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KEMENTERIAN EKONOMI
JABATAN PERANGKAAN MALAYSIA

KENYATAAN MEDIA
BAGI PRESTASI SEKTOR PERKHIDMATAN DAN PENDAPATAN E-DAGANG,
SUKU TAHUN KEEMPAT 2023

**Hasil Sektor Perkhidmatan Meningkat 6.6 peratus kepada
RM591.4 bilion pada Suku Tahun Keempat 2023**

PUTRAJAYA, 8 FEBRUARI 2024 – Hasil sektor Perkhidmatan mencatatkan pertumbuhan 6.6 peratus tahun-ke-tahun pada suku tahun keempat 2023 untuk merekodkan sebanyak RM591.4 bilion. Ini dilaporkan oleh Jabatan Perangkaan Malaysia (DOSM) hari ini dalam siaran **Perangkaan Perkhidmatan Suku Tahunan, Suku Keempat 2023**. Laporan 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, Hartanah; Pentadbiran & Khidmat Sokongan; Perkhidmatan Persendirian & Lain-lain Aktiviti dan Pendapatan e-Dagang.

Ketua Perangkawan Malaysia, Dato' Sri Dr. Mohd Uzir Mahidin mengulas bahawa, "Pertumbuhan sebanyak 6.6 peratus disumbangkan oleh prestasi yang menggalakkan bagi semua segmen di bawah sektor Perkhidmatan. Peningkatan ketara dicatatkan oleh segmen Perdagangan Borong & Runcit, Makanan & Minuman dan Penginapan yang meningkat RM25.1 bilion kepada RM450.9 bilion. Ini diikuti oleh segmen Maklumat & Komunikasi dan Pengangkutan & Penyimpanan (+RM6.1 bilion; 8.1%), segmen Profesional, Hartanah dan Pentadbiran & Khidmat Sokongan (+RM3.1 bilion; 8.8%) dan segmen Kesihatan Swasta, Pendidikan Swasta, Kesenian, Hiburan & Rekreasi dan Perkhidmatan Persendirian & Lain-lain Aktiviti (+RM2.3 bilion; 12.3%)."

Beralih kepada analisis perbandingan suku tahun-ke-suku tahun, jumlah hasil merekodkan kenaikan 1.3 peratus (+RM7.3 bilion) berbanding suku tahun ketiga 2023. Peningkatan ini turut didorong oleh segmen Perdagangan Borong & Runcit, Makanan & Minuman dan Penginapan yang meningkat 1.0 peratus (+RM4.3 bilion). Ini diikuti oleh segmen Maklumat & Komunikasi dan Pengangkutan & Penyimpanan (+RM1.3 bilion; 1.6%), segmen Profesional, Hartanah dan Pentadbiran & Khidmat Sokongan (+RM1.1 bilion; 3.0%) dan segmen Kesihatan Swasta, Pendidikan Swasta, Kesenian, Hiburan & Rekreasi dan Perkhidmatan Persendirian & Lain-lain Aktiviti (+RM0.6 bilion; 3.2%).

Mengulas lanjut berkenaan prestasi tersebut, Dato' Sri Mohd Uzir menjelaskan jumlah hasil keseluruhan sektor perkhidmatan tahun 2023 adalah RM2.3 trilion iaitu meningkat 8.4 peratus berbanding tahun sebelumnya (2022: RM2.1 trilion). Prestasi ini disumbangkan oleh subsektor Perdagangan Borong & Runcit, Pengangkutan & Penyimpanan dan Maklumat & Komunikasi masing-masing meningkat 7.7 peratus (+RM119.1 bilion), 15.8 peratus (+RM20.4 bilion) dan 5.3 peratus (+RM8.6 bilion) berbanding 2022. Namun begitu, terdapat beberapa subsektor yang masih belum melepasi nilai hasil sebelum pandemik (2019) iaitu Makanan & Minuman (-1.4%), Kesenian, Hiburan & Rekreasi (-24.4%) dan Perkhidmatan Persendirian & Lain-lain Aktiviti (-23.9%). Ini berikutan terdapat beberapa aktiviti berkaitan industri pelancongan yang masih dalam fasa pemulihan selepas pembukaan sempadan antarabangsa bermula 1 April 2022 dan belum melepasi paras pra-pandemik.

Bagi pendapatan e-Dagang, Ketua Perangkawan berkata, "ia mencatatkan nilai sebanyak RM291.9 bilion iaitu bertumbuh 1.7 peratus tahun-ke-tahun pada suku tahun keempat 2023. Bagi perbandingan suku tahun ke suku tahun, pendapatan e-Dagang meningkat secara marginal sebanyak 0.8 peratus. Nilai keseluruhan pendapatan e-Dagang pada 2023 bertumbuh 4.9 peratus berbanding tahun sebelumnya bagi merekodkan nilai sebanyak RM1.2 trilion."

Dato' Sri Dr. Mohd Uzir Mahidin menambah "Jumlah pekerja dalam sektor ini seramai 4.4 juta orang, meningkat 79.3 ribu orang atau 1.8 peratus tahun-ke-tahun. Kenaikan ini disumbangkan oleh subsektor Perdagangan Borong & Runcit dengan peningkatan sebanyak 40.4 ribu orang atau 2.1 peratus, diikuti subsektor Pengangkutan &

Penyimpanan (+15.1 ribu orang; 4.2%). Bagi suku tahun-ke-suku tahun, jumlah pekerja bertumbuh 0.5 peratus, meningkat 23.4 ribu orang.”

