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JABATAN PERANGKAAN MALAYSIA

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Annual Economic Statistics

2022

Perkhidmatan Persendirian dan Lain-lain Aktiviti
Personal Services and Other Activities

JABATAN PERANGKAAN MALAYSIA
DEPARTMENT OF STATISTICS MALAYSIA



KEMENTERIAN EKONOMI
JABATAN PERANGKAAN MALAYSIA

STATISTIK EKONOMI TAHUNAN *ANNUAL ECONOMIC STATISTICS* **2022**

PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI *PERSONAL SERVICES AND OTHER ACTIVITIES*

Pemakluman

Jabatan Perangkaan Malaysia (DOSM) akan menjalankan Banci Ekonomi pada tahun 2023. DOSM amat menghargai kerjasama daripada responden untuk memberikan maklumat kepada DOSM serta menjayakan banci ini. Sila layari www.dosm.gov.my untuk maklumat lanjut.

DOSM telah melancarkan OpenDOSM NextGen sebagai platform yang menyediakan katalog data dan visualisasi bagi memudahkan pengguna menganalisis pelbagai jenis data. OpenDOSM NextGen ialah medium perkongsian data sumber terbuka dan boleh diakses melalui portal <https://open.dosm.gov.my>.

Dimaklumkan bahawa Kerajaan Malaysia telah mengisytiharkan Hari Statistik Negara (MyStats Day) pada 20 Oktober setiap tahun. Tema sambutan MyStats Day adalah “Connecting the World with Data We Can Trust”.

Announcement

The Department of Statistics Malaysia (DOSM) will conduct the Economic Census in 2023. DOSM greatly appreciates the cooperation from respondents to provide information with DOSM and make this census a success. Please visit www.dosm.gov.my for more information.

DOSM has launched OpenDOSM NextGen as a platform that catalogues, provides visualization, and facilitates users to analyse various types of data for free. OpenDOSM NextGen is an open source data sharing medium and accessible through <https://open.dosm.gov.my> portal.

Please be informed that the Government of Malaysia has declared National Statistics Day (MyStats Day) on October 20 each year. MyStats Day theme is “Connecting the World with Data We Can Trust”.

JABATAN PERANGKAAN MALAYSIA
DEPARTMENT OF STATISTICS MALAYSIA

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MALAYSIA

Tel. : 03-8885 7000
Faks : 03-8888 9248
Portal : <https://www.dosm.gov.my>
Facebook / Twitter / Instagram / Youtube : StatsMalaysia
Emel / Email : info@dosm.gov.my (pertanyaan umum / general enquiries)
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KATA PENGANTAR

Penerbitan Statistik Ekonomi Tahunan 2022, Perkhidmatan Persendirian dan Lain-lain Aktiviti memaparkan statistik utama bagi aktiviti keahlian organisasi; pembaikan komputer dan barangan persendirian & isi rumah; dan aktiviti perkhidmatan persendirian lain yang diperoleh daripada Survei Ekonomi Tahunan 2022 bagi tahun rujukan 2021. Liputan industri yang digunakan adalah berdasarkan Seksyen S; Aktiviti Perkhidmatan Lain, Klasifikasi Industri Malaysia (MSIC) 2008 Versi 1.0, selaras dengan *International Standard Industrial Classification of All Economic Activities (ISIC), Revision 4*.

Statistik yang dilaporkan dalam penerbitan ini adalah nilai output kasar, nilai input perantaraan, nilai ditambah, bilangan pekerja, gaji & upah dan nilai harta tetap. Statistik ini juga boleh digunakan sebagai sumber rujukan oleh kerajaan, ahli ekonomi, ahli akademik, pihak swasta serta individu.

Penerbitan ini mengandungi tiga bahagian utama. Bahagian pertama memaparkan infografik dan ringkasan penemuan. Bahagian kedua memuatkan jadual terperinci manakala di bahagian ketiga menerangkan aspek teknikal bagi skop & liputan, konsep & definisi untuk memudahkan pengguna memahami statistik yang diterbitkan.

Jabatan Perangkaan Malaysia merakamkan setinggi-tinggi penghargaan atas kerjasama dan sumbangan yang diberikan oleh semua pihak dalam menjayakan survei ini. Setiap maklum balas dan cadangan untuk penambahbaikan penerbitan ini pada masa akan datang amatlah dihargai.

DATO' SRI DR. MOHD UZIR MAHIDIN

Ketua Perangkawan Malaysia

Mac 2023

PREFACE

The Annual Economic Statistics 2022, Personal Services and Other Activities presents main statistics on activities of membership organisation; repair of computers and personal & household goods; and other personal service activities of Annual Economic Survey, 2022 for the reference year 2021. The statistics represent industry as classified in Section S: Other Service Activities, Malaysia Standard Industrial Classification (MSIC) 2008 Ver. 1.0, in accordance with the International Standard Industrial Classification of All Economic Activities (ISIC), Revision 4.

Statistics reported in this publication are value of gross output, intermediate input, value added, numbers of persons engaged, salaries & wages and value of fixed assets. These statistics are also useful as a source of reference by government agencies, economists, academicians, private sectors and individuals.

This publication is divided into three main parts. The first part displays the infographic and summary of findings. The second part shows the detailed statistical table, meanwhile the third part describes technical aspects on scope & coverage and concepts & definitions to assist users in understanding the published statistics.

Department of Statistics Malaysia (DOSM) gratefully acknowledges the co-operation and contribution rendered by all parties in making this publication a success. Every feedback and suggestion towards improving future publications is highly appreciated.

DATO' SRI DR. MOHD UZIR MAHIDIN

Chief Statistician of Malaysia

March 2023

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BAHAGIAN
PART

1

PENEMUAN UTAMA & RINGKASAN PENEMUAN

MAIN FINDINGS & SUMMARY OF FINDINGS

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KEMENTERIAN EKONOMI
JABATAN PERANGKAAAN MALAYSIA



MALAYSIA
MADANI

AS 2022

STATISTIK EKONOMI TAHUNAN, 2022

PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI

PENEMUAN UTAMA

Nilai Output Kasar



2021: RM6.5 bilion
2020: RM7.5 bilion
▼ -14.3%

Nilai Input Perantaraan



2021: RM3.4 bilion
2020: RM3.8 bilion
▼ -11.1%

Nilai Ditambah



2021: RM3.1 bilion
2020: RM3.8 bilion
▼ -17.6%

Bilangan Pekerja



2021: 112,796 orang
2020: 120,519 orang
▼ -6.4%

Gaji & Upah Dibayar



2021: RM1.7 bilion
2020: RM1.8 bilion
▼ -8.1%

Nilai Harta Tetap



2021: RM3.8 bilion
2020: RM4.0 bilion
▼ -5.1%

Perubahan Peratusan (%): Tahun ke Tahun



ANNUAL ECONOMIC STATISTICS, 2022 PERSONAL SERVICES AND OTHER ACTIVITIES

MAIN FINDINGS

Value of Gross Output



2021: RM6.5 billion
2020: RM7.5 billion
▼ -14.3%

Value of Intermediate Input



2021: RM3.4 billion
2020: RM3.8 billion
▼ -11.1%

Value Added



2021: RM3.1 billion
2020: RM3.8 billion
▼ -17.6%

Number of Persons Engaged



2021: 112,796 persons
2020: 120,519 persons
▼ -6.4%

Salaries & Wages Paid



2021: RM1.7 billion
2020: RM1.8 billion
▼ -8.1%

Value of Fixed Assets



2021: RM3.8 billion
2020: RM4.0 billion
▼ -5.1%

Percentage change (%): Year-on-Year

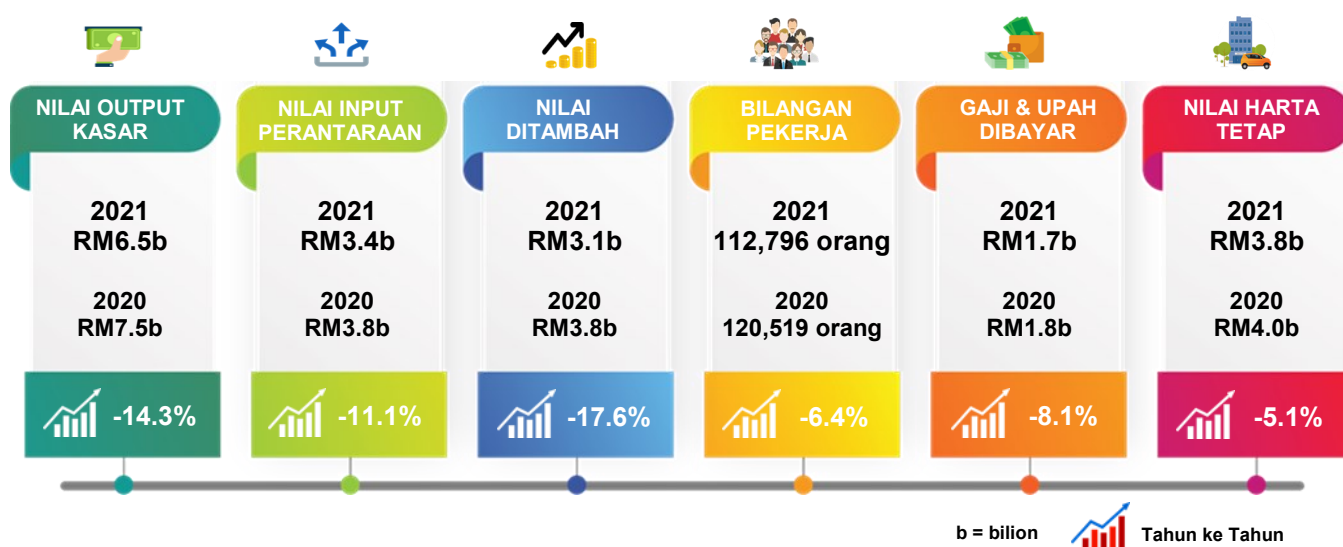
1. PENGENALAN

Penerbitan ini memaparkan statistik bagi perkhidmatan persendirian dan lain-lain aktiviti yang diperoleh daripada Survei Ekonomi Tahunan 2022 bagi tahun rujukan 2021. Perkhidmatan persendirian dan lain-lain aktiviti merangkumi aktiviti keahlian organisasi; pembaikan komputer dan barangan persendirian & isi rumah; dan aktiviti perkhidmatan persendirian lain. Statistik utama seperti nilai output kasar, nilai input perantaraan, nilai ditambah, bilangan pekerja, gaji & upah yang dibayar dan nilai harta tetap yang dimiliki turut dipaparkan dalam penerbitan ini.

