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STATISTIK EKONOMI TAHUNAN

Annual Economic Statistics

2022

Perkhidmatan Pentadbiran dan Sokongan
Administrative and Support Services

JABATAN PERANGKAAN MALAYSIA
DEPARTMENT OF STATISTICS MALAYSIA



KEMENTERIAN EKONOMI
JABATAN PERANGKAAN MALAYSIA

STATISTIK EKONOMI TAHUNAN ANNUAL ECONOMIC STATISTICS

PERKHIDMATAN PENTADBIRAN DAN SOKONGAN ADMINISTRATIVE AND SUPPORT SERVICES

2022

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 mengkatalog, memberi visualisasi, dan menyediakan inisiatif untuk pengguna membuat analisis pelbagai jenis data. OpenDOSM NextGen merupakan medium perkongsian data sumber terbuka percuma yang boleh dicapai 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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KATA PENGANTAR

Penerbitan ini memaparkan statistik utama bagi perkhidmatan pentadbiran dan sokongan yang diperoleh daripada Survei Ekonomi Tahunan 2022 bagi tahun rujukan 2021. Liputan industri yang digunakan adalah berdasarkan Seksyen N: Aktiviti Pentadbiran dan Khidmat Sokongan, Klasifikasi Industri Malaysia (MSIC) 2008 Ver. 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

This publication presents main statistics on administrative and support services obtained from the Annual Economic Survey 2022 for reference year 2021. The statistics represent industry as classified in Section N: Administrative and Support 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

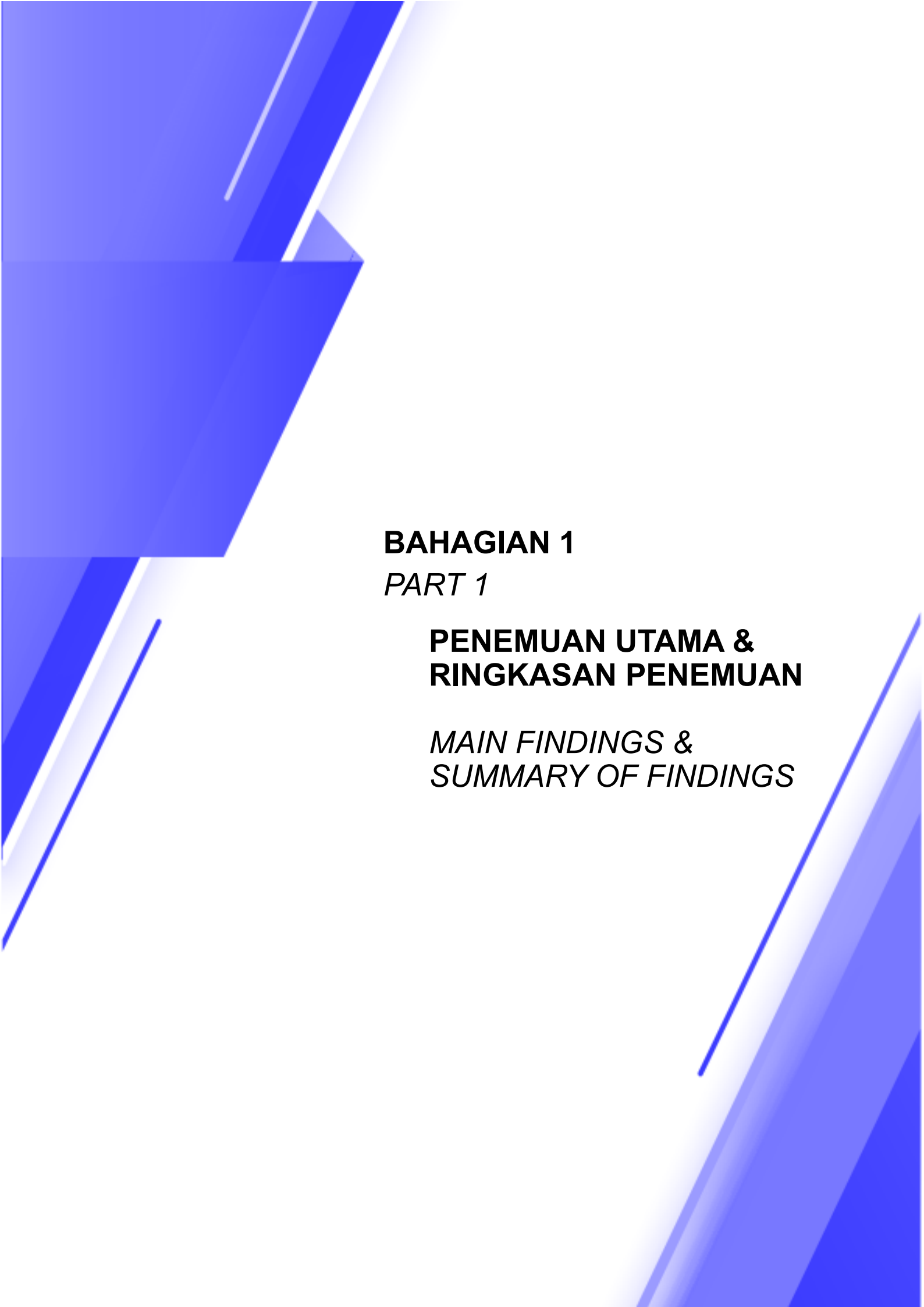
Chief Statistician Malaysia

March 2023

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BAHAGIAN 1

PART 1

PENEMUAN UTAMA & RINGKASAN PENEMUAN

MAIN FINDINGS & SUMMARY OF FINDINGS

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KEMENTERIAN EKONOMI
JABATAN PERANGKAAN MALAYSIA



AS 2022

STATISTIK EKONOMI TAHUNAN, 2022 PERKHIDMATAN PENTADBIRAN DAN SOKONGAN

PENEMUAN UTAMA

Nilai Output Kasar

2021: RM18.1 bilion

2020: RM24.2 bilion

▼ -25.2%

Nilai Input Perantaraan

2021: RM8.5 bilion

2020: RM13.1 bilion

▼ -35.2%

Nilai Ditambah

2021: RM9.6 bilion

2020: RM11.1 bilion

▼ -13.4%

Bilangan Pekerja

2021: 198,961 orang

2020: 204,290 orang

▼ -2.6%

Gaji & Upah Dibayar

2021: RM5.0 bilion

2020: RM5.1 bilion

▼ -1.8%

Nilai Harta Tetap

2021: RM8.4 bilion

2020: RM12.2 bilion

▼ -31.1%

Perubahan Peratusan (%): Tahun ke Tahun



ANNUAL ECONOMIC STATISTICS, 2022 ADMINISTRATIVE AND SUPPORT SERVICES

MAIN FINDINGS

Value of Gross Output



2021: RM18.1 billion
2020: RM24.2 billion
▼ **-25.2%**

Value of Intermediate Input



2021: RM8.5 billion
2020: RM13.1 billion
▼ **-35.2%**

Value Added



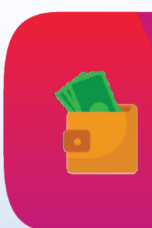
2021: RM9.6 billion
2020: RM11.1 billion
▼ **-13.4%**

