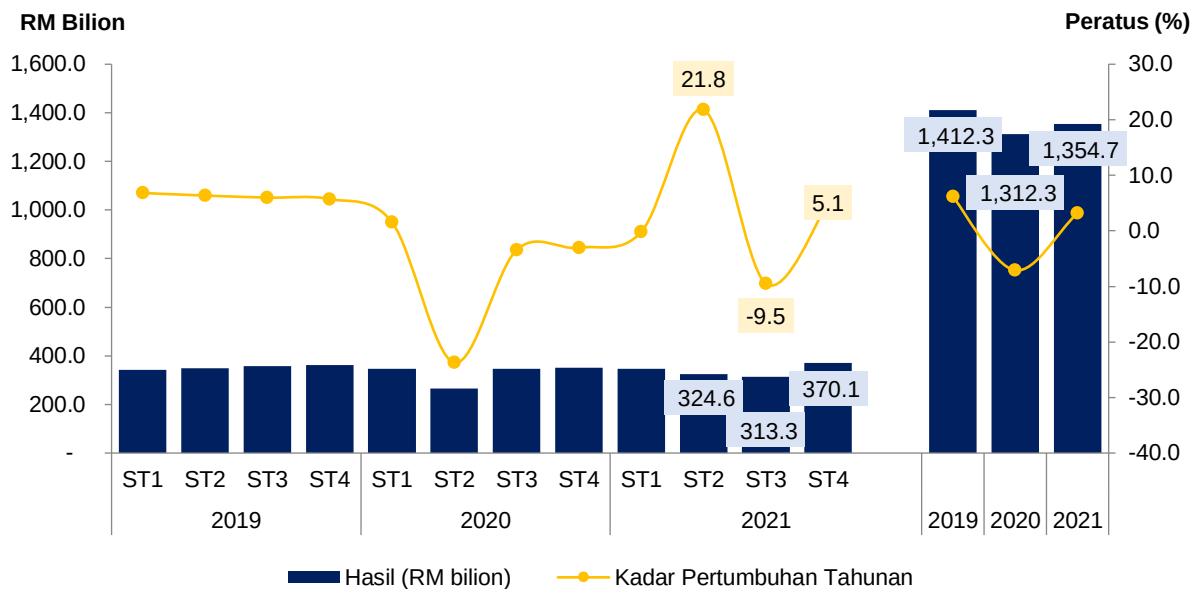
Gaji dan upah yang dibayar juga mencatatkan peningkatan sebanyak RM303.7 juta atau 1.2 peratus tahun ke tahun. Peningkatan ini disumbangkan oleh subsektor Perdagangan Borong & Runcit yang naik 3.6 peratus kepada RM13.3 bilion dan diikuti oleh Pengangkutan & Penyimpanan, naik 2.3 peratus kepada RM2.6 bilion. Sementara itu, bagi perbandingan suku tahun ke suku tahun, gaji dan upah meningkat 3.8 peratus untuk mencatatkan RM25.0 bilion pada suku keempat 2021.”

Jabatan Perangkaan Malaysia sedang menjalankan Survei Pendapatan, Perbelanjaan Isi Rumah dan Kemudahan Asas (HIES/BA) 2022 bermula dari 1 Januari 2022 sehingga 31 Disember 2022. Jabatan ini amat menghargai kerjasama daripada responden yang terpilih untuk memberikan maklumat kepada pegawai DOSM serta menjayakan survei ini. Sila layari www.dosm.gov.my untuk maklumat lanjut.

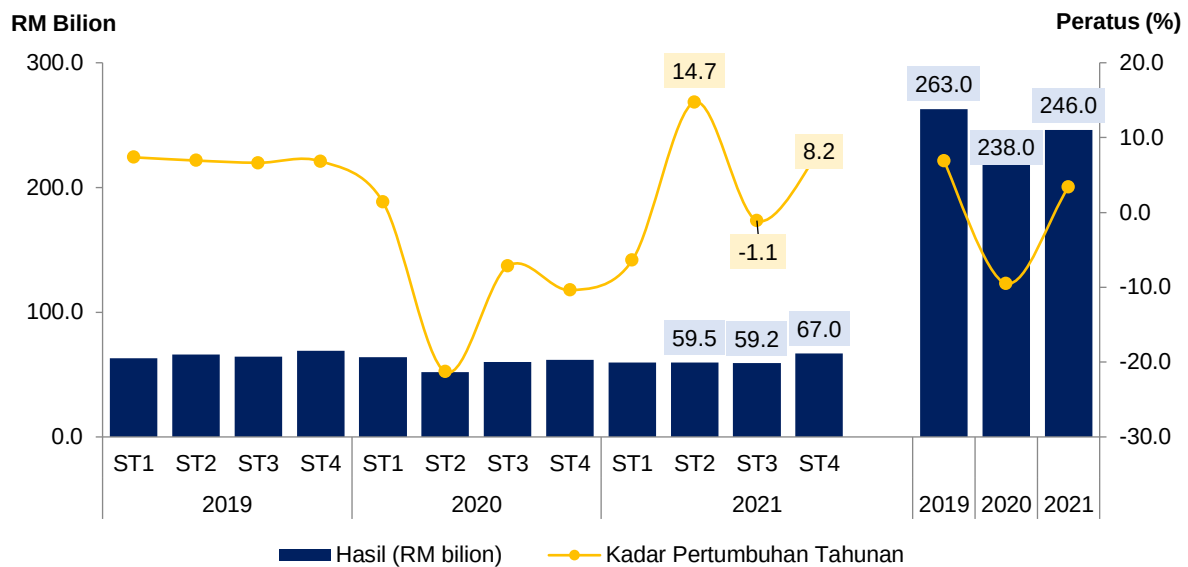
Carta 1: Prestasi Sektor Perkhidmatan, 2019 – 2021 (RM Bilion)