2. PRESTASI PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI

Nilai output kasar bagi perkhidmatan persendirian dan lain-lain aktiviti merekodkan penurunan sebanyak 14.3 peratus kepada RM6.5 bilion pada tahun 2021 berbanding RM7.5 bilion pada tahun 2020. Selari dengan nilai output kasar, nilai input perantaraan turut menurun 11.1 peratus kepada RM3.4 bilion (2020: RM3.8 bilion), menghasilkan nilai ditambah sebanyak RM3.1 bilion pada tahun 2021 (2020: RM3.8 bilion). Subsektor ini juga mencatatkan penurunan bilangan pekerja sebanyak 6.4 peratus kepada 112,796 orang berbanding 120,519 orang pada tahun 2020. Jumlah gaji & upah yang dibayar turut menunjukkan penurunan 8.1 peratus kepada RM1.7 bilion pada tahun 2021 (2020: RM1.8 bilion). Sementara itu, nilai harta tetap yang dimiliki oleh pertubuhan dalam perkhidmatan persendirian dan lain-lain aktiviti pada tahun 2021 adalah RM3.8 bilion (2020: RM4.0 bilion), menurun 5.1 peratus berbanding tahun sebelumnya seperti yang ditunjukkan pada **Paparan 1**.

Paparan 1: Statistik Utama bagi Perkhidmatan Persendirian dan Lain-lain Aktiviti, 2020 dan 2021



3. NILAI OUTPUT KASAR

Pada tahun 2021, nilai output kasar bagi perkhidmatan persendirian dan lain-lain aktiviti menurun 14.3 peratus kepada RM6.5 bilion berbanding tahun sebelumnya. Aktiviti perkhidmatan persendirian lain merupakan penyumbang tertinggi nilai output kasar iaitu RM3.2 bilion dengan sumbangan 49.6 peratus. Ini diikuti oleh pembaikan komputer dan barangan persendirian & isi rumah (RM1.9 bilion; 30.1%) dan aktiviti keahlian organisasi (RM1.3 bilion; 20.3%) seperti di **Paparan 2**.

Paparan 2: Nilai Output Kasar bagi Perkhidmatan Persendirian dan Lain-lain Aktiviti mengikut Aktiviti, 2021



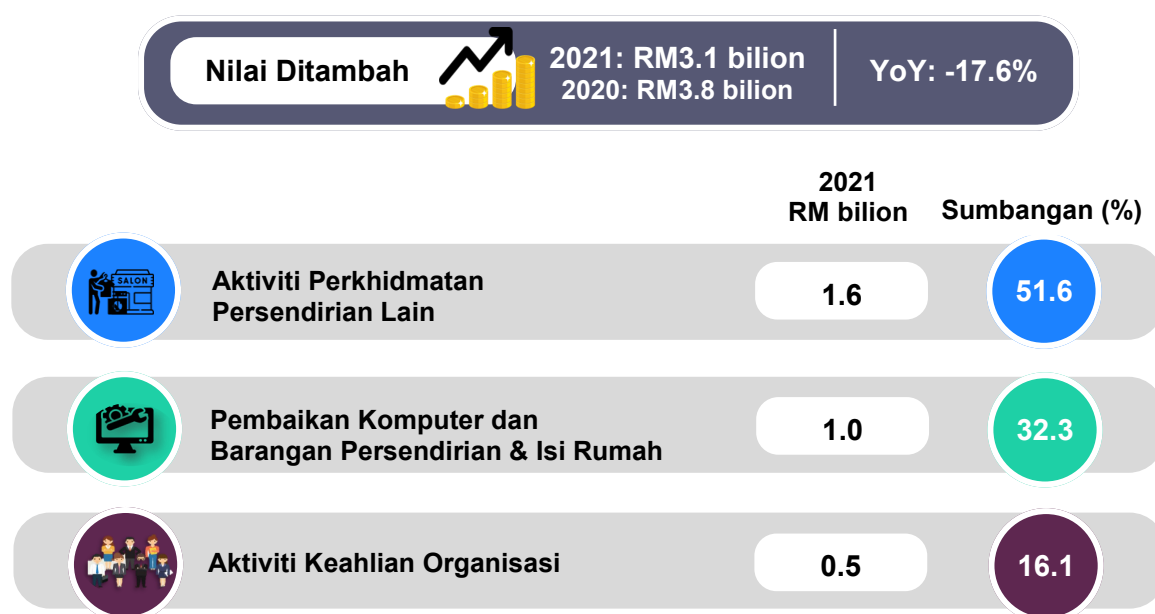
3.1 NILAI OUTPUT KASAR MENGIKUT NEGERI

W.P. Kuala Lumpur masih kekal sebagai penyumbang utama nilai output kasar bagi perkhidmatan persendirian dan lain-lain aktiviti pada tahun 2021 dengan nilai sebanyak RM1.6 bilion dengan sumbangan 25.0 peratus. Ini diikuti oleh Selangor dan Johor dengan nilai output kasar masing-masing sebanyak RM1.5 bilion (22.8%) dan RM0.9 bilion (14.0%). Nilai sumbangan ketiga-tiga negeri ini adalah RM4.0 bilion (61.8%).

4. NILAI DITAMBAH

Nilai ditambah perkhidmatan persendirian dan lain-lain aktiviti pada tahun 2021 mencatatkan penurunan 17.6 peratus kepada RM3.1 bilion berbanding tahun lalu. Aktiviti perkhidmatan persendirian lain merekodkan nilai ditambah tertinggi sebanyak RM1.6 bilion dengan sumbangan 51.6 peratus. Seterusnya adalah aktiviti pembaikan komputer dan barangan persendirian & isi rumah sebanyak RM1.0 bilion (32.3%), diikuti oleh aktiviti keahlian organisasi sebanyak RM0.5 bilion (16.1%) seperti yang ditunjukkan pada **Paparan 3**.

Paparan 3: Nilai Ditambah bagi Perkhidmatan Persendirian dan Lain-lain Aktiviti mengikut Aktiviti, 2021



4.1 NILAI DITAMBAH MENGIKUT NEGERI

Pada tahun 2021, tiga negeri yang merupakan penyumbang utama terhadap nilai ditambah bagi perkhidmatan persendirian dan lain-lain adalah W.P. Kuala Lumpur, Selangor dan Johor. W.P. Kuala Lumpur mencatatkan nilai ditambah tertinggi iaitu RM0.7 bilion dengan sumbangan sebanyak 23.6 peratus, diikuti Selangor RM0.7 bilion (22.3%) dan Johor RM0.4 bilion (12.0%). Sumbangan nilai ditambah bagi ketiga-tiga negeri ini kepada perkhidmatan persendirian dan lain-lain aktiviti secara kolektif ialah RM1.9 bilion (60.0%).

5. BILANGAN PEKERJA DAN KATEGORI PEKERJA

Perkhidmatan persendirian dan lain-lain aktiviti mencatatkan bilangan pekerja seramai 112,796 orang pada tahun 2021, menurun 6.4 peratus berbanding 120,519 orang pada tahun 2020. Aktiviti perkhidmatan persendirian lain merekodkan bilangan pekerja tertinggi iaitu 83,005 orang atau 73.6 peratus. Penyumbang kedua tertinggi adalah aktiviti pembaikan komputer dan barangan persendirian & isi rumah dengan 20,732 orang atau 18.4 peratus, diikuti aktiviti keahlian organisasi sebanyak 9,059 orang atau 8.0 peratus (**Paparan 4**).

Paparan 4: Bilangan Pekerja bagi Perkhidmatan Persendirian dan Lain-lain Aktiviti mengikut Aktiviti, 2021



Pekerja bergaji sepenuh masa merekodkan bilangan pekerja tertinggi seramai 77,049 orang dengan sumbangan 68.3 peratus berbanding pemilik yang bekerja dan pekerja keluarga tanpa gaji (31,311 orang; 27.8%) dan pekerja bergaji sambilan (4,436 orang; 3.9%) seperti yang ditunjukkan di **Paparan 5**. Berdasarkan jumlah keseluruhan pekerja bergaji sepenuh masa, kategori pekerjaan dan pekerjaan yang berkaitan mencatatkan bilangan pekerja yang tertinggi (41,425 orang; 53.8%), diikuti oleh pekerja asas (20,165; 26.1%) dan pengurus, profesional dan penyelidik (11,904 orang; 14.4%).

Paparan 5: Bilangan Pekerja bagi Perkhidmatan Persendirian dan Lain-lain Aktiviti mengikut kategori Pekerja, 2021



6. GAJI & UPAH

Jumlah gaji & upah yang dibayar dalam perkhidmatan persendirian dan lain-lain aktiviti menurun 8.1 peratus kepada RM1.7 bilion pada tahun 2021. Aktiviti perkhidmatan persendirian lain merekodkan gaji & upah tertinggi iaitu RM1.1 bilion atau 67.1 peratus daripada keseluruhan gaji & upah yang dibayar. Penyumbang kedua tertinggi adalah aktiviti pembaikan komputer dan barangan persendirian & isi rumah sebanyak RM0.4 bilion atau 24.8 peratus diikuti dengan aktiviti keahlian organisasi, RM0.1 bilion atau 8.1 peratus seperti yang ditunjukkan pada **Paparan 6**. Secara purata, pekerja bagi perkhidmatan persendirian dan lain-lain aktiviti mencatatkan purata gaji bulanan sebanyak RM1,700.