Sementara itu, gaji dan upah yang dibayar mencatatkan peningkatan sebanyak RM1.0 bilion atau 3.3 peratus tahun-ke-tahun. Kenaikan ini disumbangkan oleh subsektor Perdagangan Borong & Runcit dan Pengangkutan & Penyimpanan yang masing-masing bertambah sebanyak RM0.4 bilion (+2.5%) dan RM0.2 bilion (+5.6%). Bagi perbandingan suku tahun-ke-suku tahun, gaji dan upah berkembang 0.8 peratus untuk mencatatkan RM32.0 bilion pada suku tahun keempat 2023.

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>.

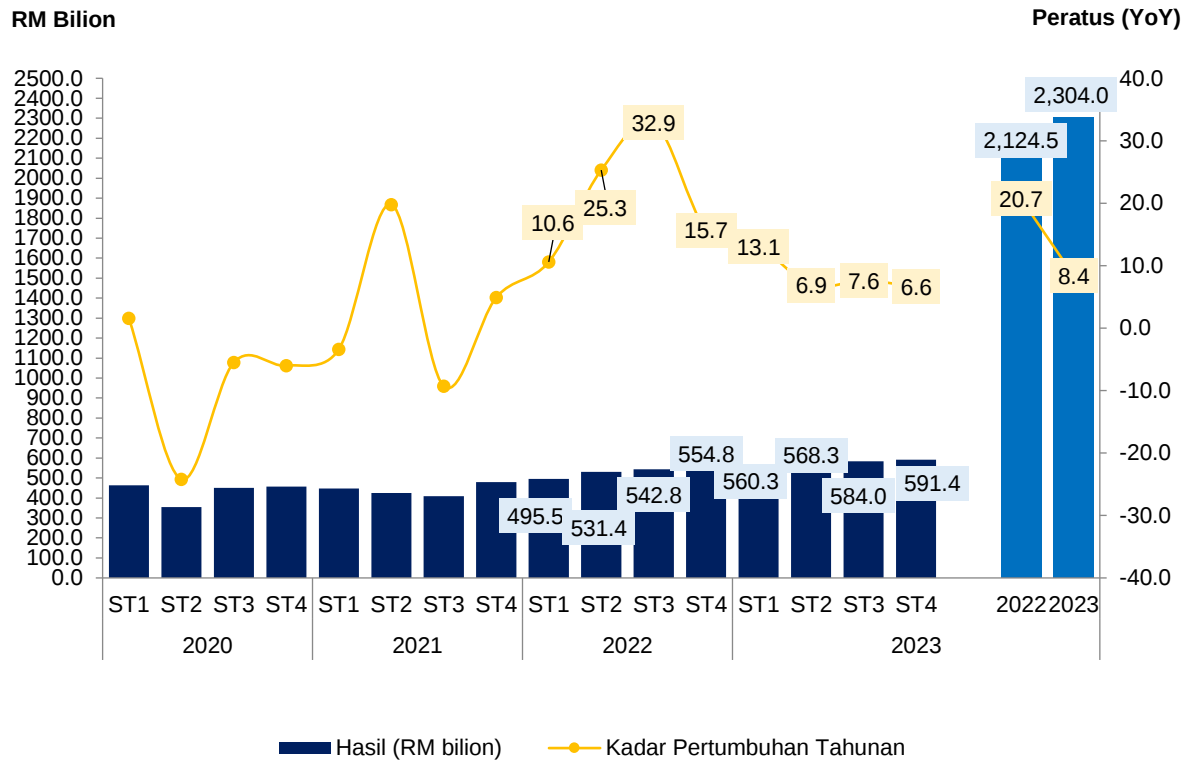
DOSM akan menjalankan Banci Pertanian pada tahun 2024. Mohon layari <https://www.myagricensus.gov.my/> untuk maklumat lanjut. Tema adalah “Banci Pertanian, Kunci Kemajuan Pertanian.”

Kerajaan Malaysia telah mengisytiharkan Hari Statistik Negara (MyStats Day) pada 20 Oktober setiap tahun. Tema sambutan MyStats Day adalah “Statistik Nadi Kehidupan”.