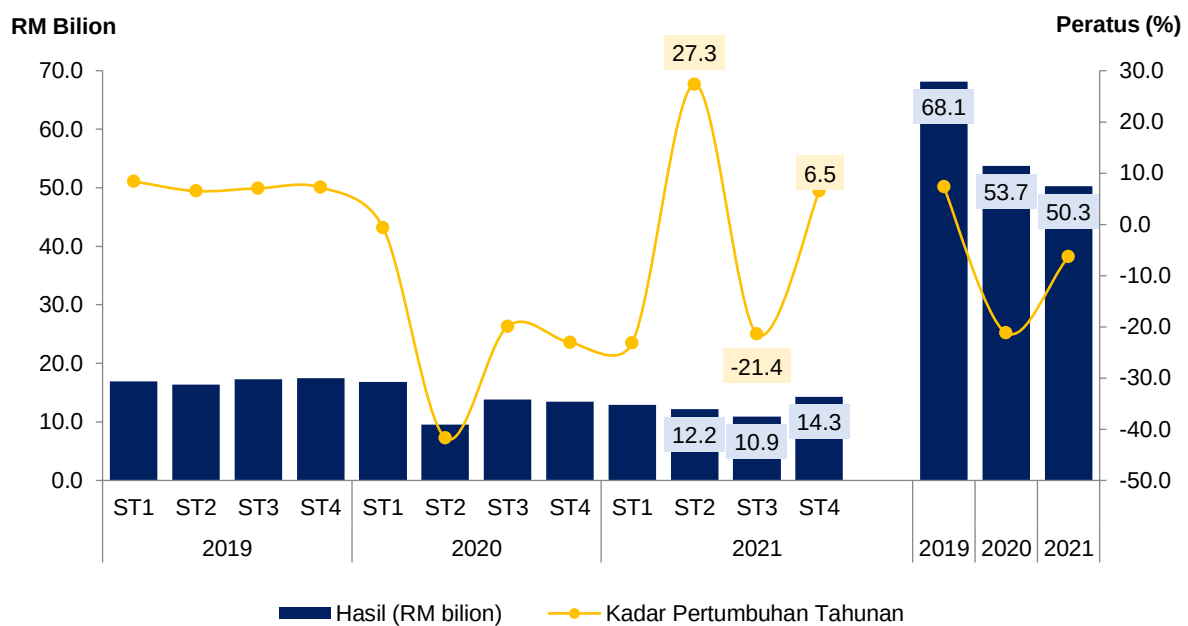
Carta 2: Prestasi Segmen Perdagangan Borong & Runcit, Makanan & Minuman dan Penginapan, 2019 – 2021 (RM Bilion)



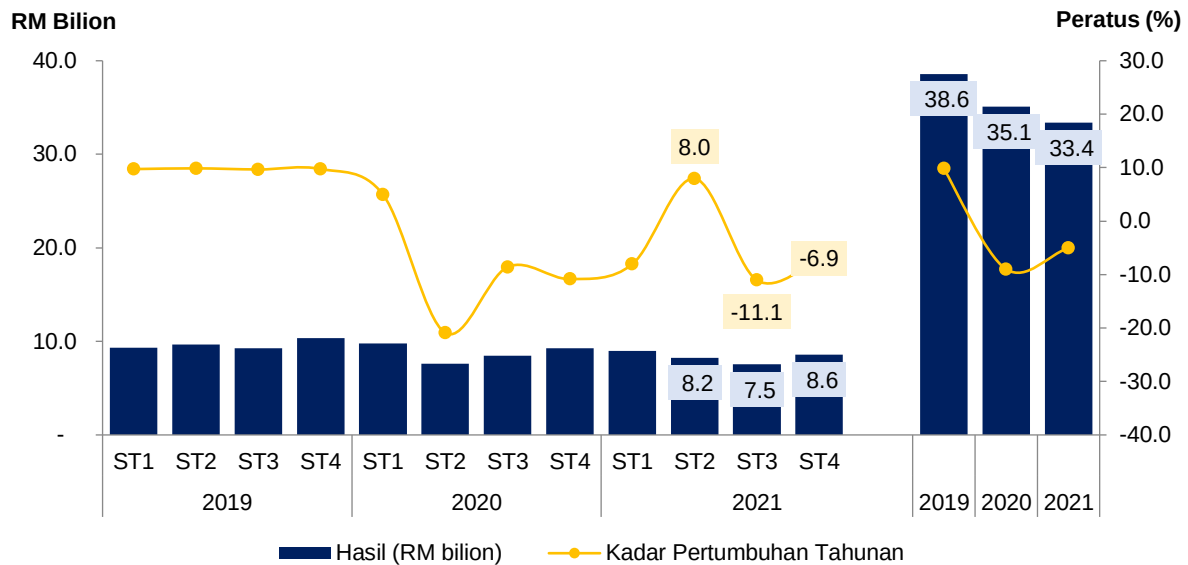
Carta 3: Prestasi Segmen Maklumat & Komunikasi dan Pengangkutan & Penyimpanan, 2019 – 2021 (RM Bilion)