Paparan 6: Gaji dan Upah bagi Perkhidmatan Persendirian dan Lain-lain Aktiviti mengikut Aktiviti, 2021



SUMMARY OF FINDINGS

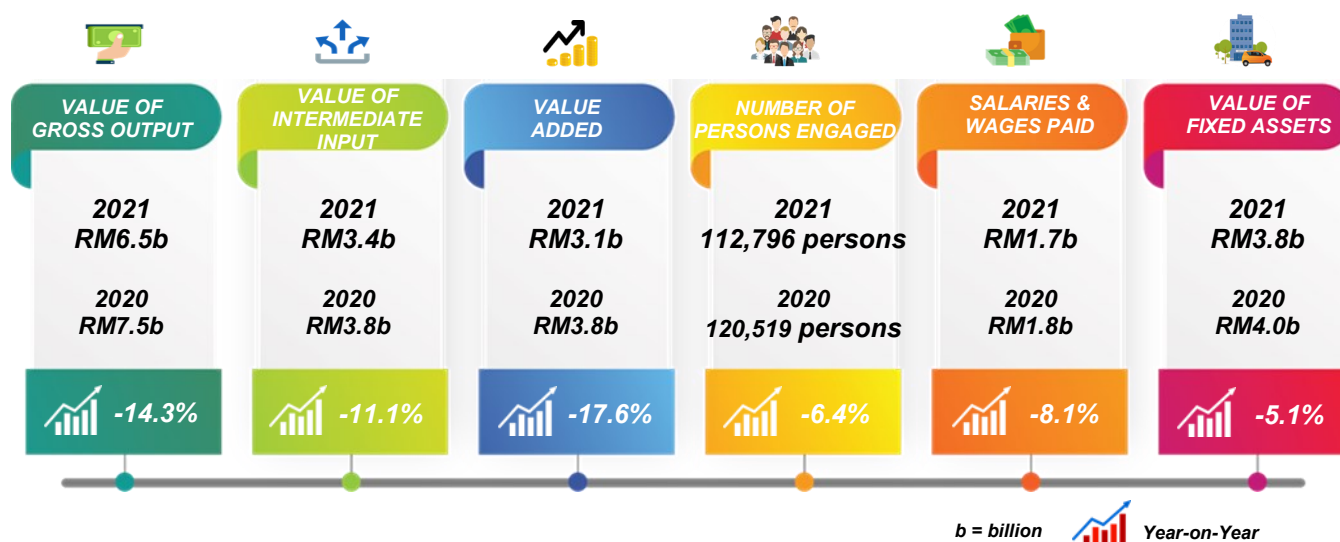
1. INTRODUCTION

This publication presents statistics on the personal services and other activities which obtained from the Annual Economic Survey 2022 for reference year 2021. Personal services and other activities comprise activities of membership organisation; repair of computers and personal & household goods; and other personal service activities. The main statistics such as the value of gross output, value of intermediate input, value added, number of persons engaged, salaries & wages paid as well as value of fixed assets owned are also presented in this publication.

2. PERFORMANCE OF PERSONAL SERVICES AND OTHER ACTIVITIES

Personal services and other activities recorded a decrease of 14.3 per cent amounted to RM6.5 billion in 2021 as compared to RM7.5 billion in 2020. In line with the growth in gross output, the value of intermediate input also declined by 11.1 per cent to record RM3.4 billion (2020: RM3.8 billion), thus resulting a value added of RM3.1 billion for the year 2021 (2020: RM3.8 billion). The number of persons engaged in this sub-sector also reported a decrease of 6.4 per cent to 112,796 persons as compared to 120,519 persons in 2020. The salaries & wages paid showed a decrease of 8.1 per cent to RM1.7 billion in 2021 (2020: RM1.8 billion). Meanwhile, value of fixed assets owned by establishment for personal services and other activities in 2021 was RM3.8 billion (2020: RM4.0 billion), decreased 5.1 per cent as compared to previous year as shown in **Exhibit 1**.

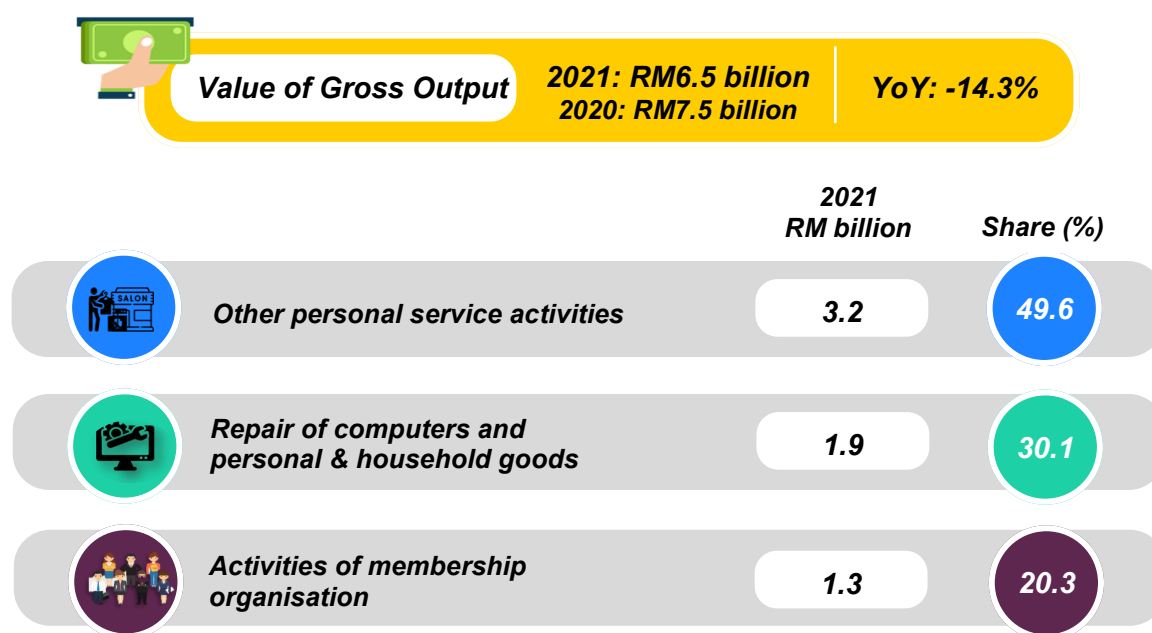
Exhibit 1: Principle Statistics of Personal Services and Other Activities, 2020 and 2021



3. VALUE OF GROSS OUTPUT

In 2021, the gross output value of personal services and other activities decreased 14.3 per cent to register RM6.5 billion as compared to previous year. Other personal service activities was the largest contributor of gross output value with RM3.2 billion, a share of 49.6 per cent. This was followed by repair of computers and personal & household goods (RM1.9 billion; 30.1%) and activities of membership organisations (RM1.3 billion; 20.3%) as illustrated in **Exhibit 2**.

Exhibit 2: Value of Gross Output for Personal Services and Other Activities by Activity, 2021



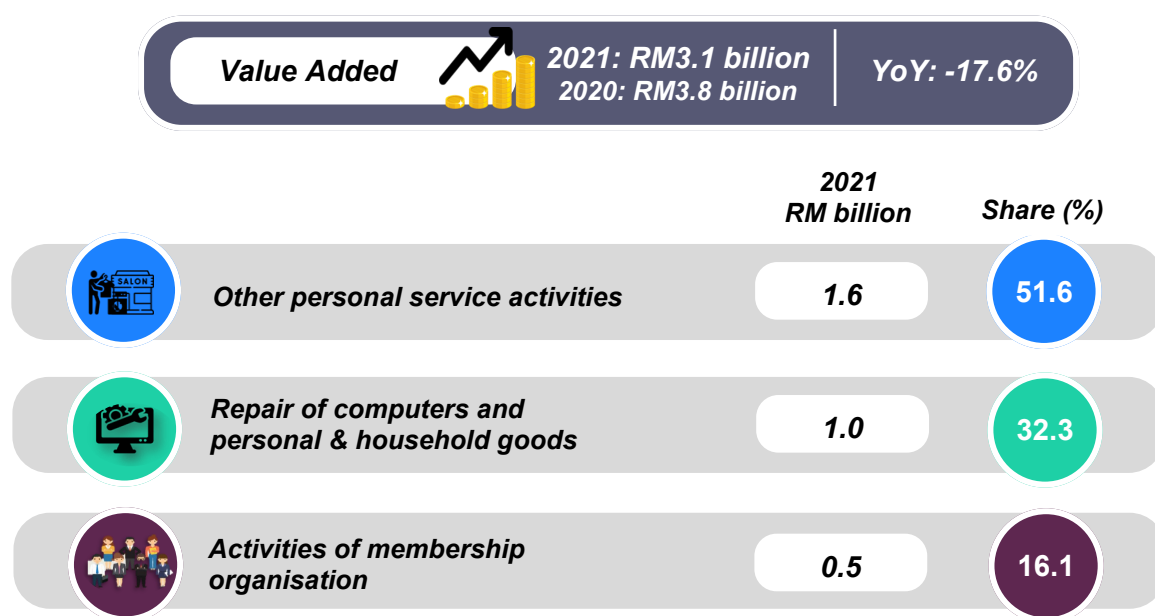
3.1 VALUE OF GROSS OUTPUT BY STATE

W.P. Kuala Lumpur remained as the main contributor to the gross output value for personal services and other activities in 2021, registered RM1.6 billion with a share of 25.0 per cent. This was followed by Selangor and Johor with the gross output value of RM1.5 billion (22.8%) and RM0.9 billion (14.0%), respectively. The total value of gross output for the three states amounted to RM4.0 billion (61.8%).

4. VALUE ADDED

The total value added in personal services and other activities for 2021 recorded a decrease of 17.6 per cent to RM3.1 billion as compared to the previous year. Other personal service activities recorded the highest value added at RM1.6 billion with a share of 51.6 per cent. Next was repair of computer and personal & household goods with RM1.0 billion (32.3%), followed by activities of membership organisations with RM0.5 billion (16.1%) as shown in **Exhibit 3**.

Exhibit 3: Value Added for Personal Services and Other Activities by Activity, 2021



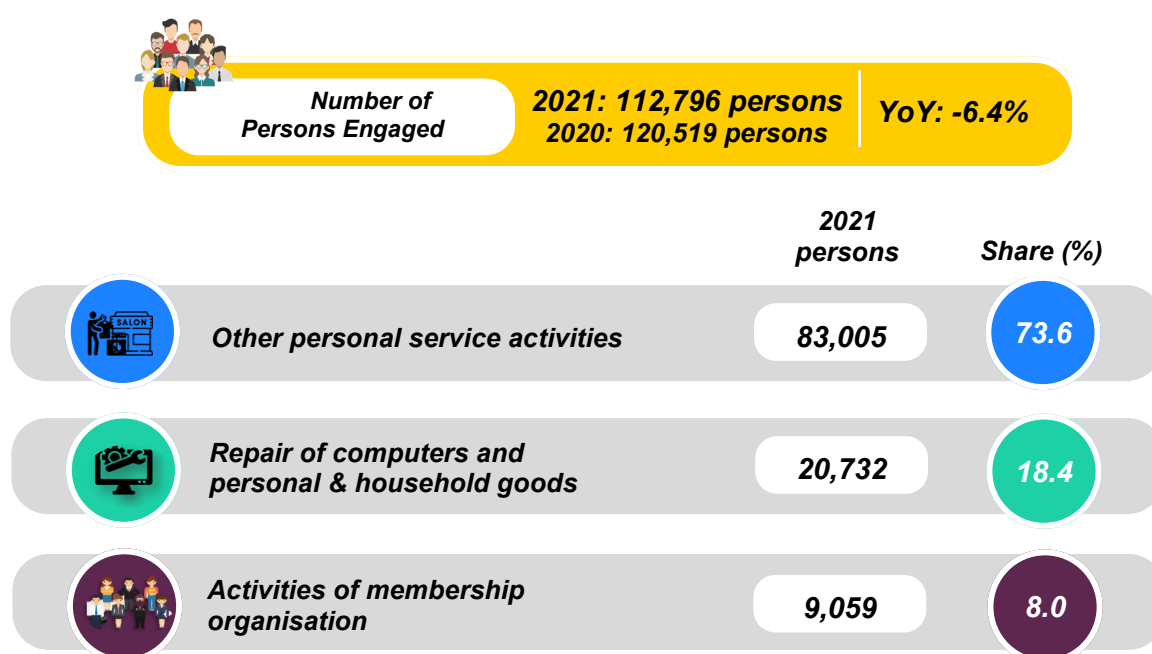
4.1 VALUE ADDED BY STATE

W.P. Kuala Lumpur, Selangor and Johor were the major contributors to value added for personal services and other activities in 2021. W. P. Kuala Lumpur recorded the highest value added at RM0.7 billion with a share of 23.6 per cent, followed by Selangor at RM0.7 billion (22.3%) and Johor RM0.4 billion (12.0%). Collectively, the share of value added to personal services and other activities for these three states amounted to RM1.9 billion (60.0%).