Number of Persons Engaged



2021: 198,961 persons
2020: 204,290 persons
▼ **-2.6%**

Salaries & Wages Paid



2021: RM5.0 billion
2020: RM5.1 billion
▼ **-1.8%**

Value of Fixed Assets



2021: RM8.4 billion
2020: RM12.2 billion
▼ **-31.1%**

Percentage Change (%): Year-on-Year

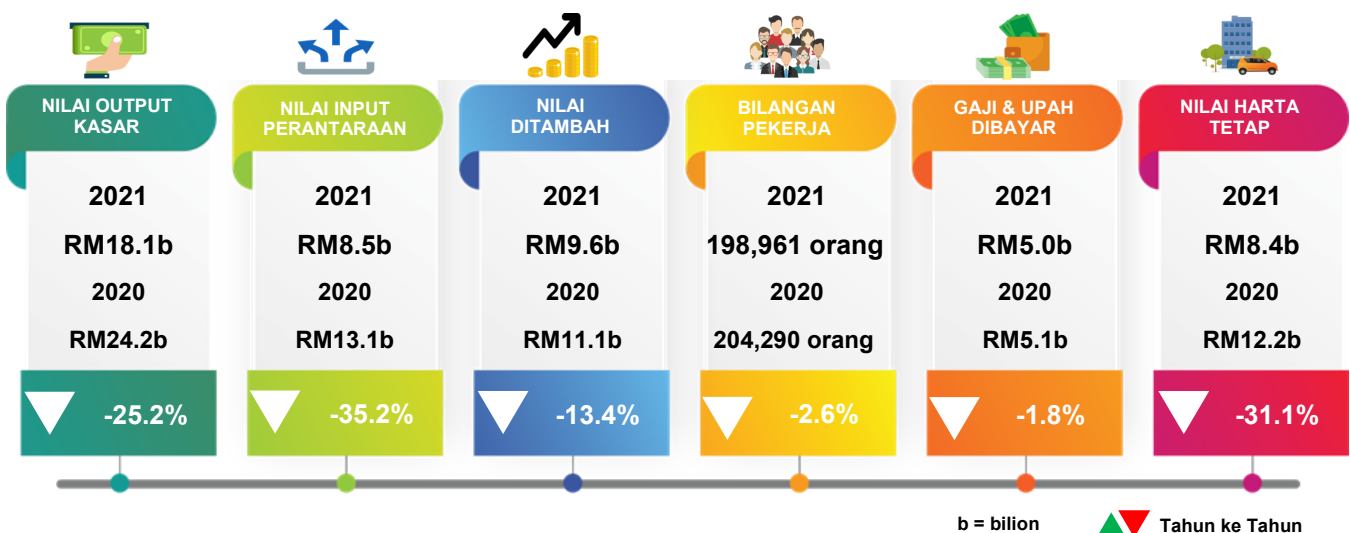


1. PENGENALAN

Penerbitan ini memaparkan statistik bagi perkhidmatan pentadbiran dan sokongan yang diperoleh daripada Survei Ekonomi Tahunan 2022 bagi tahun rujukan 2021. Perkhidmatan pentadbiran dan sokongan merangkumi aktiviti sewaan & pajakan; aktiviti pekerjaan; aktiviti agensi pengembaraan, operator pelancongan & khidmat penempahan; aktiviti keselamatan & penyiasatan; aktiviti perkhidmatan bangunan & landskap dan aktiviti pengurusan pejabat & sokongan perniagaan 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 PENTADBIRAN DAN SOKONGAN

Paparan 1: Statistik Utama bagi Perkhidmatan Pentadbiran dan Sokongan, 2020 dan 2021



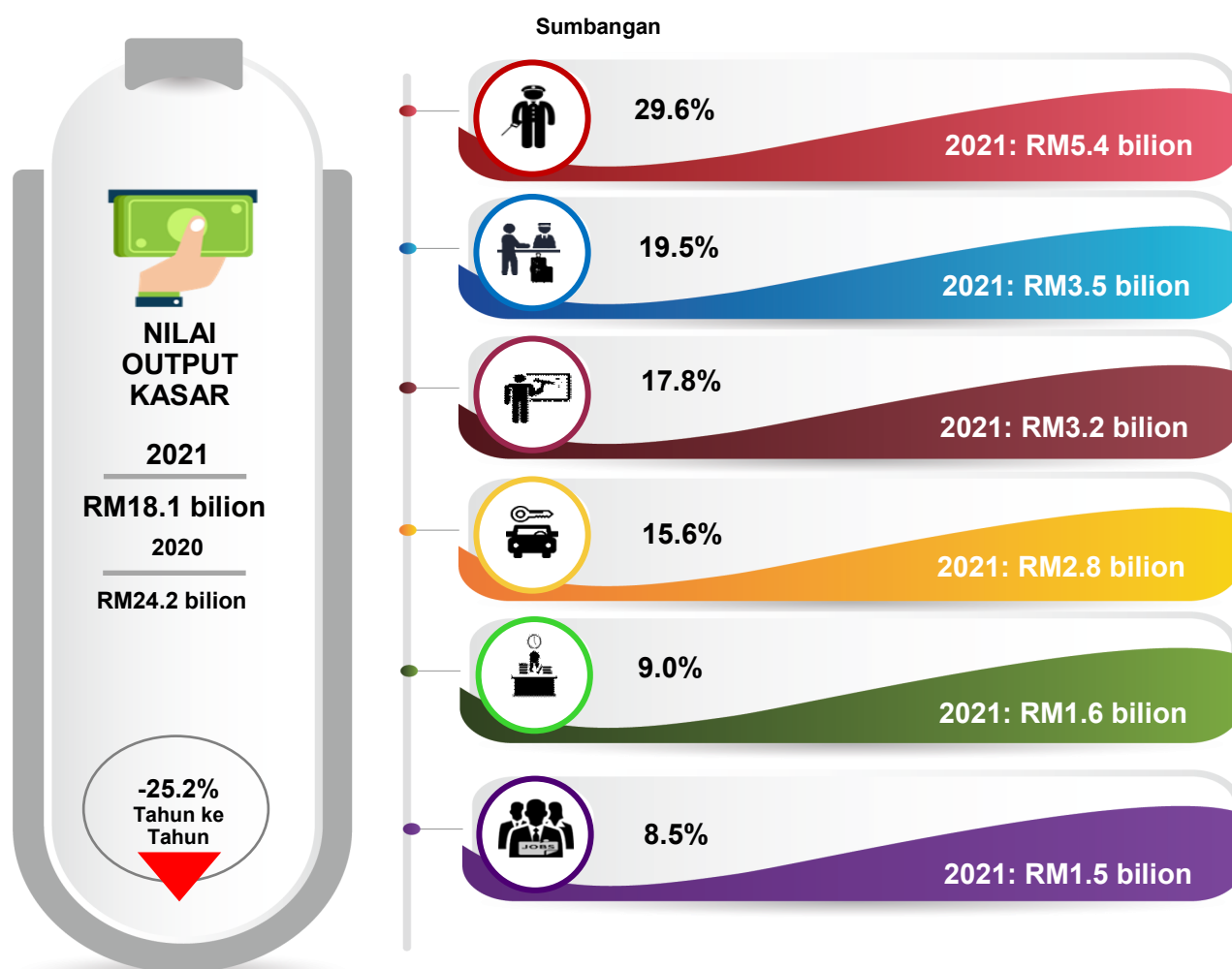
Perkhidmatan pentadbiran dan sokongan mencatatkan penurunan nilai output kasar sebanyak 25.2 peratus kepada RM18.1 bilion pada tahun 2021 berbanding RM24.2 bilion pada tahun 2020. Selari dengan penurunan nilai output kasar, nilai input perantaraan turut menurun sebanyak RM4.6 bilion (-35.2%) untuk mencatatkan RM8.5 bilion, menghasilkan nilai ditambah sebanyak RM9.6 bilion pada tahun 2021. Bilangan pekerja di sektor ini juga menunjukkan penurunan sebanyak 2.6 peratus kepada 198,961 orang berbanding 204,290 orang pada tahun 2020. Sementara itu, jumlah gaji & upah yang dibayar pada tahun 2021 adalah RM5.0 bilion berbanding RM5.1 bilion pada tahun 2020. Nilai harta tetap pada tahun 2021 pula adalah RM8.4 bilion menurun sebanyak 31.1 peratus berbanding RM12.2 bilion pada tahun 2020 seperti yang ditunjukkan dalam **Paparan 1**.