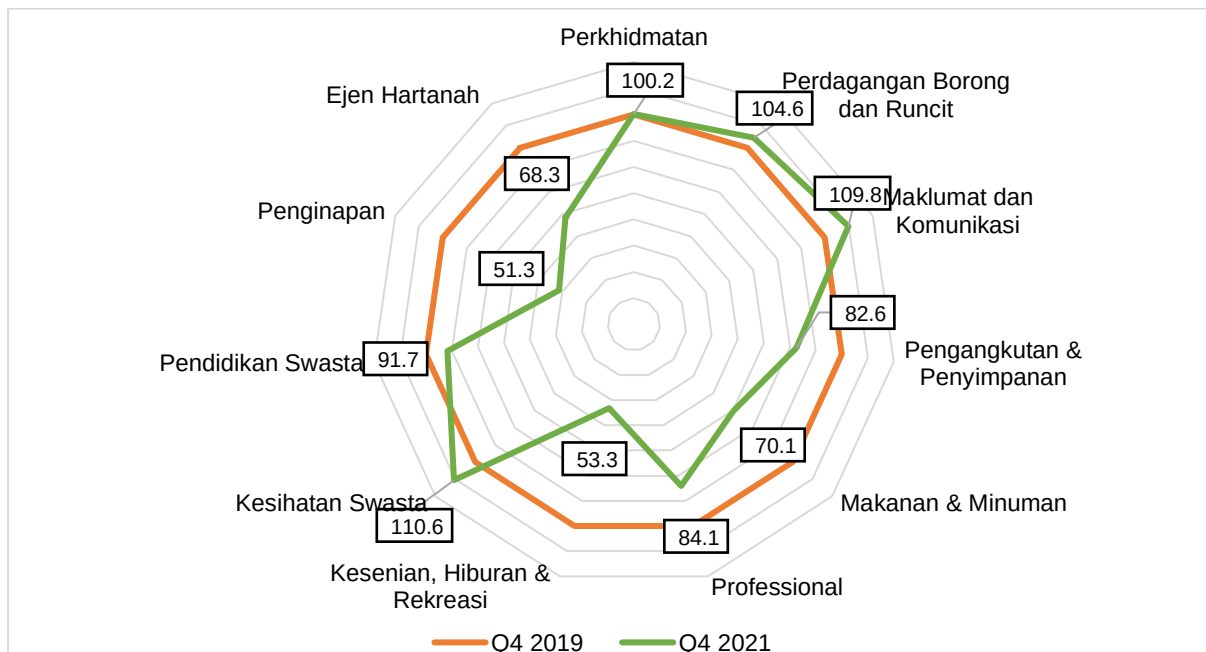
Carta 4: Prestasi Segmen Kesihatan Swasta, Pendidikan Swasta dan Kesenian, Hiburan & Rekreasi, 2019 – 2021 (RM Bilion)



**Carta 5: Prestasi Segmen Profesional dan Ejen Hartanah, 2019 – 2021
(RM Bilion)**



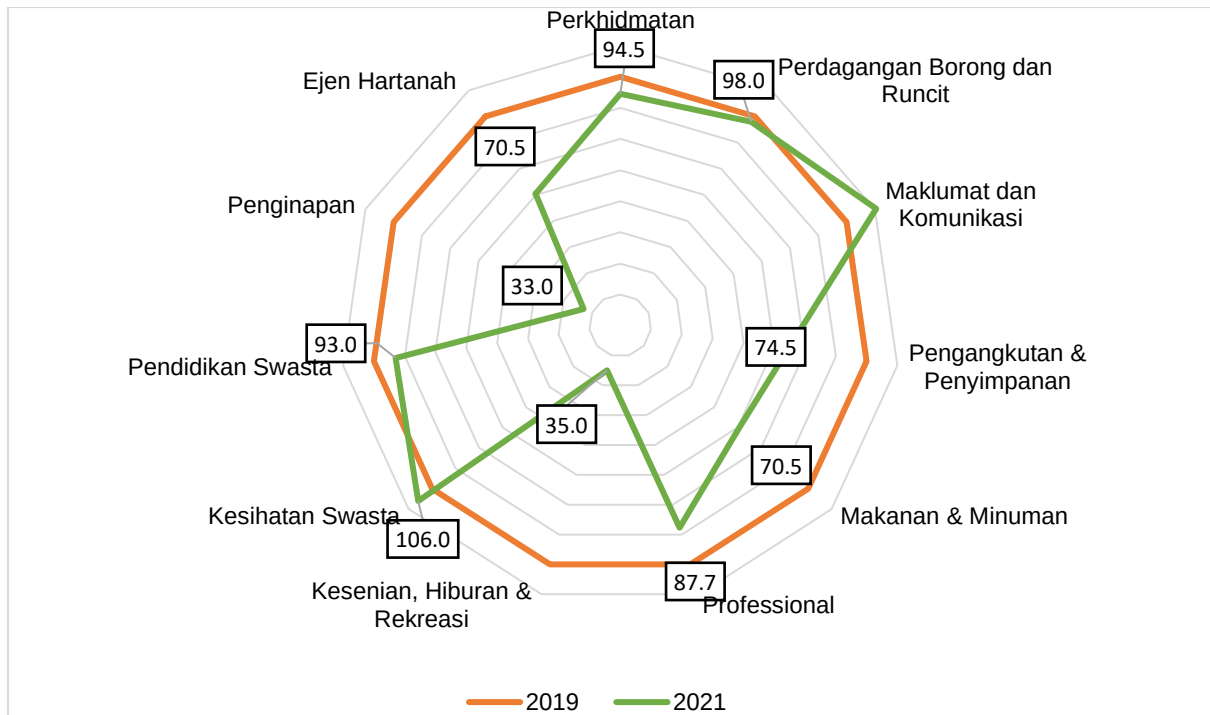
Carta 6: Prestasi Sektor Perkhidmatan (dalam Mata Indeks), Q4 2021 berbanding Q4 2019 (Pra-pandemik)



Nota.