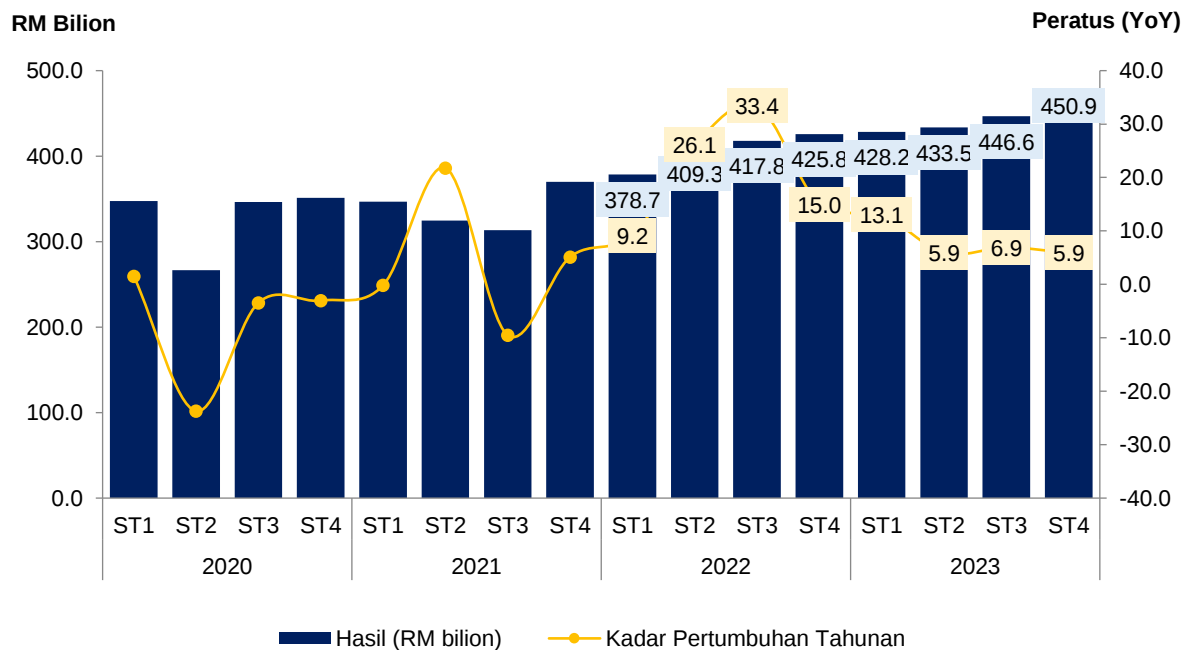
Pangkalan Data Utama (PADU) telah diluncurkan pada 2 Januari 2024. PADU mengandungi profil individu dan isi rumah meliputi warganegara dan pemastautin tetap di Malaysia. Matlamat utama PADU untuk memastikan rakyat Malaysia tidak tercicir daripada setiap inisiatif berpaksikan rakyat yang dilaksanakan oleh Kerajaan. Dimohon kerjasama untuk mendaftar dan mengemaskini PADU sebelum atau pada 31 Mac 2024. Sila layari <https://www.padu.gov.my> bagi maklumat lanjut berkaitan PADU atau menghubungi talian hotline berikut:

- i) Jabatan Perangkaan Malaysia : 1-800-88-7720 /1-800-88-7721
- ii) Pertanyaan secara online melalui SISPA: <https://padu.spab.gov.my>.