5. NUMBER OF PERSONS ENGAGED AND CATEGORY OF WORKERS

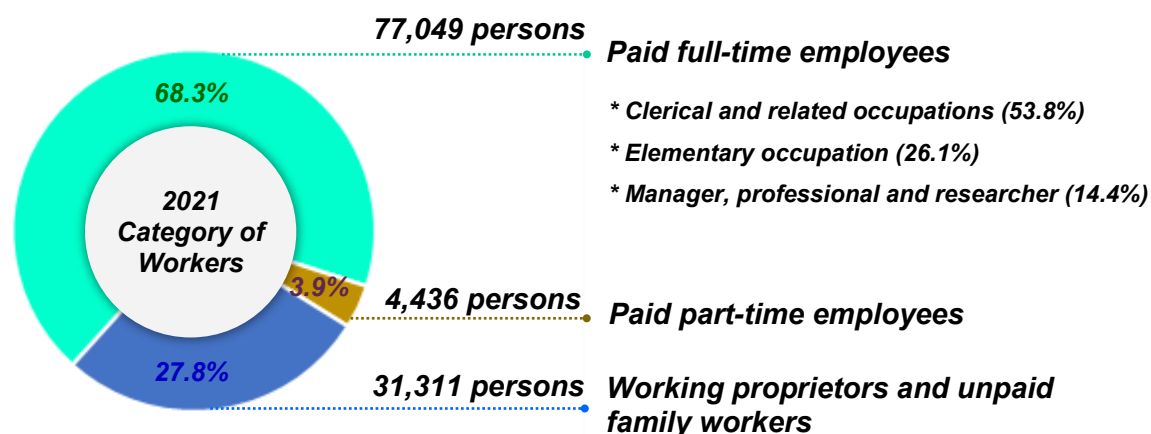
Personal services and other activities recorded 112,796 number of persons engaged in 2021, a decreased of 6.4 per cent as compared to 120,519 persons in 2020. Other personal service activities registered the highest number of persons engaged with 83,005 persons or 73.6 per cent. The second highest contributor was repair of computers and personal & household goods with 20,732 persons or 18.4 per cent, followed by activities of membership organisations with 9,059 persons or 8.0 per cent (**Exhibit 4**).

Exhibit 4: Number of Persons Engaged for Personal Services and Other Activities by Activity, 2021



Paid full-time employees recorded the largest number of persons engaged at 77,049 persons with a share of 68.3 per cent, as against to working proprietors and unpaid family workers (31,311 persons; 27.8%) and paid part-time employees (4,436 persons; 3.9%) as shown in **Exhibit 5**. Based on the total number of paid full-time employees, the category of clerical and related occupations recorded the highest number of persons engaged (41,425 persons; 53.8%), followed by elementary occupations (20,165 persons; 26.1%) and managers, professionals and researchers (11,904 persons; 14.4%).

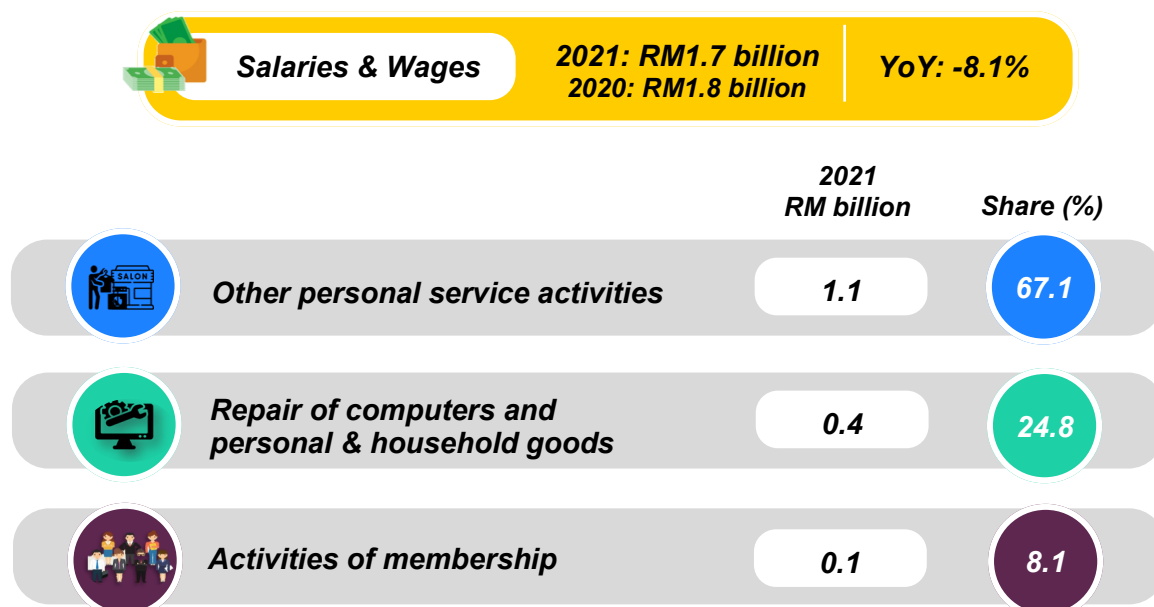
Exhibit 5: Number of Persons Engaged for Personal Services and Other Activities by Category of Workers, 2021



6. SALARIES & WAGES

The total salaries & wages paid in personal services and other activities decreased 8.1 per cent to record RM1.7 billion in year 2021. Other personal service activities recorded the highest salaries & wages paid of RM1.1 billion or 67.1 per cent. The second highest contributor was repair of computers and personal & household goods with RM0.4 billion or 24.8 per cent, followed by activities of membership organisations with RM0.1 billion or 8.1 per cent as shown in **Exhibit 6**. Personal services and other activities recorded an average monthly salary of RM1,700 per month.

Exhibit 6: Salaries and Wages for Personal Services and Other Activities by Activity, 2020 dan 2021



BAHAGIAN
PART

2

JADUAL

TABLES

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Jadual 1: Statistik Utama Perkhidmatan Persendirian dan Lain-Lain Aktiviti, 2015, 2017-2021*Table 1: Principal Statistics of Personal Services and Other Activities, 2015, 2017-2021*

Tahun Year	Nilai output kasar Value of gross output	Nilai input perantaraan Value of intermediate input	Nilai ditambah Value added	Jumlah pekerja Total number of persons engaged	Gaji & upah yang dibayar Salaries & wages paid	Nilai harta tetap Value of fixed assets
	(RM'000)	(RM'000)	(RM'000)		(RM'000)	(RM'000)
2021	6,469,781	3,377,467	3,092,314	112,796	1,662,584	3,750,230
2020	7,549,345	3,798,156	3,751,189	120,519	1,809,078	3,953,146
2019	10,522,114	5,282,323	5,239,791	132,096	2,092,849	4,484,188
2018	9,748,419	4,961,280	4,787,138	125,792	1,915,641	4,208,237
2017	9,015,921	4,650,552	4,365,369	119,982	1,751,681	3,962,347
2015*	8,052,877	4,174,913	3,877,964	113,624	1,518,298	3,573,942

Nota. / Note.

*Merujuk kepada tahun banci

*Refer to census year

Jadual 1.1: Statistik Utama Perkhidmatan Persendirian dan Lain-Lain Aktiviti mengikut Aktiviti, 2021

Table 1.1: Principal Statistics of Personal Services and Other Activities by Activity, 2021

Aktiviti <i>Activities</i>	Tahun <i>Year</i>	Nilai output kasar <i>Value of gross output</i>	Nilai input perantaraan <i>Value of intermediate input</i>	Nilai ditambah <i>Value added</i>	Jumlah pekerja <i>Total number of persons engaged</i>	Gaji & upah yang dibayar <i>Salaries & wages paid</i>	Nilai harta tetap <i>Value of fixed assets</i>
		(RM'000)	(RM'000)	(RM'000)		(RM'000)	(RM'000)
Jumlah <i>Total</i>	2021	6,469,781	3,377,467	3,092,314	112,796	1,662,584	3,750,230
Aktiviti keahlian organisasi <i>Activities of membership organisation</i>	2021	1,313,153	814,474	498,679	9,059	134,202	1,791,848
Pembaikan komputer dan barangan persendirian & isi rumah <i>Repair of computers and personal & household goods</i>	2021	1,949,831	951,612	998,219	20,732	412,328	412,328
Aktiviti perkhidmatan persendirian lain <i>Other personal service activities</i>	2021	3,206,797	1,611,381	1,595,415	83,005	1,116,054	1,546,054

Jadual 2: Statistik Utama Perkhidmatan Persendirian dan Lain-Lain Aktiviti mengikut Negeri, 2021

Table 2: Principal Statistics of Personal Services and Other Activities by State, 2021

Negeri State	Nilai output kasar Value of gross output	Nilai input perantaraan Value of intermediate input	Nilai ditambah Value added	Jumlah pekerja Total number of persons engaged	Gaji & upah yang dibayar Salaries & wages paid	Nilai harta tetap Value of fixed assets
	(RM'000)	(RM'000)	(RM'000)		(RM'000)	(RM'000)
Jumlah Total	6,469,781	3,377,467	3,092,314	112,796	1,662,584	3,750,230
Johor	904,682	467,845	436,838	17,031	215,433	368,143
Kedah	160,096	90,619	69,477	3,723	37,772	131,287
Kelantan	100,116	56,166	43,950	2,454	14,203	105,647
Melaka	157,041	76,606	80,435	3,570	42,593	110,582
Negeri Sembilan	115,146	65,293	49,853	3,115	32,450	74,072
Pahang	141,390	82,126	59,263	3,029	28,179	278,083
Pulau Pinang	636,889	267,505	369,384	10,694	128,035	272,136
Perak	359,893	189,292	170,601	8,209	79,197	218,341
Perlis	21,091	12,054	9,037	427	2,821	9,091
Selangor	1,477,112	789,006	688,105	21,684	397,953	700,784
Terengganu	64,662	38,426	26,236	1,292	9,948	32,545
Sabah	289,255	135,170	154,085	6,362	68,751	199,822
Sarawak	398,280	206,983	191,297	6,708	88,996	249,078
W.P. Kuala Lumpur	1,616,109	886,160	729,949	23,885	509,422	991,074
W.P. Labuan	19,502	10,451	9,051	417	4,049	4,844
W.P. Putrajaya	8,516	3,764	4,752	196	2,784	4,699