- Tahun 2019 digunakan sebagai rujukan yang merujuk kepada tempoh pra-pandemik yang bersamaan dengan 100.0
- Indeks di atas 100.0 bermakna prestasi subsektor adalah lebih baik berbanding tahun 2019
- Indeks di bawah 100.0 bermakna prestasi subsektor lemah berbanding 2019

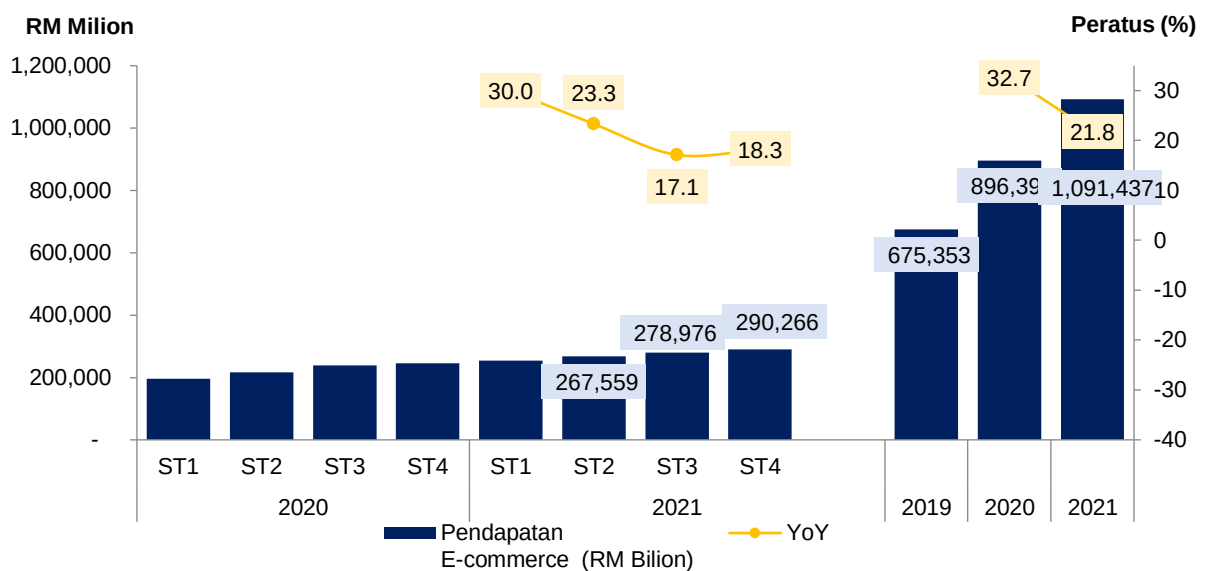
Carta 7: Prestasi Sektor Perkhidmatan (dalam Mata Indeks), 2021 berbanding 2019 (Pra-pandemik)



Nota.

- i. Tahun 2019 digunakan sebagai rujukan yang merujuk kepada tempoh pra-pandemik yang bersamaan dengan 100.0
- ii. Indeks di atas 100.0 bermakna prestasi subsektor adalah lebih baik berbanding tahun 2019
- iii. Indeks di bawah 100.0 bermakna prestasi subsektor lemah berbanding 2019

Carta 8: Pendapatan E-commerce, 2020 - 2021 (RM Bilion)



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9 FEBRUARI 2022

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PRIME MINISTER'S DEPARTMENT
DEPARTMENT OF STATISTICS MALAYSIA

MEDIA STATEMENT

FOR PERFORMANCE OF SERVICES SECTOR AND E-COMMERCE INCOME, FOURTH QUARTER AND ANNUAL 2021

***Revenue for Services sector in fourth quarter 2021 expand 5.3 per cent
recorded RM460.0 billion with annual amounting to RM1.7 trillion***

PUTRAJAYA, FEBRUARY 9, 2022 – Today, the Department of Statistics, Malaysia (DOSM) released the **Quarterly Services Statistics, Fourth Quarter 2021**. This publication presents statistics on the Services sector, which encompasses the sub-sectors of Wholesale & Retail Trade; Information & Communication; Transportation & Storage; Food & Beverages; Professional; Private Health; Private Education; Accommodation; Arts, Entertainment & Recreation; Real Estate Agents; and Income of e-commerce for the fourth quarter and annual 2021.

Commenting on the report, Dato' Sri Dr. Mohd Uzir Mahidin, Chief Statistician Malaysia said, "Services sector performance in the fourth quarter of 2021 recorded RM460.0 billion with a positive growth of 5.3 per cent year-on-year (Chart 1). The increase in Services sector was driven by Wholesale & Retail Trade, Food & Beverages, and Accommodation segment, which increased 5.1 per cent to RM370.1 billion, and followed by Transportation & Storage and Private Health, Private Education, and Arts, Entertainment & Recreation segment, which went up 8.2 per cent and 6.5 per cent to RM67.0 billion and RM14.3 billion, respectively.

The Chief Statistician also said, “Comparison of the performance by sub-sector showed that the Wholesale & Retail Trade sub-sector recorded the highest increment with RM17.1 billion, or 5.1 per cent year-on-year. This was followed by the Transportation & Storage and Information & Communication sub-sectors, increased 16.3 per cent, and 3.4 per cent, respectively to record RM26.9 billion, and RM40.1 billion in fourth quarter 2021.”