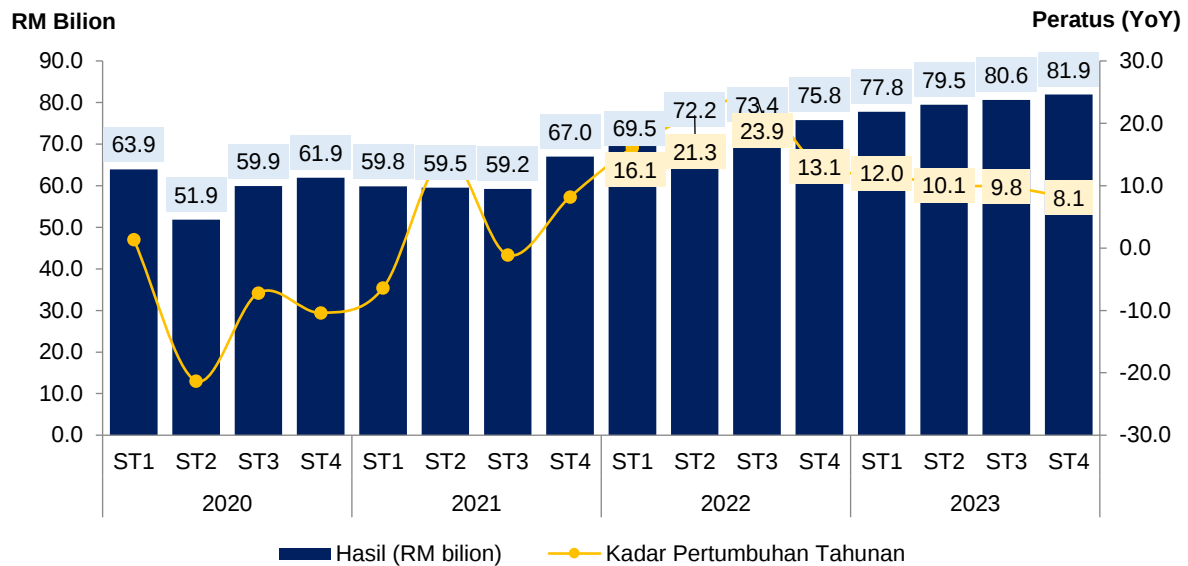
Carta 1: Prestasi Sektor Perkhidmatan



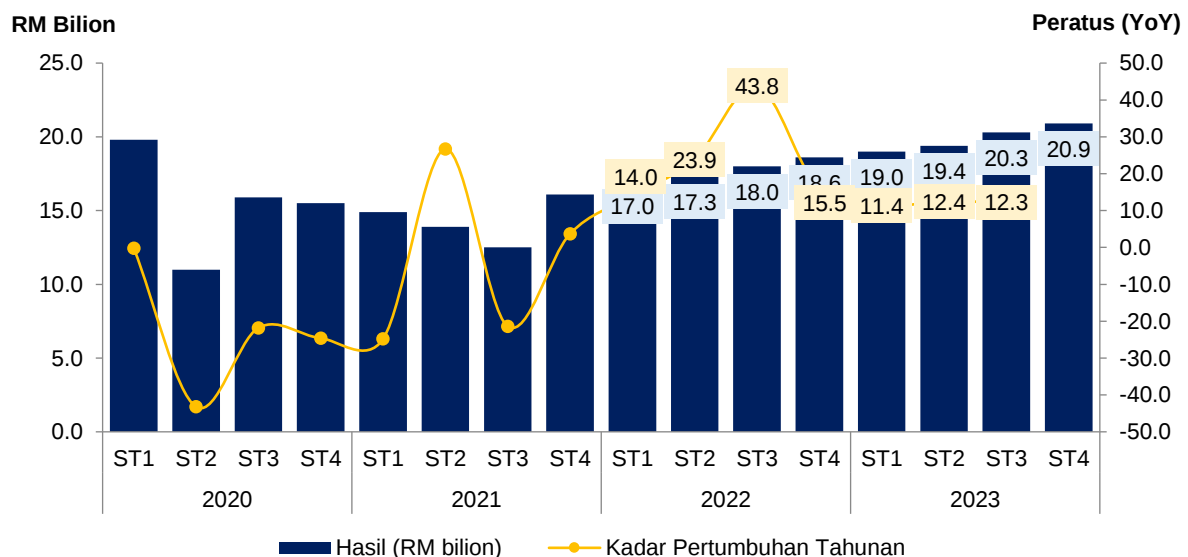
Carta 2: Prestasi Segmen Perdagangan Borong & Runcit, Makanan & Minuman, dan Penginapan



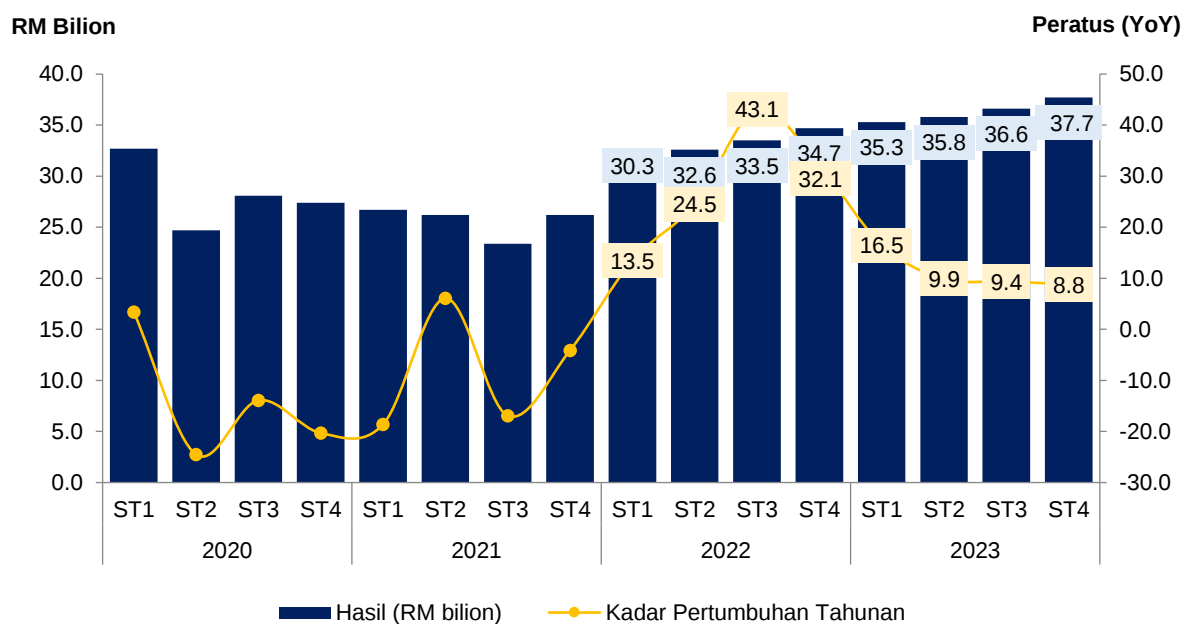
Carta 3: Prestasi Segmen Maklumat & Komunikasi dan Pengangkutan & Penyimpanan



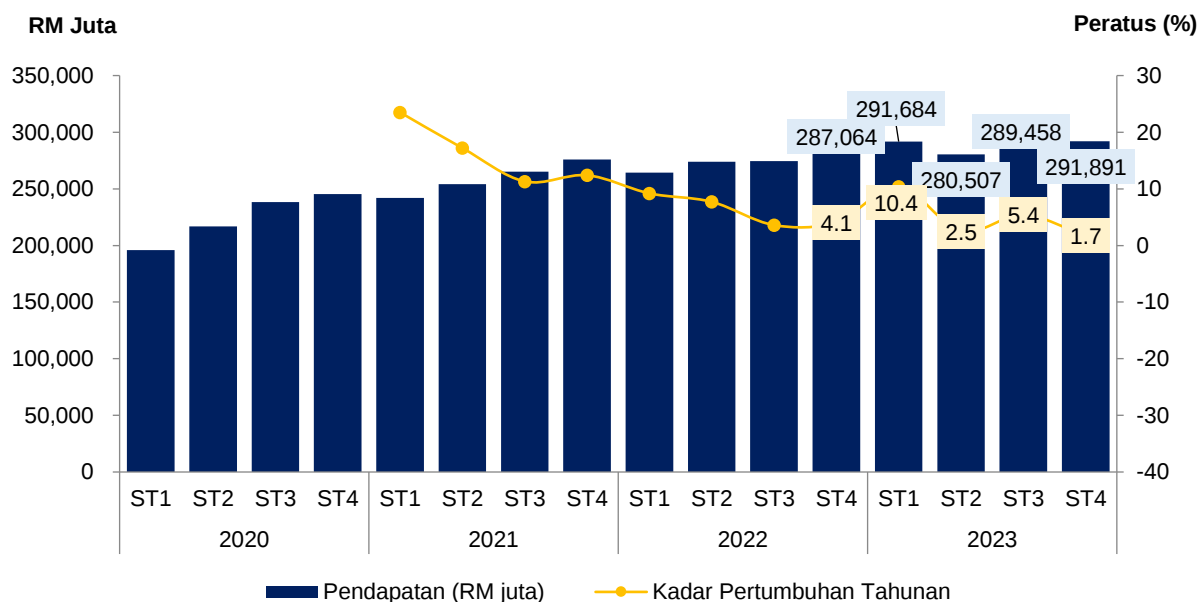
Carta 4: Prestasi Segmen Kesihatan Swasta, Pendidikan Swasta, Kesenian, Hiburan & Rekreasi dan Perkhidmatan Persendirian dan Lain-lain Aktiviti