Jadual 3: Bilangan Pekerja dan Gaji & Upah Perkhidmatan Persendirian dan Lain-Lain Aktiviti mengikut Kategori Pekerja, 2021

Table 3: Number of Persons Engaged and Salaries & Wages of Personal Services and Other Activities by Category of Workers, 2021

Kategori pekerja <i>Category of workers</i>	Bilangan pekerja <i>Number of persons engaged</i>			Gaji & upah yang dibayar <i>Salaries & wages paid</i> (RM'000)
	Jumlah <i>Total</i>	Lelaki <i>Male</i>	Perempuan <i>Female</i>	
Jumlah <i>Total</i>	112,796	50,396	62,400	1,662,584
Jumlah pemilik yang bekerja dan pekerja keluarga tidak bergaji <i>Total working proprietors and unpaid family workers</i>	31,311	15,218	16,093	-
Jumlah pekerja bergaji (sepenuh masa) <i>Total paid employees (full-time)</i>	77,049	33,093	43,956	1,614,814
Pengurus, profesional dan penyelidik <i>Manager, professional and researcher</i>	11,904	6,656	5,248	452,390
Juruteknik dan profesional bersekutu <i>Technicians and associate professionals</i>	3,555	2,758	797	110,110
Perkeranian dan pekerjaan yang berkaitan* <i>Clerical and related occupations</i>	41,425	14,654	26,771	753,457
Pekerja asas <i>Elementary occupation</i>	20,165	9,025	11,140	298,857
Pekerja bergaji (sambilan) <i>Paid employees (part-time)</i>	4,436	2,085	2,351	47,769

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

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

Jadual 4: Bilangan Pekerja dan Gaji & Upah Perkhidmatan Persendirian dan Lain-Lain Aktiviti mengikut Kategori Kemahiran dan Jantina, 2021

Table 4: Number of Persons Engaged and Salaries & Wages of Personal Services and Other Activities by Category of Skills and Sex, 2021

Kategori kemahiran <i>Category of skills</i>	Bilangan pekerja <i>Number of persons engaged</i>			Gaji & upah yang dibayar <i>Salaries & wages paid</i> (RM'000)
	Jumlah <i>Total</i>	Lelaki <i>Male</i>	Perempuan <i>Female</i>	
Jumlah <i>Total</i>	77,049	33,093	43,956	1,614,814
* Mahir <i>High-Skilled</i>	15,459	9,414	6,045	562,500
** Separuh Mahir <i>Semi-Skilled</i>	41,425	14,654	26,771	753,457
*** Berkemahiran rendah <i>Low-Skilled</i>	20,165	9,025	11,140	298,857

* **Termasuk pengurusan & 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 pemasangan**

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

*** **Termasuk pekerja asas**

Includes elementary occupations

Jadual 5: Perbelanjaan Modal dan Nilai Harta Tetap Perkhidmatan Persendirian dan Lain-Lain Aktiviti, 2021

Table 5: Capital Expenditure and Value of Fixed Asset of Personal Services and Other Activities, 2021

Aktiviti <i>Activities</i>	Perbelanjaan modal <i>Capital expenditure</i>	Pelupusan <i>Disposal</i>	Susut nilai <i>Current depreciation</i>	Nilai harta tetap <i>Value of fixed assets</i>
	(RM'000)	(RM'000)	(RM'000)	(RM'000)
Jumlah <i>Total</i>	135,122	6,902	254,471	3,750,230
Aktiviti keahlian organisasi <i>Activities of membership organisation</i>	31,024	2,432	42,165	1,791,848
Pembaikan komputer dan barangan persendirian & isi rumah <i>Repair of computers and personal & household goods</i>	28,706	860	51,250	412,328
Aktiviti perkhidmatan persendirian lain <i>Other personal service activities</i>	75,392	3,610	161,056	1,546,054

BAHAGIAN
PART

3

NOTA TEKNIKAL

TECHNICAL NOTES

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1. Skop dan Liputan

Survei ini meliputi pertubuhan berdaftar yang terlibat dalam perkhidmatan maklumat dan komunikasi yang merangkumi aktiviti utama berikut:

- i. Aktiviti organisasi keahlian perniagaan, majikan dan profesional;
- ii. Aktiviti kesatuan buruh;
- iii. Aktiviti keahlian organisasi lain;
- iv. Pembaikan komputer dan peralatan komunikasi;
- v. Pembaikan barangan persendirian dan isi rumah;
- vi. Pencucian dan cucian kering bagi tekstil dan produk berbulu;
- vii. Aktiviti dandanan rambut dan penjagaan kecantikan lain;
- viii. Aktiviti berkaitan pengebumian manusia atau haiwan dan aktiviti yang berkaitan dengannya; dan
- ix. Aktiviti perkhidmatan lain.

Keseluruhan liputan survei bagi perkhidmatan persendirian dan lain-lain aktiviti terdiri daripada 49 industri di peringkat 3-digit dan 4-digit mengikut Piawaian Klasifikasi Industri Malaysia (MSIC), 2008. Senarai lengkap industri yang diliputi ditunjukkan di **Lampiran**.

2. Sumber Rangka Pertubuhan

Sumber utama rangka statistik perniagaan adalah daripada *Malaysia Statistical Business Register* (MSBR). 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 (CCM) serta pertubuhan yang berdaftar dengan pihak berkuasa tempatan dan badan profesional. Senarai di MSBR dikemas kini secara berkala berdasarkan tinjauan dan bancian yang dijalankan oleh Jabatan Perangkaan Malaysia dan sumber data pentadbiran daripada agensi lain. Sumber utama data pentadbiran adalah daripada Suruhanjaya Syarikat Malaysia (SSM). Selain itu, DOSM juga bekerjasama untuk mendapatkan maklumat terkini daripada agensi lain seperti Kumpulan Wang Simpanan Pekerja (KWSP), Jabatan Kastam Diraja Malaysia, Lembaga Hasil Dalam Negeri (LHDN), pihak berkuasa tempatan 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 Piawaian Klasifikasi Industri Malaysia (MSIC), 2008 Versi 1.0. MSIC 2008 yang diselaraskan dengan *International Standard Industrial Classification of All Economic Activities (ISIC), Rev. 4, United Nations* dan pengubahsuaian mengikut keperluan tempatan.

4. Konsep Dan Definisi

Definisi yang diguna pakai dalam penerbitan ini berasaskan kepada Piawaian Klasifikasi Industri Malaysia 2008 (MSIC 2008) Versi 1.0. Definisi tersebut adalah seperti berikut:

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; dandanan rambut dan penjagaan kecantikan lain; dan pengebumian dan aktiviti perkhidmatan lain.

1. Aktiviti keahlian organisasi

Aktiviti ini termasuk aktiviti organisasi yang mewakili kepentingan kumpulan tertentu atau mempromosi idea kepada masyarakat umum. Organisasi berkenaan selalunya mempunyai kumpulan ahli tersendiri tetapi aktivitinya boleh melibatkan dan memberi manfaat kepada bukan ahli.

4. Konsep Dan Definisi (samb.)

Pecahan utama bahagian ini ditentukan oleh tujuan khidmat organisasi berkenaan, iaitu kepentingan majikan, pekerja sendiri dan komuniti tertentu, kepentingan pekerja atau mempromosikan keagamaan, politik, kebudayaan, pendidikan atau idea rekreasi dan aktiviti.

i. Aktiviti organisasi keahlian perniagaan, majikan dan profesional

Merujuk kepada aktiviti mempromosikan kepentingan ahli organisasi perniagaan dan pekerja. Dalam kes keahlian organisasi profesional, ia juga termasuk aktiviti mempromosikan kepentingan profesional ahli-ahli yang berkaitan dengan kerjaya mereka.

ii. Aktiviti kesatuan buruh

Merujuk kepada aktiviti mempromosikan kepentingan kesatuan buruh dan pekerja, aktiviti persatuan di mana ahli adalah pekerja yang berminat dalam memberi pandangan berkaitan gaji dan situasi pekerjaan, dan langkah diambil melalui organisasi dan aktiviti kesatuan kilang, kesatuan membentuk gabungan cawangan organisasi buruh, membentuk gabungan kesatuan berasaskan perdagangan, kawasan dan struktur organisasi dan kriteria lain.

iii. Aktiviti keahlian organisasi lain

Merujuk kepada aktiviti mempromosikan kepentingan ahli selain organisasi keahlian perniagaan dan majikan, organisasi profesional dan kesatuan buruh. Ia termasuk aktiviti organisasi keagamaan, aktiviti organisasi politik dan aktiviti keahlian organisasi lain seperti persatuan pengguna, persatuan automobil, persatuan belia dan kelab warga emas.

2. Pembaikan komputer dan barangan persendirian dan isi rumah

Aktiviti ini termasuk pembaikan dan penyelenggaraan peralatan komputer seperti desktop, komputer riba, komputer terminal, peranti penyimpanan dan pencetak. Termasuk juga pembaikan peralatan komunikasi seperti mesin faks; radio dua hala dan

4. Konsep Dan Definisi (samb.)

barangan elektronik pengguna seperti radio dan TV; peralatan rumah dan halaman seperti mesin rumput dan blowers; kelengkapan kasut dan barangan kulit; perabot dan kelengkapan rumah; pakaian dan aksesori pakaian; barangan sukan; peralatan muzik; barangan hobi dan barangan persendirian dan isi rumah lain. Tidak termasuk daripada bahagian ini adalah pembaikan peralatan perubatan dan pengimejan diagnostik, peralatan menyukat dan mengukur, peralatan makmal, peralatan radar dan sonar.

i. Pembaikan komputer dan peralatan komunikasi

Merujuk kepada pembaikan komputer dan peralatan sampingan serta pembaikan dan penyelenggaraan peralatan komunikasi.

ii. Pembaikan barangan persendirian dan isi rumah

Merujuk kepada pembaikan peralatan elektronik pengguna; pembaikan kelengkapan isi rumah dan peralatan rumah dan halaman; pembaikan kelengkapan kasut dan barangan kulit; pembaikan perabot dan kelengkapan rumah serta pembaikan barangan persendirian dan isi rumah.