Meanwhile, for quarter-on-quarter comparison, total revenue in the fourth quarter of 2021 surged 17.7 per cent or RM69.0 billion. The growth was also propelled by Wholesale & Retail Trade and Transportation & Storage sub-sectors, which improved 17.8 per cent, and 26.3 per cent, respectively. In year 2021, the revenue increased 2.8 per cent to RM1.7 trillion, when compared to RM1.6 trillion in the previous year.

The Chief Statistician commented, “Services sector revenue for the fourth quarter of 2021 which recorded RM460.0 billion exceeded the revenue registered in the fourth quarter of 2019 (pre-pandemic COVID-19) by 0.2 per cent (Q4 2019: RM459.2 billion). The sub-sectors that have surpassed the pre-pandemic performance were Wholesale & Retail Trade with 4.6 per cent, Information and Communication 9.8 per cent, and Private Health, 10.6 per cent (Chart 6).”

The annual revenue of the Services sector for 2021 which recorded RM1.7 trillion has not yet surpassed the revenue of 2019 (RM1.8 trillion). However, the Information and Communication and Private Health sub-sectors have surpassed the 2019 pre-pandemic performance by recording 10.5 per cent, and 6.0 per cent, respectively (Chart 7).

Malaysia's e-commerce income recorded RM290.3 billion, an increase of 18.3 per cent year-on-year in the fourth quarter of 2021. Whilst, for quarter-on-quarter comparison, income of e-commerce rose 4.0 per cent. The growth in e-commerce was driven mainly by Manufacturing and Services sectors. In line with the growth, the overall e-commerce income performance in 2021 recorded RM1.1 trillion, an increase of 21.8 per cent as compared to 2020 (Chart 8).

Dato' Sri Dr. Mohd Uzir Mahidin added, "The number of persons engaged in this sector was 3.7 million, grew by 52,077 persons, or 1.4 per cent year-on-year. The rise was attributed by Wholesale & Retail Trade sub-sector with an increase of 50,575 persons, or 2.7 per cent, followed by the Transportation & Storage sub-sectors, which rose by 13,507 persons or 4.2 per cent. The number of persons engaged also increased 1.9 per cent quarter-on-quarter, which amounted to 71,021 persons as against the previous quarter.

Salaries and wages paid also registered an increase of RM303.7 million, or 1.2 per cent year-on-year. The increase was attributed by the Wholesale & Retail Trade sub-sector, which rose 3.6 per cent to record RM13.3 billion and was accompanied by the Transportation & Storage sub-sector, which increased 2.3 per cent to record RM2.6 billion." Meanwhile, for quarter-on-quarter comparison, salaries and wages grew 3.8 per cent to register RM25.0 billion in the fourth quarter of 2021."

The Department of Statistics Malaysia is conducting the Household Income, Expenditure and Basic Amenities Survey (HIES/BA) 2022 from 1st January 2022 to 31st December 2022. The Department greatly appreciates the cooperation given by selected respondents by sharing their information with DOSM officers and making the survey a success. Please visit www.dosm.gov.my for more information.

Chart 1: Performance of Services Sector, 2019 - 2021 (RM Billion)

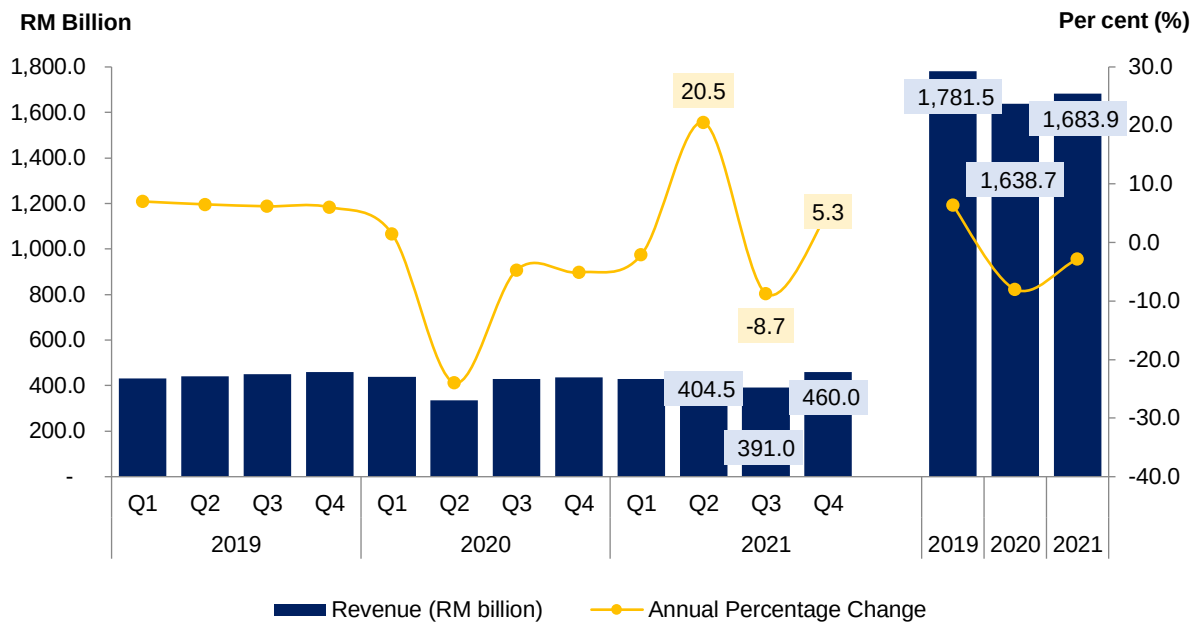


Chart 2: Performance of Wholesale & Retail Trade, Food & Beverages and Accommodation Segment, 2019 - 2021 (RM Billion)