3. NILAI OUTPUT KASAR

Pada tahun 2021, nilai output kasar perkhidmatan pentadbiran dan sokongan menurun sebanyak 25.2 peratus untuk merekodkan RM18.1 bilion. Aktiviti keselamatan & penyiasatan merupakan penyumbang terbesar dengan nilai output kasar sebanyak RM5.4 bilion (29.6%) pada tahun 2021. Penyumbang kedua terbesar adalah aktiviti agensi pengembaraan, operator pelancongan & khidmat penempahan sebanyak RM3.5 bilion (19.5%), diikuti dengan aktiviti perkhidmatan bangunan & landskap sebanyak RM3.2 bilion (17.8%) serta aktiviti sewaan & pajakan sebanyak RM2.8 bilion (15.6%) seperti yang ditunjukkan dalam **Paparan 2**. Empat aktiviti ini merekodkan sumbangan 82.5 peratus kepada nilai output kasar perkhidmatan pentadbiran dan sokongan.

Aktiviti lain yang turut menyumbang ialah aktiviti pengurusan pejabat & sokongan perniagaan lain serta aktiviti pekerjaan yang berjumlah RM3.1 bilion.

Paparan 2: Nilai Output Kasar bagi Perkhidmatan Pentadbiran dan Sokongan mengikut Aktiviti, 2020 dan 2021



Aktiviti agensi pengembaraan, operator pelancongan & khidmat penempahan



Aktiviti perkhidmatan bangunan & landskap



Aktiviti pengurusan pejabat & sokongan perniagaan



Aktiviti keselamatan & penyiasatan



Aktiviti sewaan & pajakan



Aktiviti pekerjaan

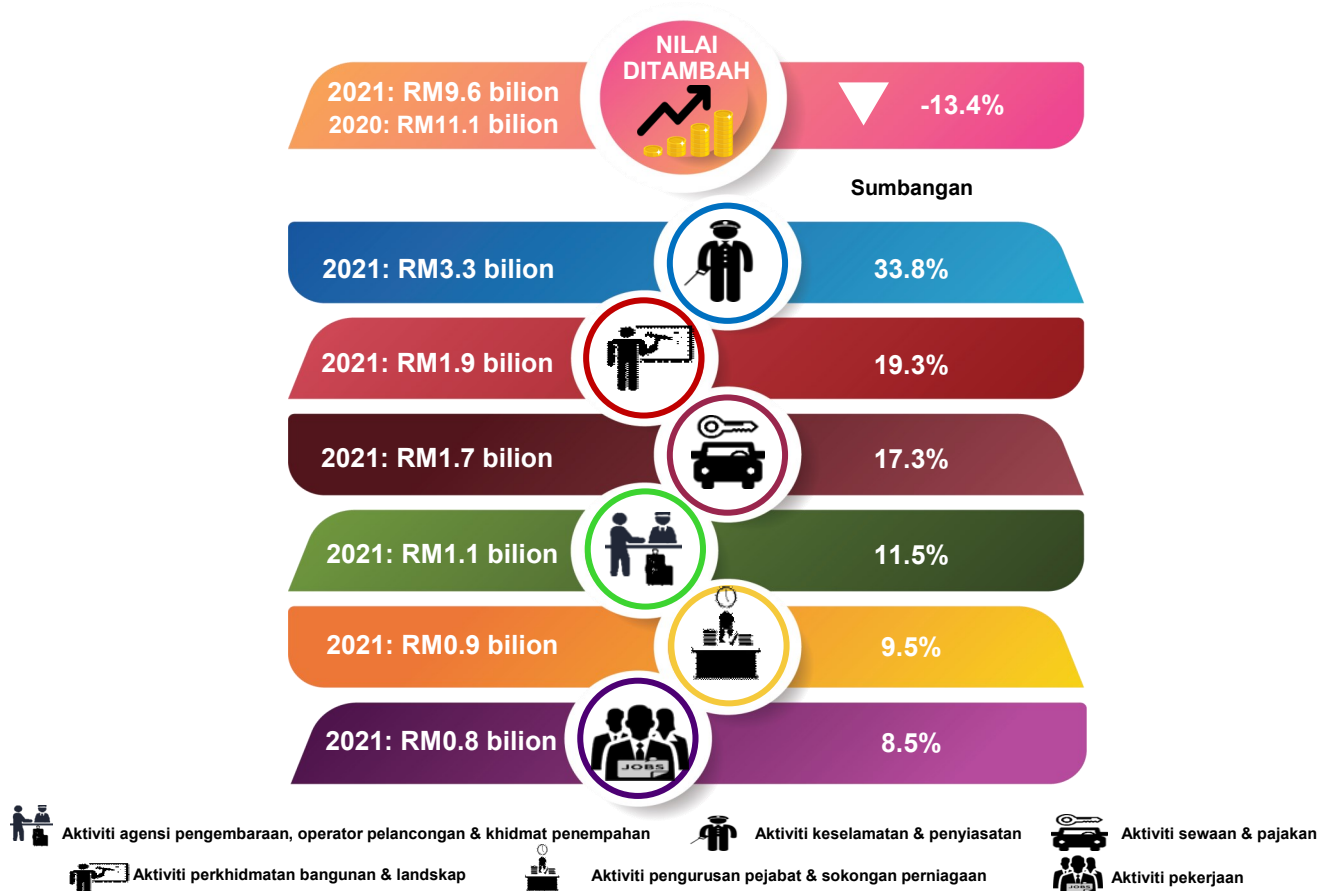
3.1 NILAI OUTPUT KASAR MENGIKUT NEGERI

W.P. Kuala Lumpur masih kekal sebagai penyumbang utama nilai output kasar bagi perkhidmatan pentadbiran dan sokongan pada tahun 2021 dengan nilai RM7.1 bilion iaitu 39.1 peratus sumbangan. Ini diikuti oleh Selangor dan Johor dengan nilai output kasar masing-masing sebanyak RM5.6 bilion (31.1%) dan RM1.1 bilion (6.2%). Nilai sumbangan bagi ketiga-tiga negeri ini berjumlah RM13.8 bilion (76.4%).