Carta 5: Prestasi Segmen Profesional, Hartanah dan Pentadbiran & Sokongan



Carta 6: Pendapatan e-Dagang



Dikeluarkan oleh:

**PEJABAT KETUA PERANGKAWAN MALAYSIA
JABATAN PERANGKAAN MALAYSIA
8 FEBRUARI 2024**

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MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

MEDIA STATEMENT
FOR PERFORMANCE OF SERVICES SECTOR AND E-COMMERCE INCOME,
FOURTH QUARTER 2023

Services Sector Revenue Up 6.6 per cent to RM591.4 billion
in the Fourth Quarter of 2023

PUTRAJAYA, FEBRUARY 8, 2024 – Services sector revenue registered a growth of 6.6 per cent year-on year in the fourth quarter of 2023 to record RM591.4 billion. This is reported by Department of Statistics Malaysia (DOSM) in today's release of **The Quarterly Services Statistics, Fourth Quarter 2023**. The report presents statistics on 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; Administrative & Support Service; Personal Services & Other Activities, and Income of e-Commerce.

Chief Statistician Malaysia, Dato' Sri Dr. Mohd Uzir Mahidin commented that "The growth of 6.6 per cent was contributed by favourable performance in all segments of the Services sector. The significance increased was recorded in Wholesale & Retail Trade, Food & Beverages and Accommodation segment which rose RM25.1 billion to reach RM450.9 billion. This was followed by Information & Communication and Transportation & Storage segment (+RM6.1 billion; 8.1%), Professional, Real Estate and Administrative & Support Service segment (+RM3.1 billion; 8.8%), and Private Health, Private Education, Arts, Entertainment & Recreation and Personal Services and Other Activities segment (+RM2.3 billion; 12.3%)."

Looking at analysis by quarter-on-quarter comparison, total revenue for Services sector posted an increase of 1.3 per cent (+RM7.3 billion) as compared to the third quarter of 2023. The growth was also propelled by Wholesale & Retail Trade, Food & Beverages, and Accommodation segment, which grew 1.0 per cent (+RM4.3 billion). This was followed by Information & Communication and Transportation & Storage segment (+RM1.3 billion; 1.6%), Professional, Real Estate and Administrative & Support Service segment (+RM1.1 billion; 3.0%), and Private Health, Private Education, Arts, Entertainment & Recreation and Personal Services and Other Activities segment (+RM0.6 billion; 3.2%).

Commenting further on the performance, Dato' Sri Mohd Uzir explained that the total revenue of the service sector in 2023 was RM2.3 trillion, which is an increase of 8.4 per cent as against to the previous year (2022: RM2.1 trillion). This performance was spurred by the Wholesale & Retail Trade, Transportation & Storage and Information & Communication sub-sectors which increased by 7.7 per cent (+RM119.1 billion), 15.8 per cent (+RM20.4 billion) and 5.3 per cent (+RM8.6 billion), respectively compared to 2022. However, there are sub-sectors that have not yet surpassed the pre-pandemic (2019) revenue value which were Food & Beverage (-1.4%), Arts, Entertainment & Recreation (-24.4%), and Personal services and other activities (-23.9%). This was due to the several activities related to tourism industry still in the recovery phase after the opening of international borders starting 1 April 2022 and has not yet surpassed pre-pandemic levels.

In terms of e-Commerce income, the Chief Statistician said, "it recorded RM291.9 billion, grew 1.7 per cent year-on-year in the fourth quarter of 2023. For quarter-on-quarter comparison, income of e-commerce increased marginally by 0.8 per cent. In 2023, the overall value of e-Commerce income grew 4.9 per cent as against last year to record a value of RM1.2 trillion."

Dato' Sri Dr. Mohd Uzir Mahidin added, "The number of persons engaged in this sector was 4.4 million persons, increased 79.3 thousand persons, or 1.8 per cent year-on-year. The rise was driven by Wholesale & Retail Trade sub-sector with an increase of 40.4 thousand persons, or 2.1 per cent, followed by the Transportation & Storage sub-sector (+15.1 thousand persons; 4.2%). For quarter-on-quarter, the

number of persons engaged grew by 0.5 per cent, which amounted to 23.4 thousand persons.”