3. Aktiviti perkhidmatan persendirian lain

Aktiviti ini termasuk semua aktiviti perkhidmatan yang tidak dinyatakan di mana-mana klasifikasi terutamanya perkhidmatan seperti basuhan dan cucian kering tekstil dan produk berbulu; dandanan rambut dan penjagaan kecantikan lain; dan pengebumian dan akitiviti yang berkaitan.

i. Perkhidmatan pencucian dan cucian kering pakaian produk berbulu

Merujuk kepada pencucian dan cucian kering, menggosok; mensyampu karpet dan permaidani; pengeringan dan cucian langsir sama ada di premis pengguna atau sebaliknya; penyediaan linen, baju seragam dan perkara berkaitan dengan cucian; dan perkhidmatan pembekalan pengalas.

4. **Konsep Dan Definisi (samb.)**
 - ii. **Aktiviti dandanan rambut dan penjagaan kecantikan lain**

Merujuk kepada dandanan rambut dan penjagaan kecantikan lain; dan aktiviti sauna, mandian stim dan salon mengurut. Pembuatan rambut palsu dan aktiviti pusat kesihatan tidak termasuk dalam kumpulan ini.
 - iii. **Perkhidmatan pengurusan mayat dan aktiviti berkaitan**

Merujuk kepada penyediaan pengurusan mayat untuk pengebumian atau pembakaran dan perkhidmatan pengawetan mayat; perkhidmatan penyediaan pengebumian atau pembakaran; penyewaan ruang yang lengkap dalam bilik pengebumian; penyewaan dan penjualan ruang kubur; dan penyelenggaraan kubur dan makam. Aktiviti perkhidmtan pengebumian mengikut keagamaan tidak termasuk dalam kumpulan ini.
 - iv. **Aktiviti perkhidmatan lain**

Merujuk kepada aktiviti astrologikal dan kerohanian; aktiviti sosial seperti perkhidmatan pengiring, temujanji dan biro perkahwinan; perkhidmatan jagaan haiwan termasuk penumpangan, perapian, mendudukkan dan melatih binatang peliharaan; pengilat kasut, porter, valet memakir kereta, operasi konsensi bagi perkhidmatan mesin duit syiling untuk kegunaan persendirian seperti kios foto, mesin penimbang berat dan operasi lokar bersyiling; dan aktiviti perkhidamatan lain.
5. **Tahun Survei**

Tahun survei adalah merujuk kepada tahun pelaksanaan survei .
6. **Tahun Rujukan**

Tahun rujukan bagi penyiasatan ini adalah tahun takwim 2021.
7. **Kaedah Pengumpulan Data**

Survei ini secara umumnya dijalankan melalui tiga (3) kaedah iaitu :

7. Kaedah Pengumpulan Data (samb.)

- i. Kaedah atas talian melalui portal e-aes: Kaedah ini mensasarkan responden yang telah menggunakan kaedah ini bagi survei rutin terdahulu.
- ii. Kaedah kutipan data melalui e-mel/pos/faks/telefon: Kaedah ini mensasarkan responden yang pernah terlibat dengan survei rutin terdahulu. Responden diberi tempoh satu bulan untuk melengkapkan dan mengembalikan borang soal selidik tersebut kepada Jabatan.
- iii. 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 mensasarkan pertubuhan yang tidak pernah terlibat dengan survei rutin DOSM.

8. Tahun Survei

Reka bentuk pensampelan bagi survei ini adalah pensampelan rawak strata satu peringkat. Kategori industri dua (2), tiga (3), empat (4) dan lima (5) digit MSIC di peringkat negeri telah diklasifikasikan sebagai strata manakala pertubuhan sebagai unit pensampelan.

Setiap strata (industri) telah dibentuk kepada empat substrata untuk memastikan sampel yang diagihkan mengambil kira ciri-ciri ekonomi industri tersebut. Substrata utama bersifat heterogen diliputi secara liputan penuh. Manakala, substrata selainnya bersifat homogen disampelkan.

Substrata utama meliputi pertubuhan kategori besar yang mempunyai jumlah hasil yang signifikan dalam industri liputan manakala bagi substrata kedua hingga keempat berdasarkan

9. Saiz Sampel dan Prosedur Penganggaran

Statistik utama yang digunakan untuk penganggaran saiz sampel adalah jumlah hasil. Formula yang digunakan dalam penganggaran saiz sampel bagi strata adalah seperti berikut:

$$n = \frac{(\sum N_i S_i)^2}{V + \sum N_i S_i^2}$$

di mana,

n = Saiz sampel

N_i = Saiz populasi bagi strata

S_i^2 = Varian bagi strata

V = Varian sasaran

$$V = RSE^2 \left(\frac{\hat{Y}_i}{Z} \right)^2$$

di mana,

$\hat{Y}_i$ = Jumlah hasil bagi strata

RSE = Ralat piawai relatif

Z = Nilai aras keyakinan

Sampel akan diagihkan kepada substrata dalam industri liputan dengan menggunakan kaedah *Neyman Allocation* seperti berikut:

$$n_{hi} = \left(\frac{N_h S_h}{\sum N_h S_h} \right) n'_i$$

h = 2, 3 dan 4

i = 1, 2, ... k

di mana,

n_{hi} = Saiz sampel bagi substrata h dalam strata i

N_h = Saiz populasi bagi substrata h

S_h = Sisihan piawaian bagi substrata h

n_i = Saiz sampel bagi strata i

h = Substrata

i = Strata

Saiz sampel optimum bagi survei ini adalah 79,481 pertubuhan. Pertubuhan kategori besar diliputi sepenuhnya, manakala pertubuhan bagi substrata kedua hingga keempat dipilih secara rawak mengikut kaedah pensampelan bersistematik.

9. **Saiz Sampel dan Prosedur Penganggaran (samb.)** Saiz sampel optimum bagi survei ini adalah 79,349 pertubuhan. Pertubuhan kategori besar diliputi sepenuhnya, manakala pertubuhan bagi substrata kedua hingga keempat dipilih secara rawak mengikut kaedah pensampelan bersistematik.

10. **Wajaran** Analisis berwajaran disediakan menggunakan wajaran bagi memastikan sampel yang dipilih dapat menggambarkan populasi survei. Wajaran yang diperlukan adalah wajaran di peringkat reka bentuk pensampelan dan wajaran tiada respon.

Wajaran reka bentuk pensampelan pada substrata h adalah seperti berikut:

$$W_h = \frac{N_h}{n_h}, n = 1, \dots, 4$$

di mana,

N_h = Bilangan populasi bagi substrata

n_h = Bilangan sampel bagi substrata

Wajaran tiada respons pada substrata h adalah seperti berikut:

$$NRW_h = \frac{1}{n'_h/n_h}, h = 1, \dots, 4$$

di mana,

n'_h = Bilangan sampel respons bagi substrata

n_h = Bilangan sampel bagi substrata

Kaedah pengiraan wajaran reka bentuk pensampelan selepas survei (*adjusted weight*) pada substrata h seperti berikut:

$$W'_h = W_h \times NRW_h, h = 1, \dots, 4$$

di mana,

W_h = Wajaran reka bentuk persampelan pada substrata h

NRW_h = Wajaran tiada respons pada substrata h

11. Unit Pelapor

Unit pelapor bagi survei ini ialah **pertubuhan**. 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.

12. Nilai Output Kasar

Nilai output kasar **Perkhidmatan Persendirian dan Lain-lain Aktiviti** ditakrifkan dengan memasukkan perkara berikut:

- Pendapatan daripada perkhidmatan yang disediakan
- + Nilai jualan (barangan / bahan yang dibeli untuk dijual semula tanpa melalui proses selanjutnya
- + Perkhidmatan pengurusan
- + Komisen dan brokeraj yang diperoleh
- + Yuran yang diterima daripada keahlian
- + Pendapatan daripada perkhidmatan profesional (cth. Perakaunan, pengurusan, kejuruteraan, guaman, penyelidikan dan pembangunan dsb.)
- + Pendapatan daripada sewa (kecuali tanah)
- + Pendapatan operasi lain
- + Perbelanjaan penyelidikan dan pembangunan dalaman
- + Harta tetap dibuat / dibina sendiri
- + Royalti, hakcipta, pelesenan dan yuran francais
- Kos barang dijual (barang / bahan yang dibeli untuk dijual semula tanpa melalui proses selanjutnya)

13. Nilai Input Perantaraan

Nilai input perantaraan **Perkhidmatan Persendirian dan Lain-lain Aktiviti** ditakrifkan dengan memasukkan unsur berikut:

- Pembelian barangan, bahan dan perkhidmatan
- + Premium insurans kecuali insurans pampasan kerja
- + Bayaran pembaikan dan penyelenggaraan
- + Pembelian elektrik dan air
- + Pembelian bahan pembakar, pelincir dan gas
- + Pembelian perkhidmatan pengangkutan
- + Perbelanjaan penyelidikan dan pembangunan
- + Bayaran perakaunan, kesetiausahaan dan audit
- + Bayaran guaman dan perkhidmatan profesional lain
- + Bayaran pengurusan
- + Komisen dan bayaran agensi
- + Bayaran telekomunikasi, pos dan percetakan
- + Pengiklanan, pemasaran dan promosi
- + Premium insurans kecuali insurans pampasan kerja
- + Bayaran bagi perkhidmatan keselamatan
- + Bayaran sewa tidak termasuk sewa penggunaan tanah
- + Perbelanjaan operasi lain
- + Stok awal
- Stok akhir

14. Nilai Ditambah

Nilai ditambah adalah tambahan kepada nilai barangan dan perkhidmatan yang dikeluarkan oleh sesebuah pertubuhan. Nilai ditambah diperoleh daripada perbezaan antara nilai output kasar dengan nilai input perantaraan.

15. Bilangan Pekerja

Bilangan pekerja merujuk kepada bilangan orang yang bekerja pada bulan Disember atau pada tempoh pembayaran gaji terakhir bagi tahun rujukan. Bilangan orang yang bekerja dikategorikan seperti berikut:

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.

**15. Bilangan Pekerja
(samb.)**

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.

iii. Pekerja bergaji (sepenuh masa)

Ia merujuk kepada semua pekerja bergaji yang bekerja sekurang-kurangnya 6 jam sehari dan sekurang-kurangnya 20 hari sebulan.

iv. Pekerja bergaji (sambilan)

Ia merujuk kepada semua pekerja bergaji yang bekerja kurang daripada enam jam sehari dan/atau kurang daripada 20 hari sebulan.