4. NILAI DITAMBAH

Nilai ditambah perkhidmatan pentadbiran dan sokongan pada tahun 2021 yang dicatatkan adalah sebanyak RM9.6 bilion dengan penurunan sebanyak 13.4 peratus. **Paparan 3** menunjukkan aktiviti keselamatan & penyiasatan merekodkan nilai ditambah tertinggi pada tahun 2021 iaitu RM3.3 bilion. Ini diikuti aktiviti perkhidmatan bangunan & landskap, sebanyak RM1.9 bilion dan aktiviti sewaan & pajakan sebanyak RM1.7 bilion.

Paparan 3: Nilai Ditambah bagi Perkhidmatan Pentadbiran dan Sokongan mengikut Aktiviti, 2020 dan 2021

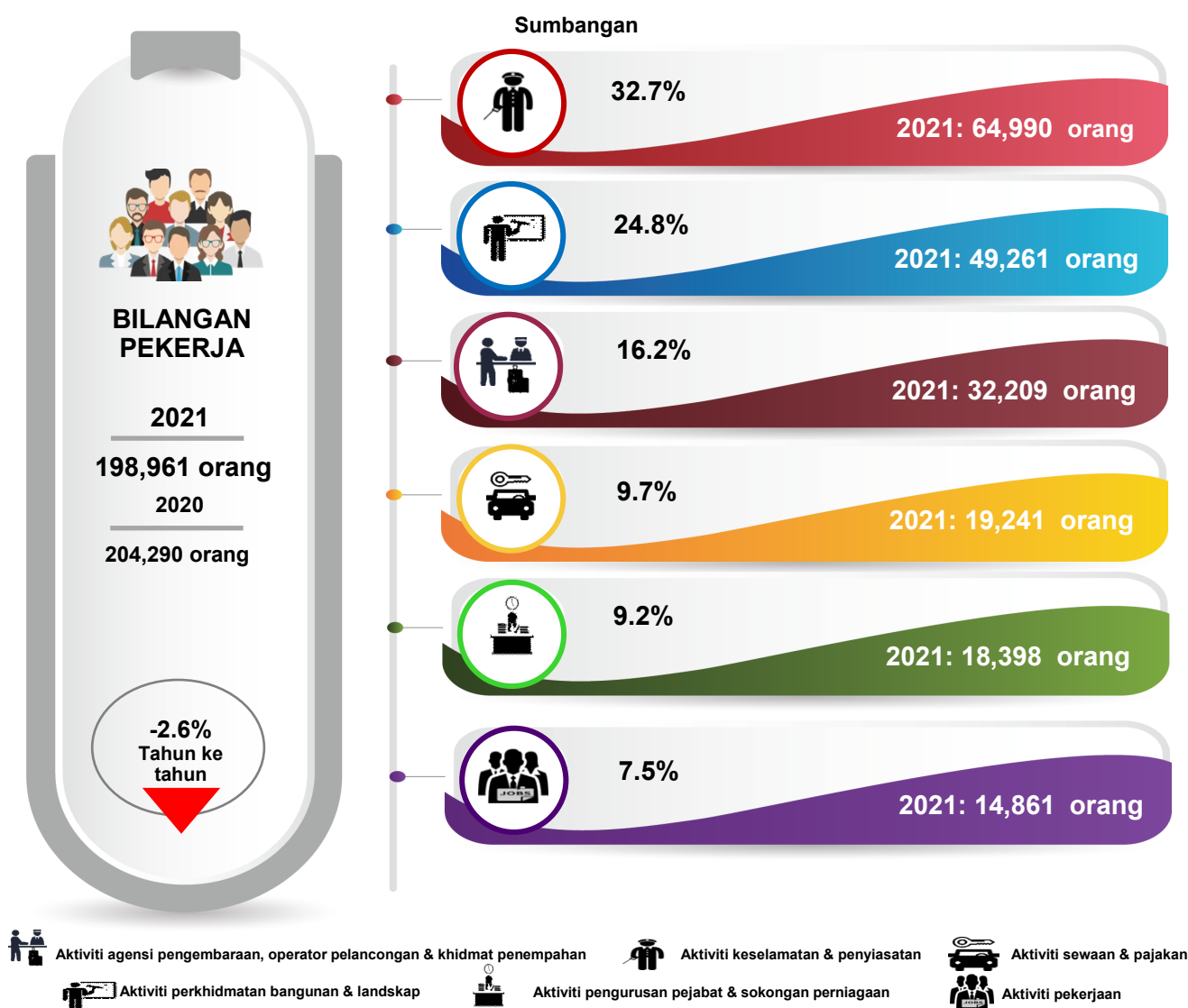


4.1 NILAI DITAMBAH MENGIKUT NEGERI

Prestasi nilai ditambah mengikut negeri pada tahun 2021 menunjukkan tiga negeri iaitu W.P. Kuala Lumpur, Selangor dan Johor sebagai penyumbang utama nilai ditambah perkhidmatan pentadbiran dan sokongan. W.P. Kuala Lumpur mencatatkan nilai ditambah tertinggi iaitu RM3.3 bilion dengan sumbangan sebanyak 34.2 peratus, diikuti Selangor sebanyak RM3.2 bilion (33.4%) dan Johor sebanyak RM0.7 bilion (7.0%). Sumbangan nilai ditambah bagi ketiga-tiga negeri ini kepada perkhidmatan pentadbiran dan sokongan secara kolektif ialah RM7.2 bilion (74.6%).