Meanwhile, salaries and wages paid registered an increase of RM1.0 billion, or 3.3 per cent year-on-year. The increment was attributed to Wholesale & Retail Trade and Transportation & Storage sub-sectors which rose RM0.4 billion (+2.5%) and RM0.2 billion (+5.6%), respectively. For quarter-on-quarter comparison, salaries and wages grew 0.8 per cent to register RM32.0 billion in the fourth quarter of 2023.

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

DOSM will conduct the Agricultural Census in 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”.

The Central Database (PADU) was launched on 2 January 2024. PADU contains individual and household profiles covering citizens and permanent residents of Malaysia. The main goal of PADU is to ensure that Malaysians are not left behind from citizen centric initiatives implemented by the Government. Your kind cooperation is requested to register and update PADU by 31 March 2024. Please visit <https://www.padu.gov.my> for more information related to PADU or contact the following hotlines:

Department of Statistics Malaysia: 1-800-88-7720 /1-800-88-7721

Online Enquiries through SISPA: <https://padu.spab.gov.my>.

Chart 1: Performance of Services Sector

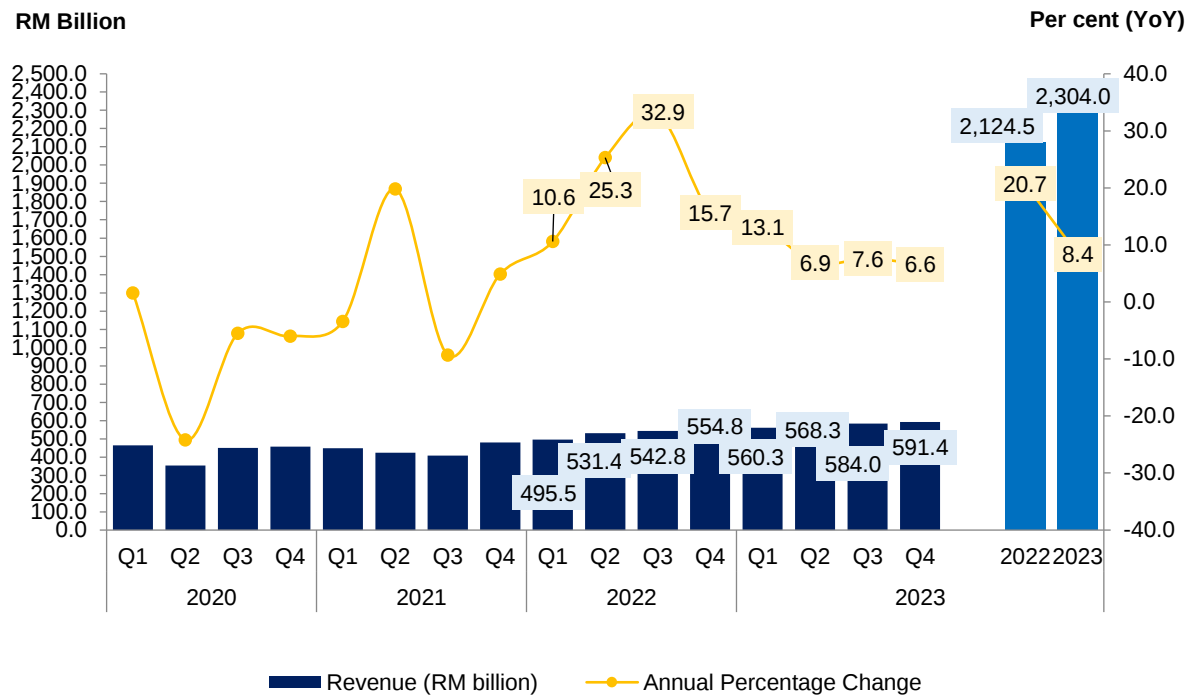


Chart 2: Performance of Wholesale & Retail Trade, Food & Beverages, and Accommodation Segment