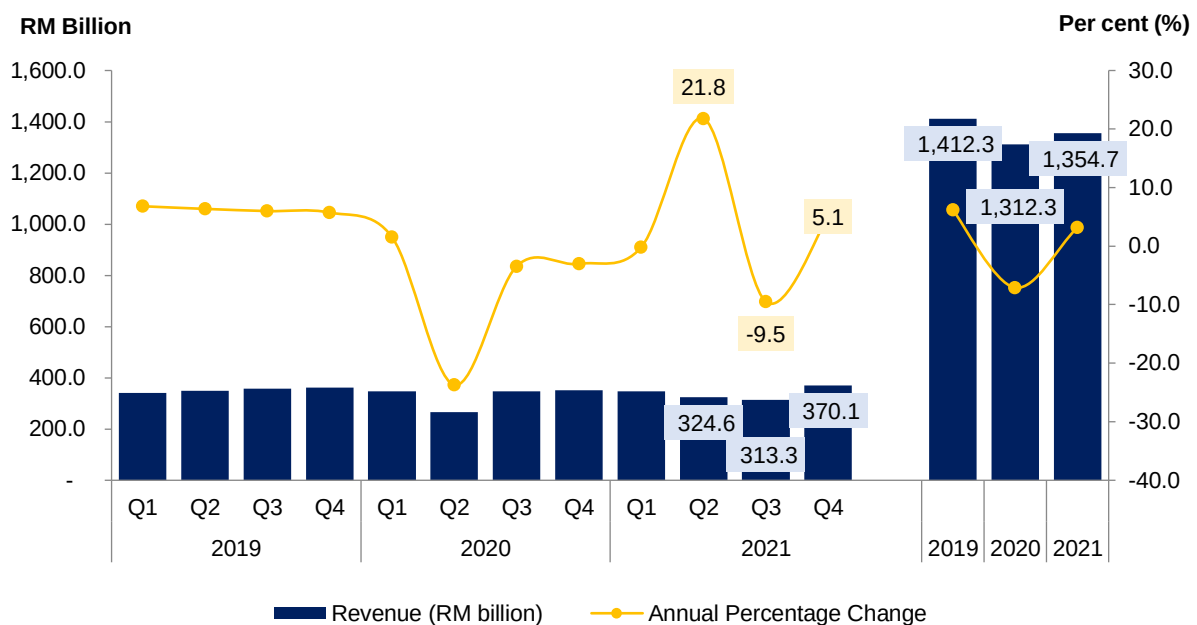


Chart 3: Performance of Information & Communication and Transportation & Storage Segment, 2019 - 2021 (RM Billion)

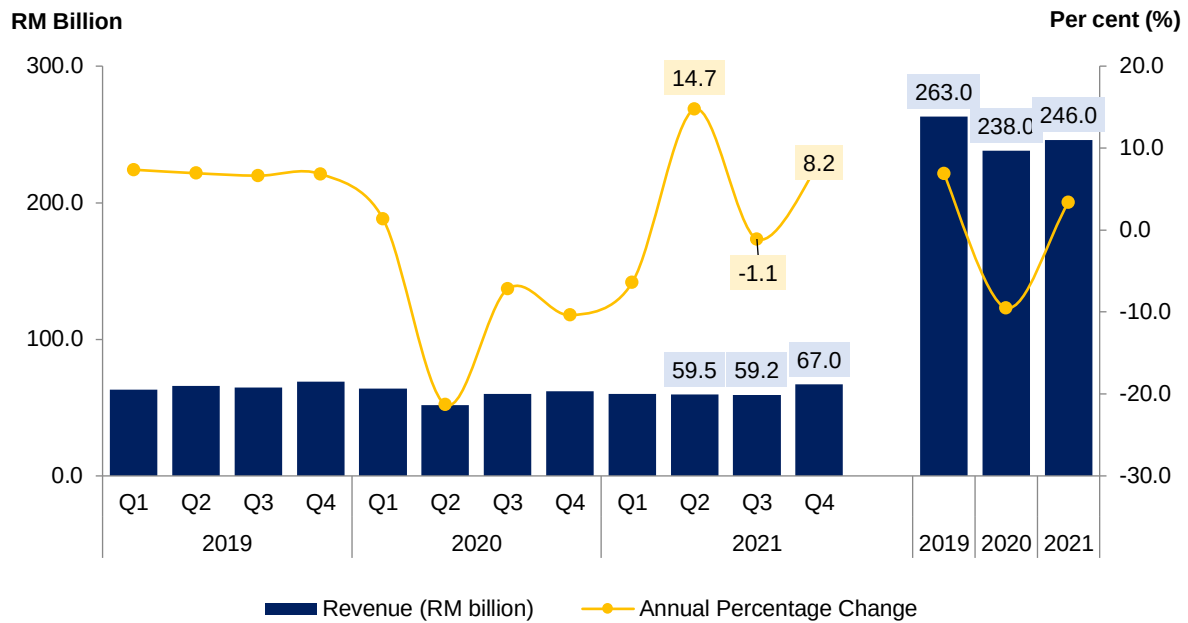


Chart 4: Performance of Private Health, Private Education and Arts, Entertainment & Recreation Segment, 2019 - 2021 (RM Billion)