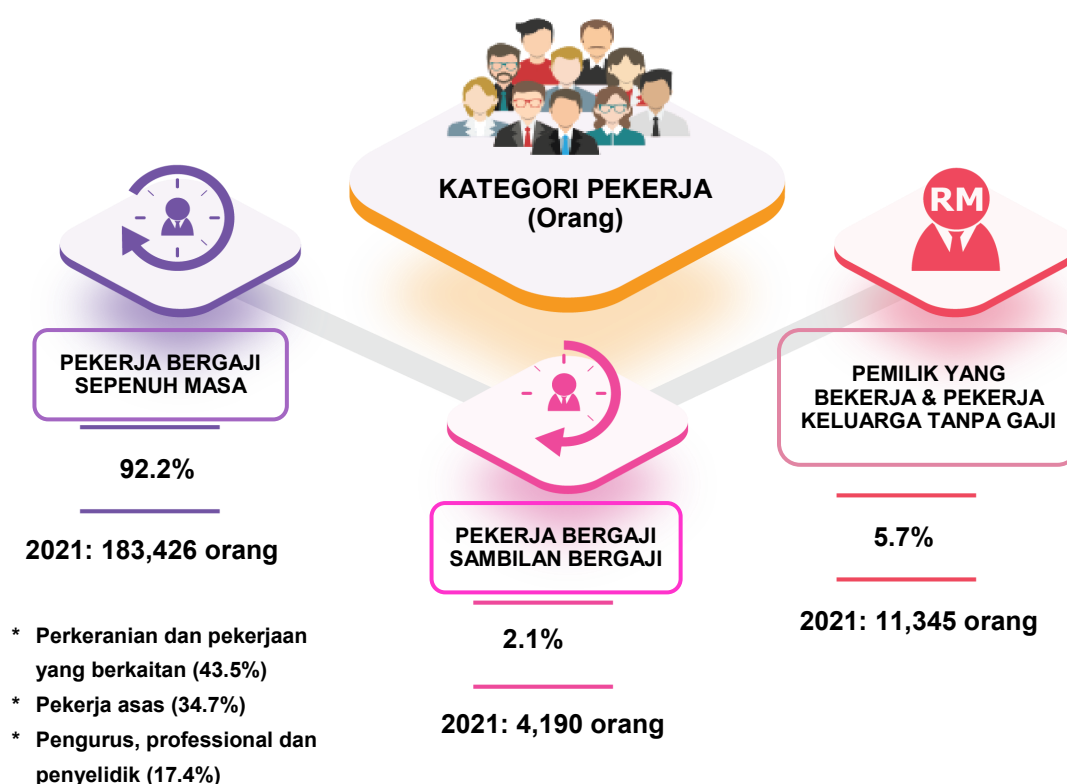
5. BILANGAN PEKERJA DAN KATEGORI PEKERJA

Paparan 4: Bilangan Pekerja bagi Perkhidmatan Pentadbiran dan Sokongan mengikut Aktiviti, 2020 dan 2021



Aktiviti keselamatan & penyiasatan merekodkan bilangan pekerja tertinggi iaitu 64,990 orang atau 32.7 peratus. Penyumbang kedua tertinggi adalah aktiviti perkhidmatan bangunan & landskap dengan 49,261 orang atau 24.8 peratus, diikuti oleh aktiviti agensi pengembaraan, operator pelancongan & khidmat penempahan dengan 32,209 orang atau 16.2 peratus seperti yang ditunjukkan di **Paparan 4**. Tiga aktiviti ini menyumbang lebih separuh (73.7%) kepada jumlah bilangan pekerja dalam perkhidmatan pentadbiran dan sokongan pada tahun 2021.

Paparan 5: Bilangan Pekerja bagi Perkhidmatan Pentadbiran dan Sokongan mengikut Kategori Pekerja 2020 dan 2021

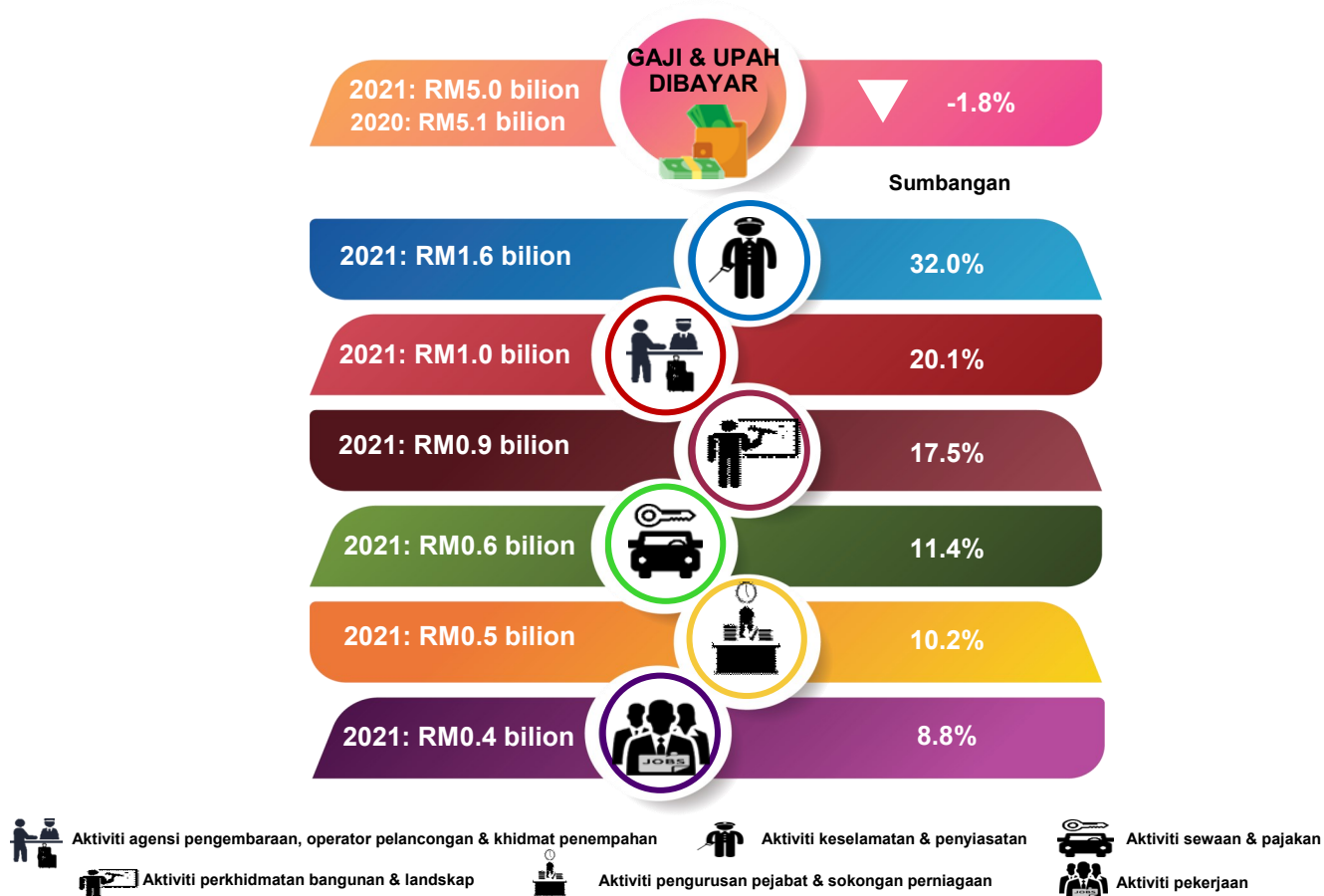


Pekerja bergaji sepenuh masa merekodkan sejumlah 183,426 orang dengan sumbangan 92.2 peratus berbanding pekerja bergaji sambilan (4,190 orang; 2.1%) dan pemilik yang bekerja dan pekerja keluarga tanpa gaji (11,345 orang; 5.7%) seperti yang ditunjukkan di **Paparan 5**. Berdasarkan jumlah keseluruhan pekerja bergaji sepenuh masa, kategori perkeranian dan pekerjaan yang berkaitan merekodkan bilangan pekerja yang tertinggi (79,856 orang; 43.5%), diikuti oleh pekerja asas (63,696 orang; 34.7%), serta pengurus, profesional dan penyelidik (31,938 orang; 17.4%).