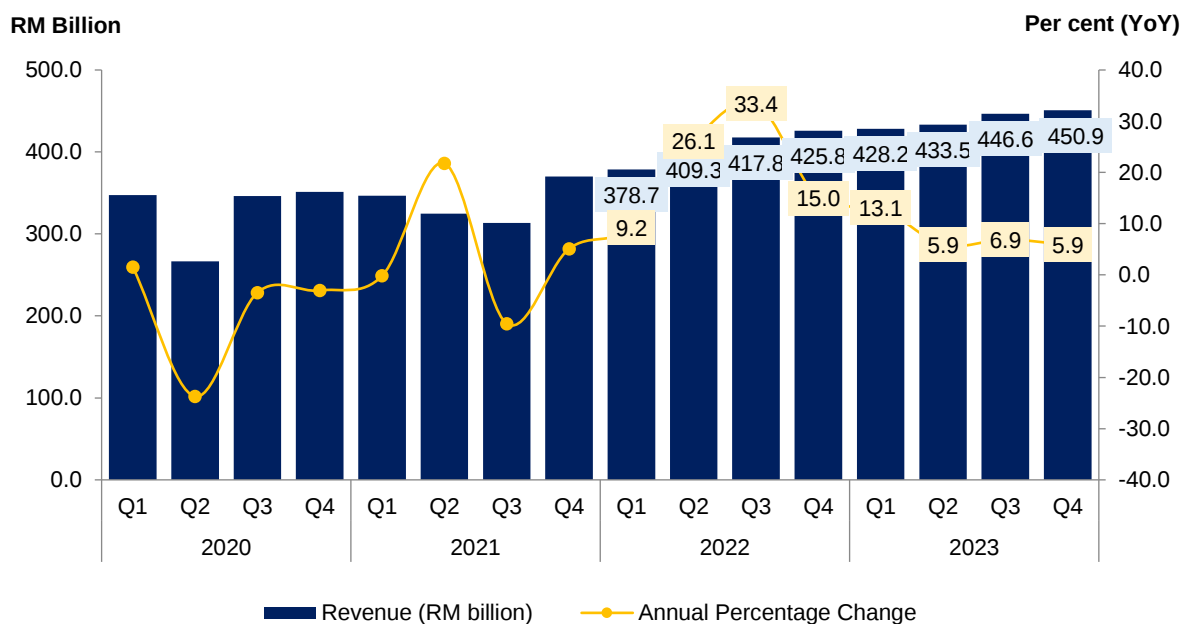


Chart 3: Performance of Information & Communication and Transportation & Storage Segment

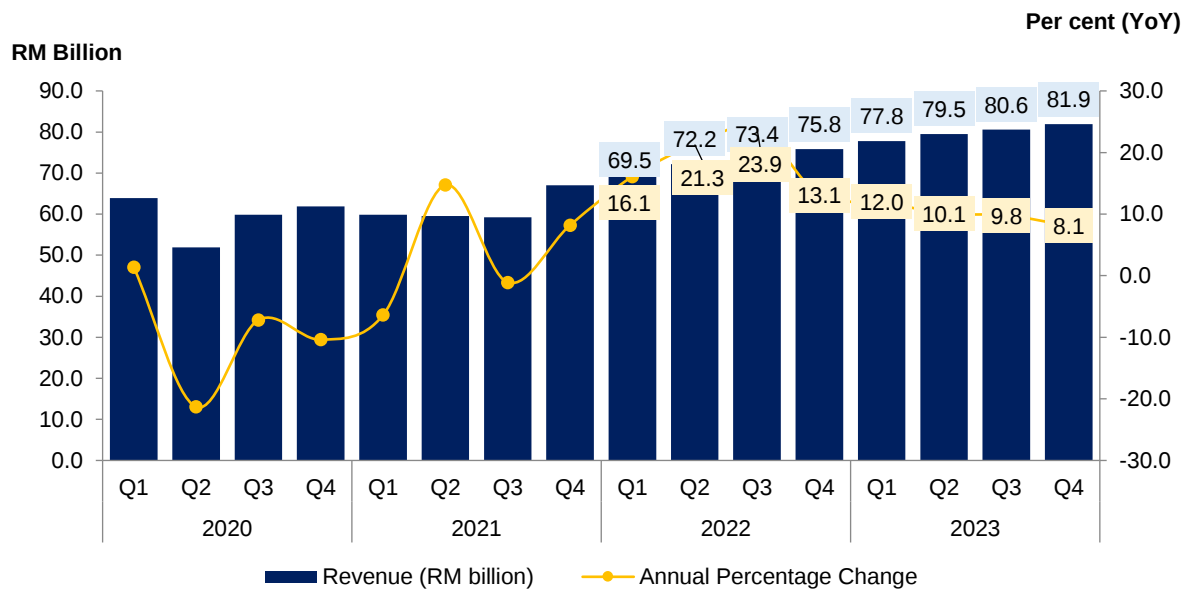


Chart 4: Performance of Private Health, Private Education, Arts, Entertainment & Recreation and Personal Services and Other Activities Segment

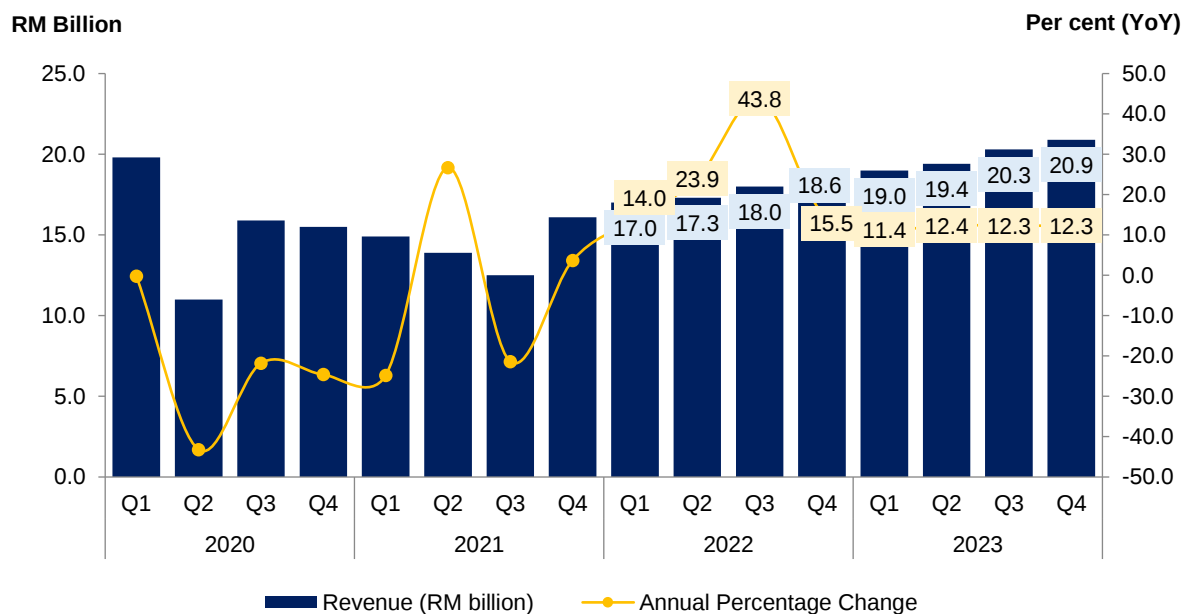


Chart 5: Performance of Professional, Real Estate and Administrative & Support Service Segment