16. Kategori Kemahiran

Kategori pekerjaan telah dikelaskan berdasarkan Piawaian Pengkelasan Pekerjaan Malaysia (MASCO) 2020 adalah seperti berikut:

i. Pekerja mahir

Pengurus, Profesional dan Juruteknik & Profesional Bersekutu;

ii. Pekerja separuh mahir

Pekerja Sokongan Perkeranian; Pekerja Perkhidmatan & Jualan; Pekerja Kemahiran & Pekerja Pertukangan yang Berkaitan dan Operator Mesin & Loji dan Pemasang; dan

iii. Berkemahiran rendah

Pekerja Asas

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. Ia termasuk tanah, bangunan dan struktur, alat pengangkutan, komputer dan 'peripheral equipment', mesin, peralatan serta perabot dan pemasangan lain. Nilai harta tetap awal dan akhir bagi tahun rujukan 2021 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. Perbelanjaan penyelidikan dan pembangunan turut diambil kira sebagai perbelanjaan harta selaras dengan *System of National Accounts (SNA) 2008*.

18. Pembundaran

Jumlah bagi komponen mungkin berbeza dengan jumlah besar disebabkan oleh pembundaran angka.

19. Perubahan Peratusan Tahun ke Tahun

Pengiraan 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

20. Simbol dan Singkatan

-	: tiada
%	: peratus
&	: dan
>	: lebih daripada
<	: kurang daripada
RM	: Ringgit Malaysia
dll.	: dan lain-lain
spt.	: seperti
t.t.t.l.	: tidak terkelas di tempat lain
W.P.	: Wilayah Persekutuan

1. Scope and Coverage

The survey covered all registered establishments engaged in **personal services and other activities** which included main activities as follows:

- i. Activities of business, employers and professional membership Organisations;
- ii. Activities of trade unions;
- iii. Activities of other membership organisations;
- iv. Repair of computer and communication equipment
- v. Repair of personal and household goods
- vi. Washing and dry-cleaning of textile and fur products
- vii. Hairdressing and other beauty treatment
- viii. Funeral and related activities of human or animal corpses and related activities
- ix. Other services activities

Overall, coverage of the survey for information and communication services was 35 industries at 5-digit level under the Malaysia Standard Industrial Classification (MSIC), 2008. The complete lists of industries are shown in **Appendix**.

2. Source of Establishments

The main source of updating statistical business frame namely Malaysia Statistical Business Register (MSBR). MSBR is a list of establishments operating in Malaysia which 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 establishments registered with local authorities and professional bodies. The list in the MSBR is updated regularly based on surveys and censuses conducted by the Department of Statistics Malaysia and administrative data sources from other agencies. The main source of administrative data is from the Companies Commission of Malaysia (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), local authorities and professional bodies.

2. **Source of Establishments (cont.)** *The frame is updated to take into account new establishments and to record 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 Malaysia Standard Industrial Classification (MSIC), 2008 Ver 1.0. The MSIC 2008 conforms to the International Standard Industrial Classification of All Economic Activities (ISIC), Rev. 4, United Nations, with modifications to suit local conditions.*
4. **Concepts and Definitions**

The definition adopted in this publication based on the recommendations of the Malaysia Standard Industrial Classification 2008 (MSIC 2008) Version 1.0. The definitions include the following activities:

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.*

1. Activities of membership organisations *This activity includes of organisations representing interests of special group or promoting ideas to the general public. These organisations usually have a constituency of members, but their activities may involve and benefit non-members as well.*

4. Concepts and Definitions (cont.)

The primary breakdown of this division is determined by the purpose of organisations serve; namely interests of employees, self-employed individuals and the specific community, interests of employees or promotion of religious, political, cultural, educational or recreational ideas and activities.

i. Activities of business, employers and professional membership organisations

This activity includes that promote the interests of the members of business and employers organisations. In the case of professional membership organisations it also includes the activities of promoting the professional interest of members of the profession.

ii. Activities of trade unions

This activity includes that promote the interests of organisations labour and union employees, activities of associations whose members are employees interested chiefly in the representation of their views concerning the salary and work situation, and in concerted action through organisation and activities of single plant unions, of unions composed of affiliated branches labour organisations composed of affiliated unions on the basis of trade, region, organisational structure or other criteria.

iii. Activities of others membership organisations

This activity includes promote the interests of their members except business and employers organisations, professional organisations and trade unions. This is include activities of religious organisations, activities of political organisations and activities of other membership organisations such as consumer associations, automobile associations, associations of youth and senior citizens.

2. Repair of computers and personal and household goods

This activity includes the repair and maintenance of computers peripheral equipment such as desktops, laptops, computer terminals, storage devices and printers.

4. Concepts and Definitions (cont.)

It also includes the repair of communications equipment such as fax machine; two-way radios and consumer electronic such as radios and TVs; home and garden equipment such as lawn-mowers and blowers; footwear and leather goods; furniture and home furnishings; clothing and clothing accessories; sporting goods; musical instruments; hobby articles and other personal and household goods. Excluded from this division is the repair of medical and diagnostic imaging equipment, measuring and surveying instruments, laboratory instruments, radar and sonar equipments.

i. Repair of computers and communication equipment

This activity includes repair of computers and peripheral equipment and repair and maintenance of communication equipment.

ii. Repair of personal and household goods

This activity of consumer electronics; repair of household appliances and home and garden equipment; repair of footwear and leathers goods; repair of furniture and home furnishings and repair of personal and household goods.

3. Others personal services activities

This activity includes all service activities not mentioned elsewhere in the classification. Notably it includes types of services such as washing and dry-cleaning of textiles and fur products; hairdressing and other beauty treatment and funeral and related activities.

i. Washing and dry-cleaning of textiles and fur products

This activity includes the laundering and dry-cleaning, pressing; carpet and rug shampooing; drapery and curtain cleaning whether on clients' premises or not, provision of linens, work uniform and related items by laundries; and diaper supply services.

4. Concepts and Definitions (cont.)

ii. Hairdressing and other beauty treatment

This activity includes the hairdressing and others beauty treatment; and the activities of sauna, steam baths and massage salons. Excludes manufacture of wigs and activities of fitness centres.

iii. Funeral services and related activities

This activity to the preparing the dead for burial or cremation and embalming and morticians' services; providing burial or cremation services; rental of equipped space in funeral parlours; rental or sale of graves; and maintenance of graves and mausoleums. Excludes religious funeral services activities.

iv. Other service activities

This activity the astrological and spiritualists' activities; social activities such as escort services, dating services, services of marriage bureau; pet care services; shoe shiners, porters, valet car parkers; concession operation of coin-operated personal service machines such as photo booths, weighing machines and coin-operated machines; and other service activities.

5. Survey Year

Survey year refers to the year in which a survey was conducted.

6. Reference Year

The reference year of the survey was the calendar year 2021.

7. Method of Data Collection

This survey is generally conducted through three (3) methods, namely:

- i. Data collection method via Online method through the e-aes portal: This method targets respondents who have used this method for previous routine surveys.*
- ii. Respondents were given a period of one month to complete and return the questionnaire to the Department.*

7. Method of Data Collection (cont.)

iii. *Face-to-face data collection method: Field work operation is carried out to get feedback from organizations that have not yet given answers from the two methods above and this method also targets organizations that have never been involved in a routine DOSM survey.*

8. Sampling Design

Sampling design of the survey is a one-stage stratified random sampling. Categories of industries at two (2), three (3), four (4) and five (5) digit MSIC at state level have been classified as stratum and the establishment as the sampling unit.

Each stratum (industry) has been set up into four substrata to ensure the distributed sample takes into account the economic characteristics of the industry. The main substratum is heterogeneous and was fully covered. Whereas, other substratum that is homogeneous were sampled.

Main substratum includes large establishments that have significant total revenue in the industry while for the second to fourth substratum are based on micro, small and medium enterprise (SMEs) categories.

9. Sample Size and Estimation Procedure

The main statistics used to estimate the sample size is the total revenue. The formula used in the estimation of the sample size for a stratum is as follows:

$$n = \frac{(\sum N_i S_i)^2}{V + \sum N_i S_i^2}$$

where,

n = Sample size

N_i = Population size for stratum

S_i^2 = Variance for stratum

V = Desired variance

9. Sample Size and Estimation Procedure (cont.)

$$V = RSE^2 \cdot \left(\frac{\hat{Y}_i}{Z} \right)^2$$

where,

$\hat{Y}_i$ = Total revenues for stratum

RSE = Relative standard error

Z = Value of confidence level

Sample is distributed to substratum of the industry using Neyman Allocation Method as follows:

$$n_{hi} = \left(\frac{N_h S_h}{\sum N_h S_h} \right) n'_i$$

h = 2, 3 and 4

i = 1, 2, ... k

where,

n_{hi} = Sample size for substratum h of stratum i

N_h = Population size for substratum h

S_h = Standard deviation for substratum h

n_i = Sample size for stratum i

h = Substratum

i = Stratum

The optimum sample size for this survey is 79,481 establishments. Establishments of the large categories were fully covered while establishments of the second to fourth substratum were randomly selected using systematic random sampling.

10. Weight

Weighted analysis is done using sampling weight to ensure that the selected sample can reflect population survey. The weights required are the sampling design weight and non-response weight.

10. Weight

Weighted analysis is done using sampling weight to ensure that the selected sample can reflect population survey. The weights required are the sampling design weight and non-response weight.

The sampling design weight for the establishment at stratum is as follows:

$$W_h = \frac{N_h}{n_h}, n = 1, \dots, 4$$

where,

N_h = Total population of substratum h

n_h = Total sample of substratum h

Non response weight at substratum h as below:

$$NRW_h = \frac{1}{n'_h/n_h}, h = 1, \dots, 4$$

where,

n'_h = Numbers of respond sample size for substratum h

n_h = Number of sample size for substratum h

The method of calculating the sampling design weight after the survey (adjusted weight) on substratum h as below:

$$W'_h = W_h \times NRW_h, h = 1, \dots, 4$$

where,

W_h = Sampling design weight at substratum

NRW_h = Non response weight at substratum

11. Reporting Unit

The reporting unit used in the survey was **establishment**. An establishment is defined as "an economic unit that engaged in one activity, under a single legal entity and operating in a single physical location". Each establishment was assigned to an industry classification based on its principal activity.