6. GAJI & UPAH DIBAYAR

Jumlah gaji & upah yang dibayar dalam perkhidmatan pentadbiran dan sokongan pada tahun 2021 adalah sebanyak RM5.0 bilion. Aktiviti keselamatan & penyiasatan merekodkan gaji & upah tertinggi iaitu RM1.6 bilion atau 32.0 peratus daripada keseluruhan gaji & upah yang dibayar. Penyumbang kedua tertinggi adalah aktiviti agensi pengembaraan, operator pelancongan & khidmat penempahan dengan RM1.0 bilion atau 20.1 peratus diikuti dengan aktiviti perkhidmatan bangunan & landskap RM0.9 bilion atau 17.5 peratus seperti yang ditunjukkan dalam **Paparan 6**.

Paparan 6: Gaji & Upah Dibayar bagi Perkhidmatan Pentadbiran dan Sokongan mengikut Aktiviti, 2020 dan 2021

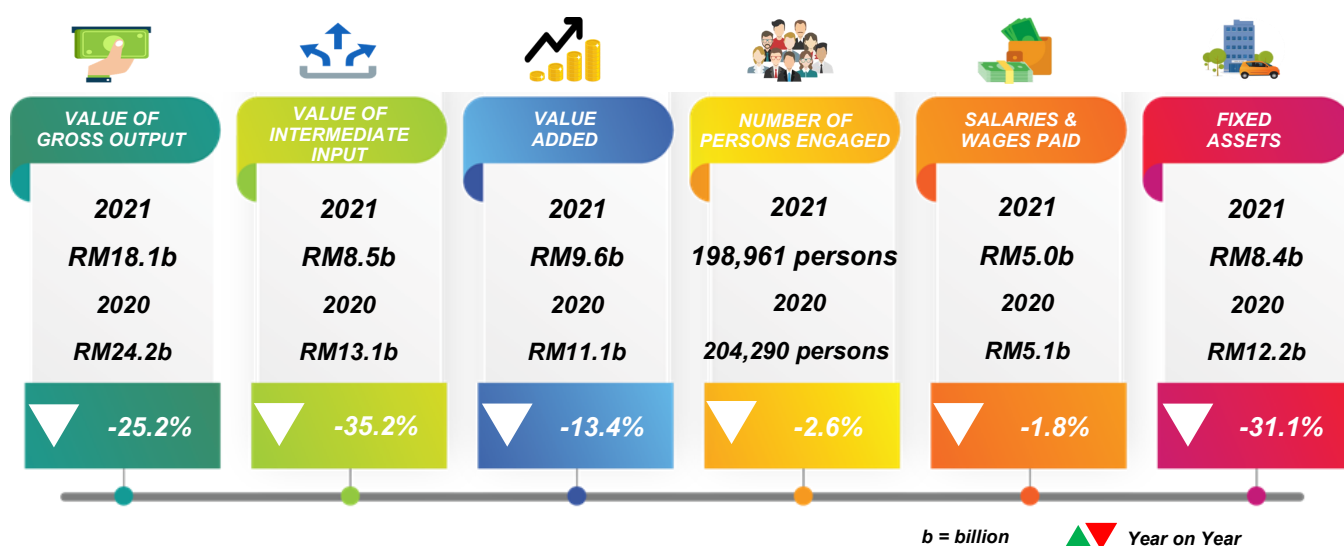


1. INTRODUCTION

This publication presents statistics on the administrative and support services which obtained from the Annual Economic Survey 2022 for reference year 2021. Administrative and support services comprises rental & leasing activities; employment activities; travel agency, tour operator & reservation service activities; security & investigation activities; services to buildings & landscape activities and office administrative & other business support 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 is also presented in this publication.

2. PERFORMANCE OF ADMINISTRATIVE AND SUPPORT SERVICES

Exhibit 1: Principle Statistics of Administrative and Support Services, 2020 and 2021



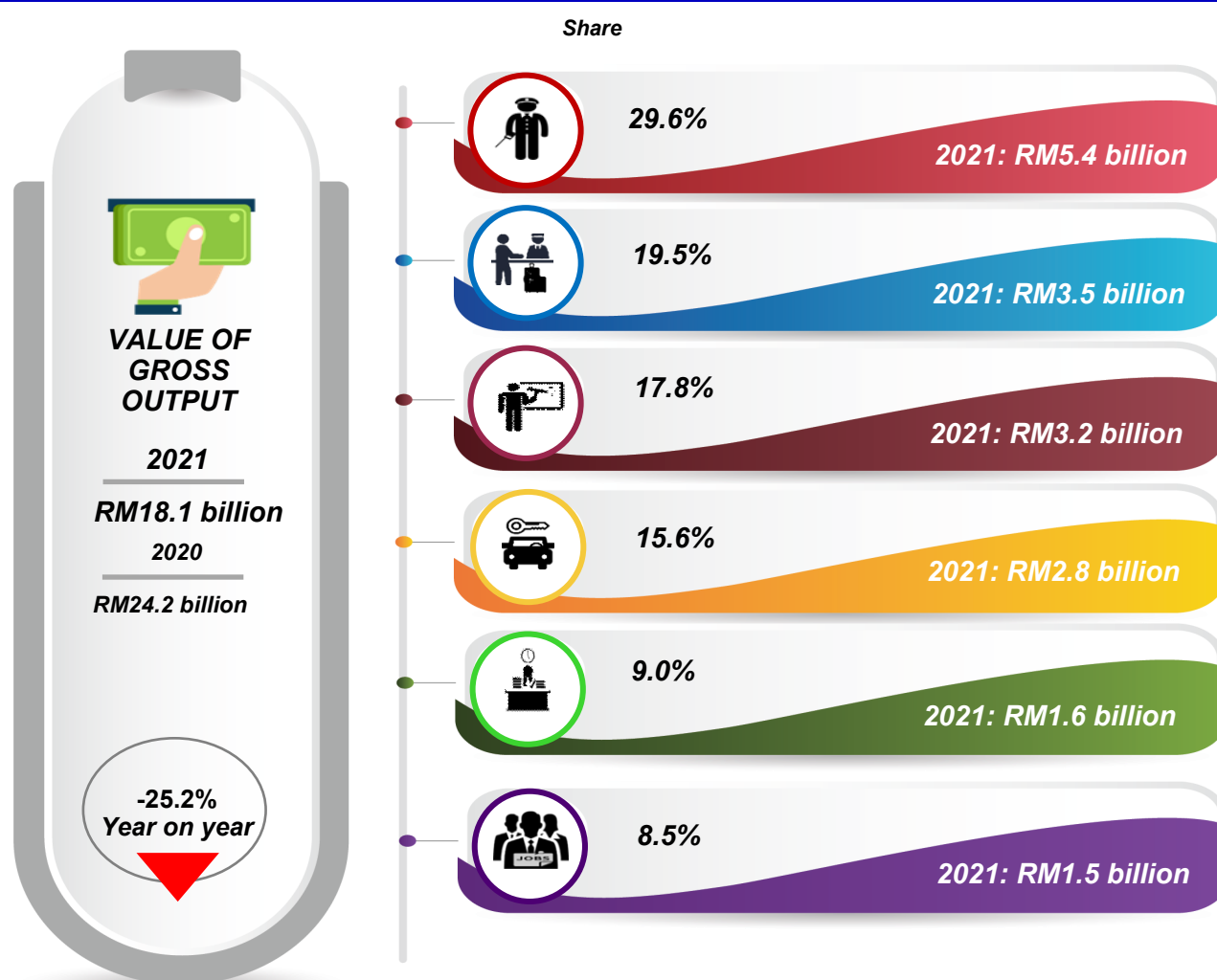
The administrative and support services recorded gross output value of 25.2 per cent to RM18.1 billion in 2021 as compared to RM24.2 billion in 2020. In line with the decreased in gross output, the value of intermediate input also decrease by RM4.6 billion (-35.2%) to record RM8.5 billion, thus resulting a value added of RM9.6 billion for the year 2021. The number of persons engaged in this sector also reported a drop of 2.6 per cent to 198,961 persons as compared to 204,290 persons in 2020. Meanwhile, the salaries & wages paid in 2021 amounted to RM5.0 billion compared to RM5.1 billion in 2020. The value of fixed assets also showed in 2021 was RM8.4 billion decreased by 31.1 per cent compare to RM12.2 billion in 2020 as shown in **Exhibit 1**.