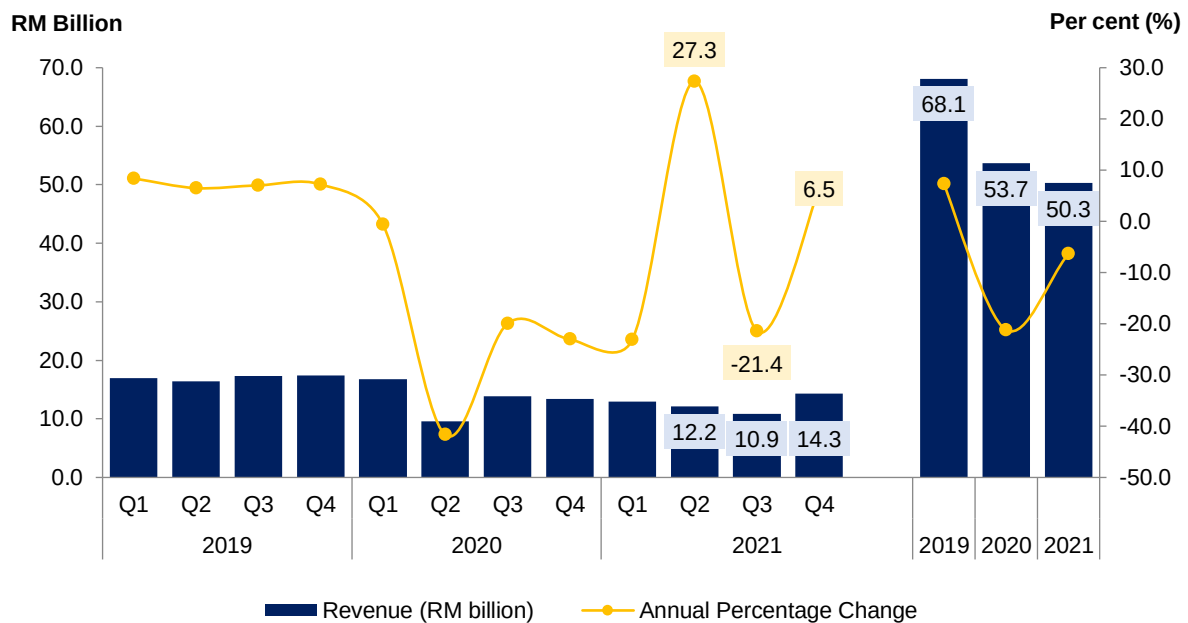


Chart 5: Performance of Professional and Real Estate Agent Segment, 2019 - 2021 (RM Billion)