- 11. Reporting Unit (cont.)** *Each branch of a multi-branch organisation at a different location was conceptually treated as a different establishment. The establishment was requested to give separate returns for each activity in terms of value. However, if in practice, the accounts were centrally kept such that it was not possible to obtain separate data for each individual unit or branch. That entity or enterprise was treated as a single reporting unit and allowed to submit a consolidated questionnaire covering all units or branches.*
- 12. Value of Gross Output** *The value of gross output of **personal services and other activities** is defined to include the following items:*
- Revenue from services provided*
 - + *Value of sales (goods / materials purchased for resale without undergoing further processing)*
 - + *Income from management services*
 - + *Commissions and brokerage earned*
 - + *Income from Fees earned from membership*
Professional fees received (e.g. accounting, management, engineering, legal services, research and development etc.)
 - + *Rental income received except land*
 - + *Research and development expenditure*
 - + *Royalties, copyrights, licensing dan franchise fees*
 - + *Other operating income*
 - + *Built / self-produced fixed assets*
 - *Cost of goods sold (goods/material purchased for resale without undergoing further processing)*
- 13. Value of Intermediate Input** *Value of intermediate input of **personal services and other activities** is defined to include the following items:*
- Purchase of goods, materials and services*
 - + *Insurance premiums except workers' compensation work*
 - + *Payments for repairs and maintenance*
 - + *Expenditure for stationery, office supplies and others*
 - + *Water and electricity purchased*
 - + *Fuel, lubricants and gas*
 - + *Transportation of goods (carriage outwards)*
 - + *Research and development expenditure*

- 13. Value of Intermediate Input (cont.)**
- + Telecommunication, postage and printing cost
 - + Advertising, marketing and promotion
 - + Accounting, secretarial and audit Legal and other professional services fees
 - + Other operating expenditure
 - + Closing stocks
 - Opening stocks

Effective 2014, research and development expenditure has been removed from calculation of intermediate input and treated as capital asset in line with the Recommendation of System of National Accounts (SNA) 2008.

- 14. Value Added**
- Value added is the increment to the value of commodities and services contributed by the establishment. This value added is derived as the difference between the value of gross output and intermediate input.

- 15. Number of Persons Engaged**
- Employment covers all persons engaged during December or the last pay period of the reference year. The number of persons engaged was classified under the following categories:

i. Working proprietors and active business partners

This category refers to all individual proprietors and partners, part-time or full time, who are actively engaged in the work of the establishment. Therefore, it excludes silent and inactive partners.

ii. Unpaid family workers

This is defined as all persons (full-time or part-time) in the household of any of 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.

c. Paid employees (full-time)

This is defined as all paid workers who work for at least 6 hours a day and at least 20 days a month.

15. Number of Persons Engaged (cont.)

iii. Paid employees (full-time)

This is defined as all paid workers who work for at least 6 hours a day and at least 20 days a month.

iv. Paid employees (part-time)

This is defined as all paid workers who work for less than 6 hours a day and/or less than 20 days a month.

16. Category of Skills

Job category has also been categorized according to Malaysia Standard Classification of Occupations 2020 (MASCO) as follow:

i. High-skilled

Managers, Professionals, Technicians and Associate Professionals;

ii. Semi-skilled

Clerical Support Workers; Service & Sales Workers; Craft & Related Trades Workers; Plant and Machine Operators & Assemblers; and

iii. Low-skilled

Elementary occupations

17. Value of Fixed Assets

Fixed assets covers all goods, new or used, tangible or intangible and repeated & continuously that have a normal economic life span of more than one year. Included are land, buildings and structure, transport equipment, other machinery equipment, computer software and furniture and fittings. Value of assets as at the beginning and end of 2017 were based on net book value. Purchases, alterations and major repairs or capital expenditure during the year valued at actual cost incurred. Value of assets sold during the year refers to the realized value. Research and development expenditure also treated as capital asset in line with the recommendation of System of National Accounts (SNA) 2008.

18. Rounding

The sum of the component figures may not tally with the sub-total or total figures due to rounding.

**19. Percentage Change
Year-on-Year**

The calculation 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 at current year

y_0 = Value at previous year

t = Number of years, , $y_t - y_0$

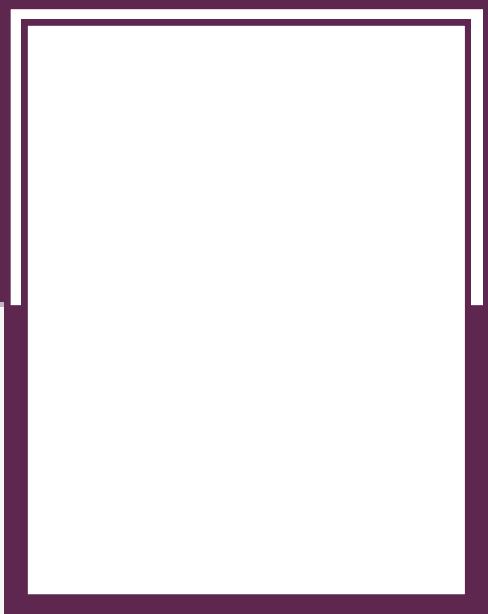
r = Compound annual growth rate

**20. Symbols and
Abbreviations**

-	:	nil
%	:	per cent
&	:	and
>	:	more than
<	:	less than
RM	:	Ringgit Malaysia
etc.	:	et cetera
i.e	:	that is
n.e.c	:	not elsewhere classified
W.P.	:	Federal Territory

LAMPIRAN

APPENDIX



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PIAWAIAN KLASIFIKASI INDUSTRI MALAYSIA (MSIC) 2008 Ver. 1.0
MALAYSIA STANDARD INDUSTRIAL CLASSIFICATION (MSIC) 2008 Ver.1.0

PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI
PERSONAL SERVICES OTHER ACTIVITIES

MSIC 2008	Keterangan Description
94	Aktiviti keahlian organisasi <i>Activities of membership organisations.</i>
941	Aktiviti organisasi keahlian perniagaan, majikan dan profesional <i>Activities of business, employers and professional membership organisations</i>
942	Aktiviti kesatuan buruh <i>Activities of trade unions</i>
949	Aktiviti keahlian organisasi lain <i>Activities of other membership organisations</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 perkhidmatan persendirian lain <i>Other personal service activities</i>
9601	Basuhan dan cucian kering bagi tekstil dan produk berbulu <i>Washing and (dry-) cleaning of textile and fur products</i>
9602	Dandanan rambut dan penjagaan kecantikan lain <i>Hairdressing and other beauty treatment</i>
9603	Aktiviti berkaitan pengebumian manusia atau haiwan dan aktiviti yang dengannya <i>Funeral and related activities of human or animal corpses and activities</i>
9609	Aktiviti perkhidmatan lain t.t.t.l <i>Other service activities n.e.c</i>

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**MAKLUMAT LANJUT BERKAITAN PENERBITAN INI BOLEH DIRUJUK DI JABATAN PERANGKAAN NEGERI
SEPERTI BERIKUT:**

*FURTHER INFORMATION RELATED TO THIS PUBLICATION CAN BE REFERRED TO STATE OFFICES
AS FOLLOWS:*

Pengarah,
Jabatan Perangkaan Malaysia Negeri Johor,
Tingkat 14, Menara Tabung Haji,
Jalan Air Molek,
80000 Johor Bahru, Johor.
Tel : 07 - 225 3700
Faks : 07 - 224 9972
E-mel : jpjohor@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Perak,
Tingkat 3, Blok A, Bangunan Persekutuan Ipoh,
Jalan Dato' Seri Ahmad Said (Greentown)
30450 Ipoh, Perak
Tel : 05 - 243 6107
Faks : 05 - 255 1073
E-mel : jpperak@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Kedah,
Aras 1, Zon C, Wisma Persekutuan,
Pusat Pentadbiran Kerajaan Persekutuan,
Bandar Muadzam Shah,
06550 Anak Bukit, Alor Setar, Kedah
Tel : 04 - 700 1240
Faks : 04 - 733 8412
E-mel : jpkedah@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Perlis,
Tingkat 1, Bangunan Perodua Kangar,
No. 2C, Persiaran Jubli Perak,
01000 Kangar,
Perlis
Tel : 04 - 976 7381/9025
Faks : 04 - 976 8950
E-mel : jpperlis@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Kelantan,
Tingkat 8, Bangunan Persekutuan,
Jalan Bayam,
15514 Kota Bharu, Kelantan.
Tel : 09 - 7419449
Faks : 09 - 7482142
E-mel : jpkelantan@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Selangor,
Tingkat 9, Bangunan Darul Ehsan,
Jalan Indah, Seksyen 14,
40000 Shah Alam, Selangor
Tel : 03 - 5515 0200
Faks : 03 - 5518 0408
E-mel : jpselangor@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Melaka,
Aras 7 & 8, Wisma Persekutuan,
Jalan MITC, Hang Tuah Jaya,
75450 Ayer Keroh, Melaka.
Tel : 06 - 252 2725
Faks : 06 - 252 2711
E-mel : jpmelaka@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Terengganu,
Tingkat 9, Wisma Persekutuan,
Jalan Sultan Ismail,
20200 Kuala Terengganu, Terengganu.
Tel : 09 - 622 3062
Faks : 09 - 622 9659
E-mel : admin_jptrg@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Sembilan,
Tingkat 12, Wisma Persekutuan,
Jalan Dato' Abdul Kadir,
70000 Seremban, Negeri Sembilan.
Tel : 06 - 765 5000
Faks : 06 - 765 5002
E-mel : jpnsembilan@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Sabah,
Tingkat 1-3, Blok C, Kompleks Pentadbiran
Kerajaan Persekutuan Sabah, Jalan UMS,
Beg Berkunci No. 2046, 88999 Kota Kinabalu, Sabah.
Tel : 088 - 484 602
Faks : 088 - 484 659
E-mel : jpsabah@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Pahang,
Tingkat 7, Bangunan Persekutuan,
Jalan Gambut,
25000 Kuantan, Pahang.
Tel : 09 - 516 3931/7
Faks : 09 - 514 4636
E-mel : jppahang@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Sarawak,
Tingkat 7 & 8, Bangunan Tun Datuk Patinggi
Tuanku Haji Bujang, Jalan Simpang 3,
93514 Kuching, Sarawak.
Tel : 082 - 240 287
Faks : 082 - 242 609
E-mel : sarawak@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia Negeri Pulau Pinang,
Tingkat 6, Bangunan Persekutuan,
10400, Jalan Anson, Pulau Pinang.
Tel : 04 - 226 6244
Faks : 04 - 229 9499
E-mel : jppulaupinang@dosm.gov.my

Pengarah,
Jabatan Perangkaan Malaysia
Wilayah Persekutuan,
Tingkat 14 & 15, Wisma FGV, Jalan Raja Laut,
50350 Kuala Lumpur.
Tel : 03 - 2267 2400
Faks : 03 - 2691 0639
E-mel : dosmwp@dosm.gov.my

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