3. VALUE OF GROSS OUTPUT

In 2021, the gross output value of administrative and support services decreased 25.2 per cent to record RM18.1 billion. Security & investigation activities was the largest contributor of gross output value with RM5.4 billion (29.6%) in year 2021. The second largest contributor was travel agency, tour operator & reservation service activities with RM3.5 billion (19.5%) followed by services to buildings & landscape activities with RM3.2 billion (17.8%) and rental & leasing activities with RM2.8 billion (15.6%) as shown in **Exhibit 2**. These four activities together contributed 82.5 per cent to the value of gross output in administrative and support services.

Other contributed activities were office administrative & other business support activities and employment activities amounted to RM3.1 billion.

Exhibit 2: Value of Gross Output for Administrative and Support Services by Activity, 2020 and 2021



Travel agency, tour operator & reservation service activities



Security & investigation activities



Rental & leasing activities



Services to buildings & landscape activities



Office administrative & other business support activities



Employment activities

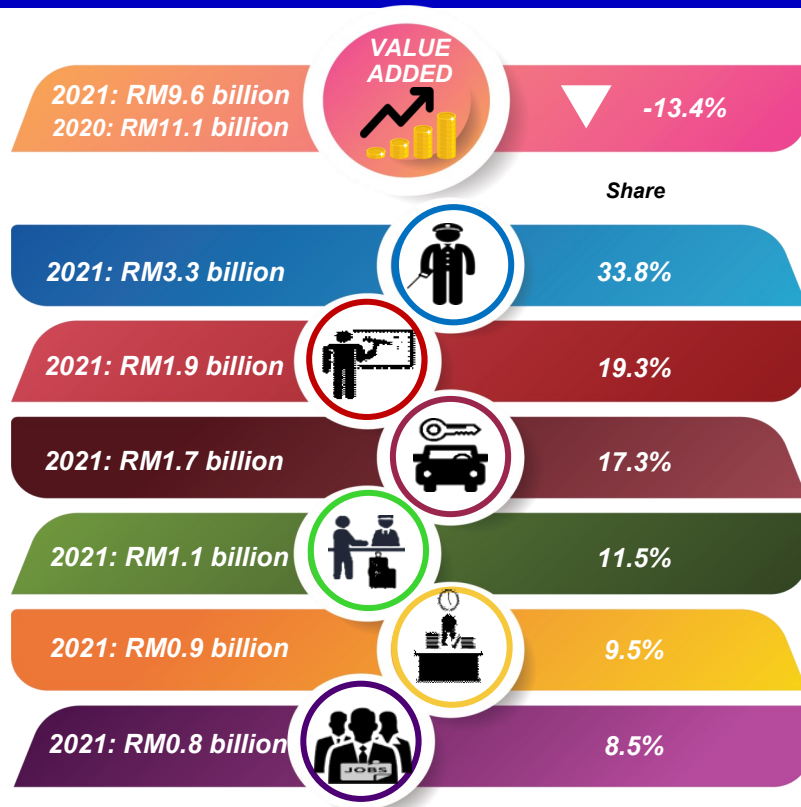
3.1 VALUE OF GROSS OUTPUT BY STATE

W.P. Kuala Lumpur remained as the main contributor to the gross output value for administrative and support services in 2021, recorded RM7.1 billion with 39.1 per cent share. This was followed by Selangor and Johor with the gross output value of RM5.6 billion (31.1%) and RM1.1 billion (6.2%) respectively. The total value of gross output for the three states amounted to RM13.8 billion (76.4%).

4. VALUE ADDED

The total value added recorded in administrative and support services for 2021 was RM9.6 billion with decreased by 13.4 per cent. **Exhibit 3** shows that the security & investigation activities recorded the highest value added in 2021 which amounted to RM3.3 billion. This was followed by services to buildings & landscape activities, of RM1.9 billion and rental & leasing activities, of RM1.7 billion.

Exhibit 3: Value Added for Administrative and Support Services by Activity, 2020 and 2021