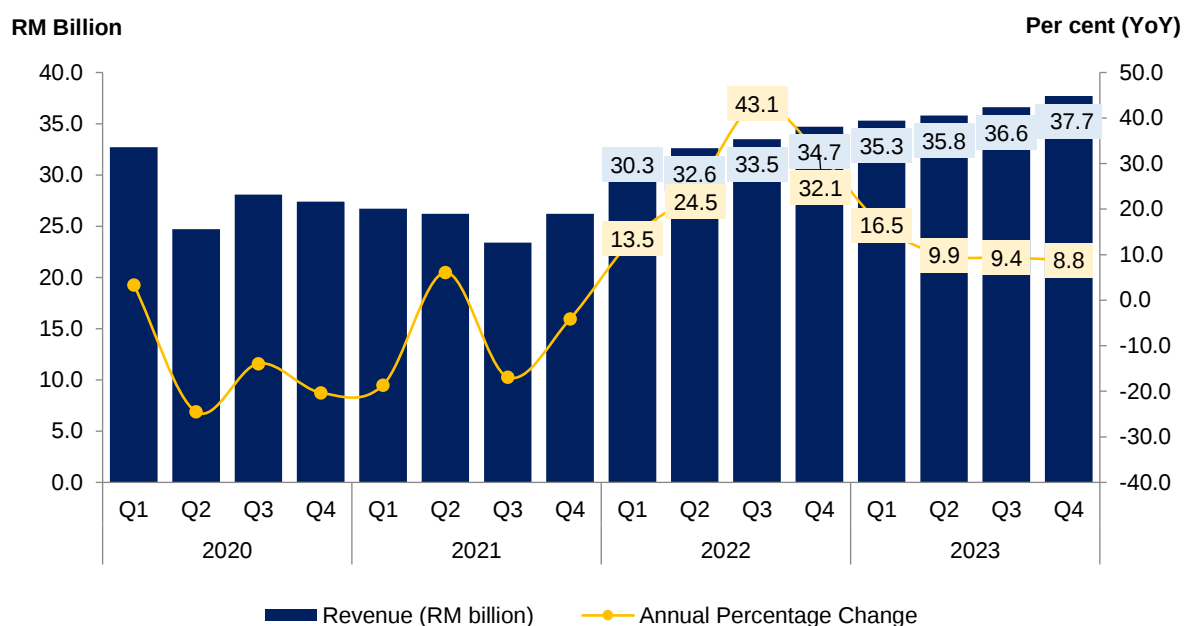
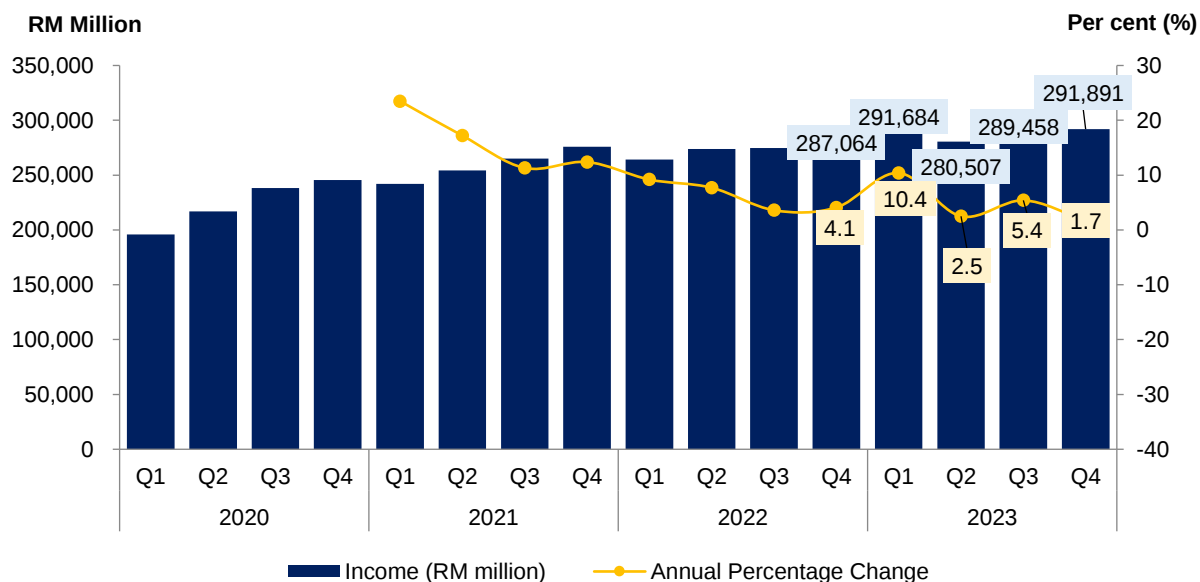


Chart 6: e-Commerce income



Released by:

THE OFFICE OF CHIEF STATISTICIAN MALAYSIA
DEPARTMENT OF STATISTICS MALAYSIA
FEBRUARY 8, 2024