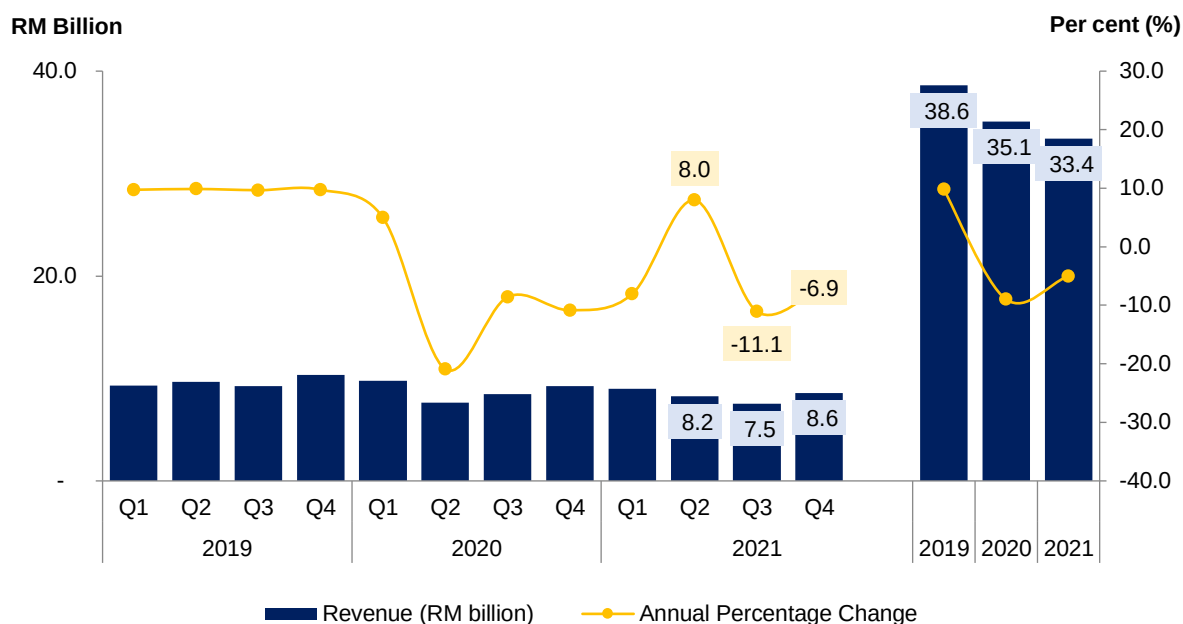


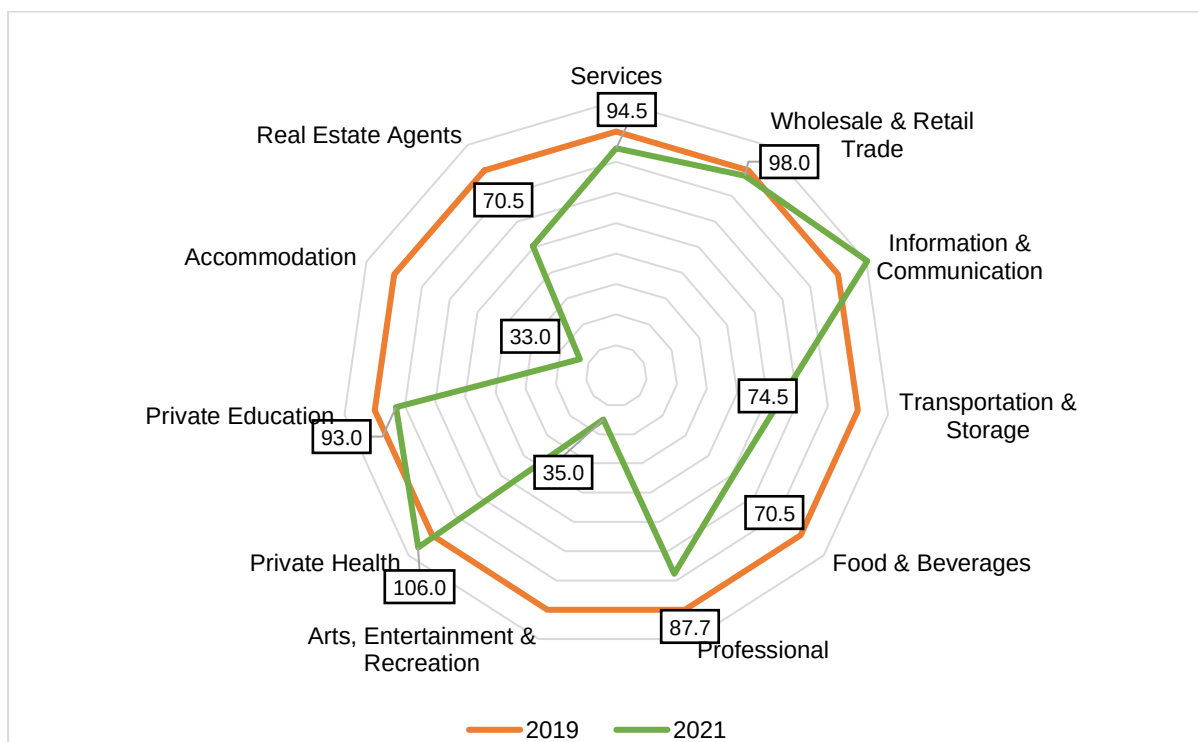
Chart 6: Performance of Services Sector (in Index Points), Q4 2021 against Q4 2019 (Pre-pandemic)



Note.

- i. Year 2019 is used as a reference which referred to pre-pandemic period which equivalent to 100.0
- ii. The index above 100.0 means the performance of the subsector is better than in 2019
- iii. The index below 100.0 means the performance of the subsector is less good than in 2019

Chart 7: Performance of Services Sector (in Index Points), 2021 against 2019 (Pre-pandemic)



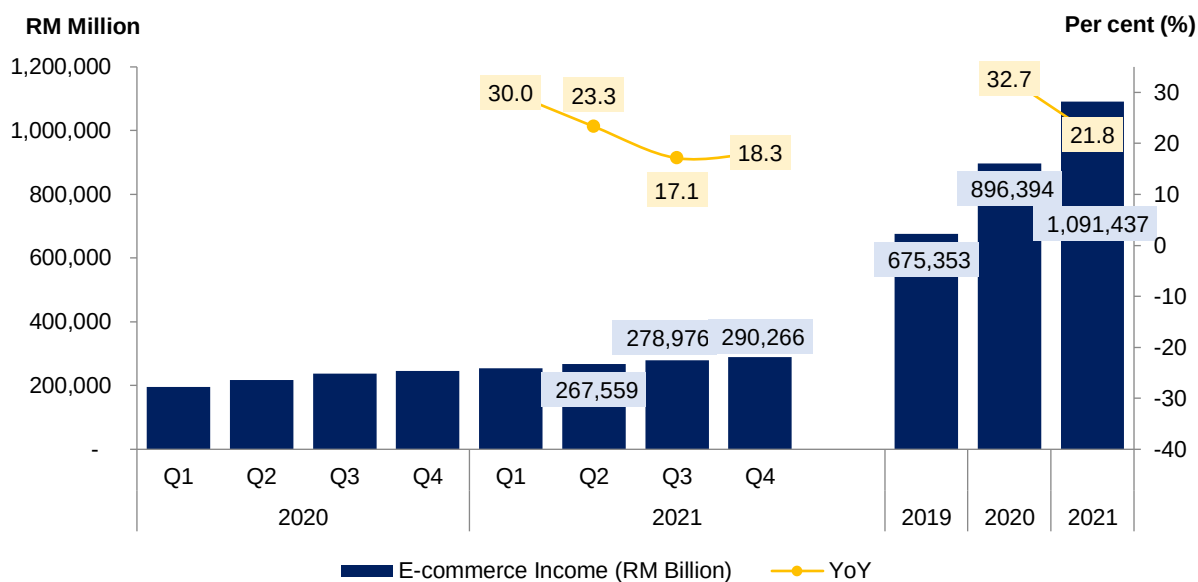
Note.

i. Year 2019 is used as a reference which referred to pre-pandemic period which equivalent to 100.0

ii. The index above 100.0 means the performance of the subsector is better than in 2019

iii. The index below 100.0 means the performance of the subsector is less good than in 2019

Chart 8: E-commerce income, 2020 - 2021 (RM Billion)



Released by:

***THE OFFICE OF CHIEF STATISTICIAN MALAYSIA
DEPARTMENT OF STATISTICS, MALAYSIA
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