Travel agency, tour operator & reservation service activities



Security & investigation activities



Rental & leasing activities



Services to buildings & landscape activities



Office administrative & other business support activities



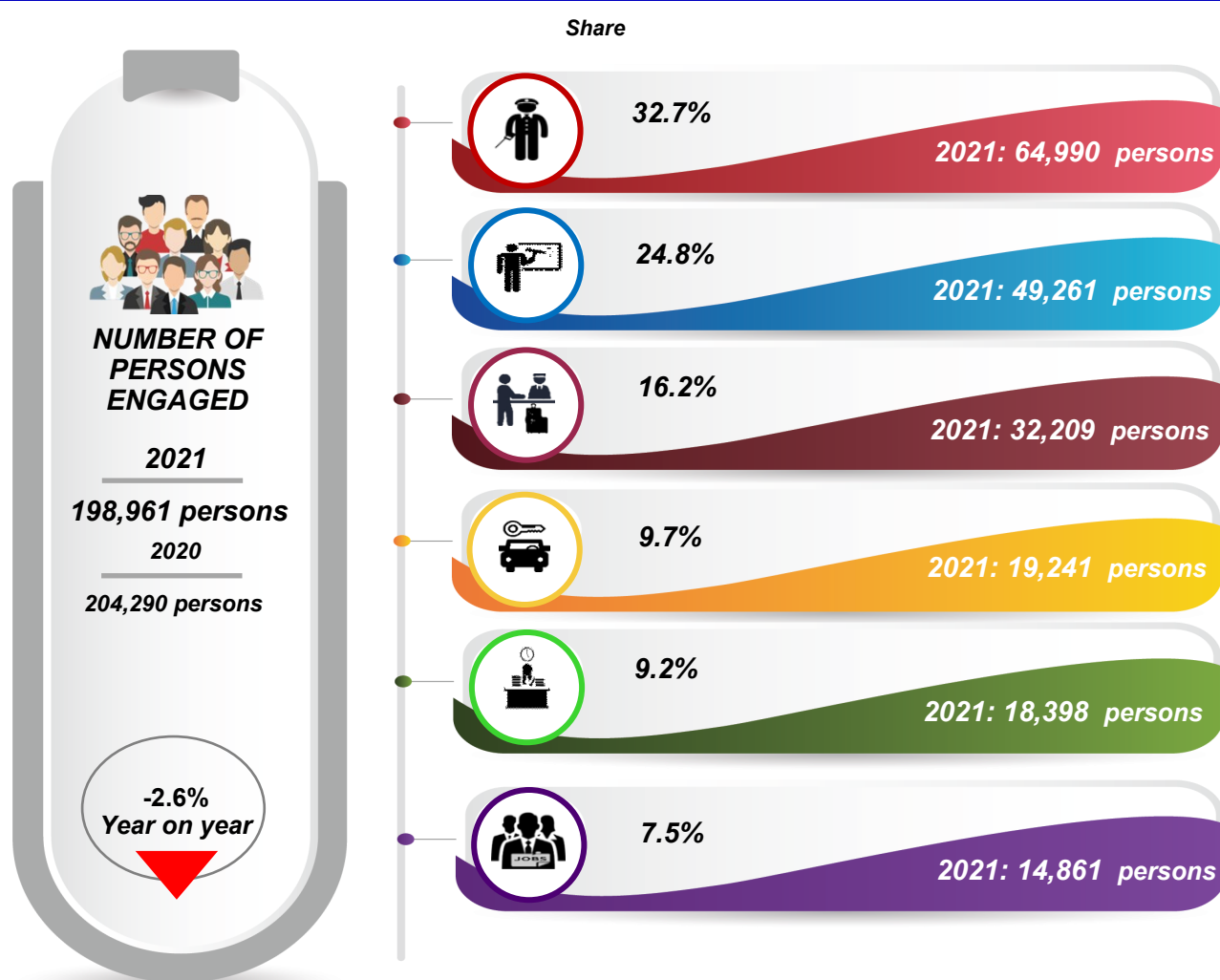
Employment activities

4.1 VALUE ADDED BY STATE

Performance of value added by state in 2021 indicated that three states i.e. W.P. Kuala Lumpur, Selangor and Johor as the main contributors to the value added of administrative and support services. W.P. Kuala Lumpur recorded the highest value added, RM3.3 billion (34.2%), followed by Selangor, RM3.2 billion (33.4%) and Johor, RM0.7 billion (7.0%). Collectively, the share of value added to administrative and support services for these three states were RM7.2 billion (74.6%).

5. NUMBER OF PERSONS ENGAGED AND CATEGORY OF WORKERS

Exhibit 4: Number of Persons Engaged for Administrative and Support Services by Activity, 2020 and 2021



Travel agency, tour operator & reservation service activities



Security & investigation activities



Rental & leasing activities



Services to buildings & landscape activities



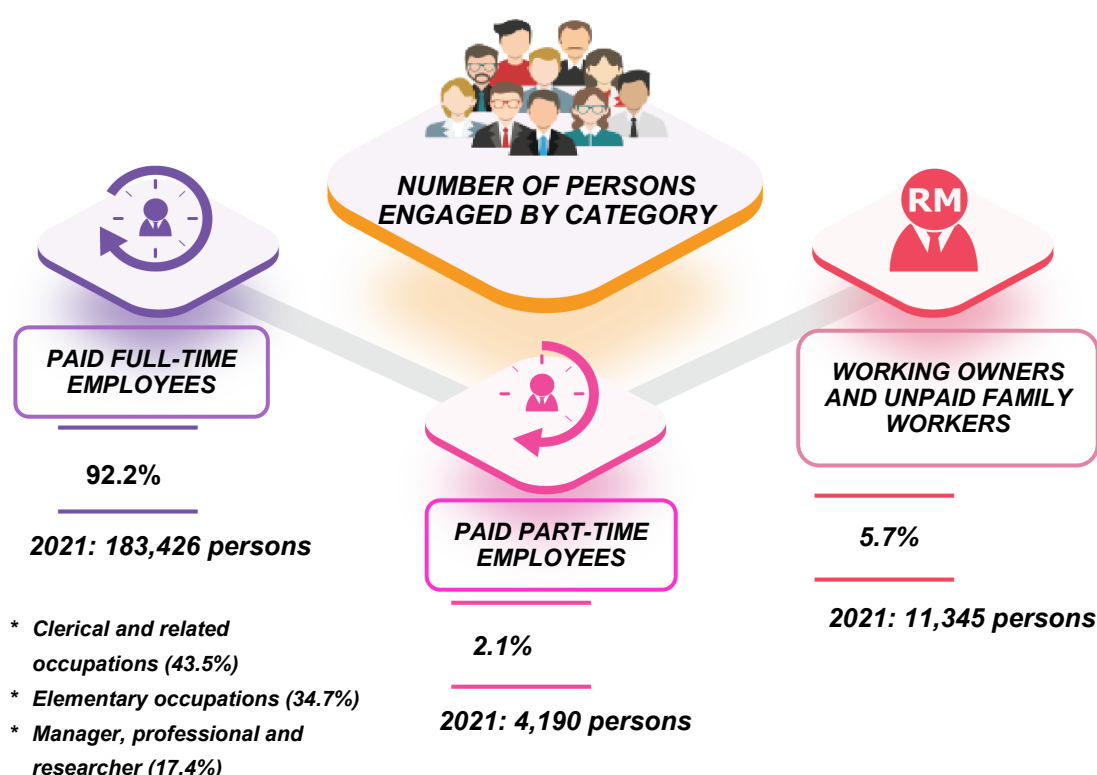
Office administrative & other business support activities



Employment activities

Security & investigation activities registered the highest number of persons engaged of 64,990 persons or 32.7 per cent. The second highest contributor was services to buildings & landscape activities with 49,261 persons or 24.8 per cent, followed by travel agency, tour operator & reservation service activities with 32,209 persons or 16.2 per cent as shown in **Exhibit 4**. These three activities contributed more than half (73.7%) to the total number of persons engaged in administrative and support services in 2021.

Exhibit 5: Number of Persons Engaged for Administrative and Support Services by Category of Workers, 2020 and 2021

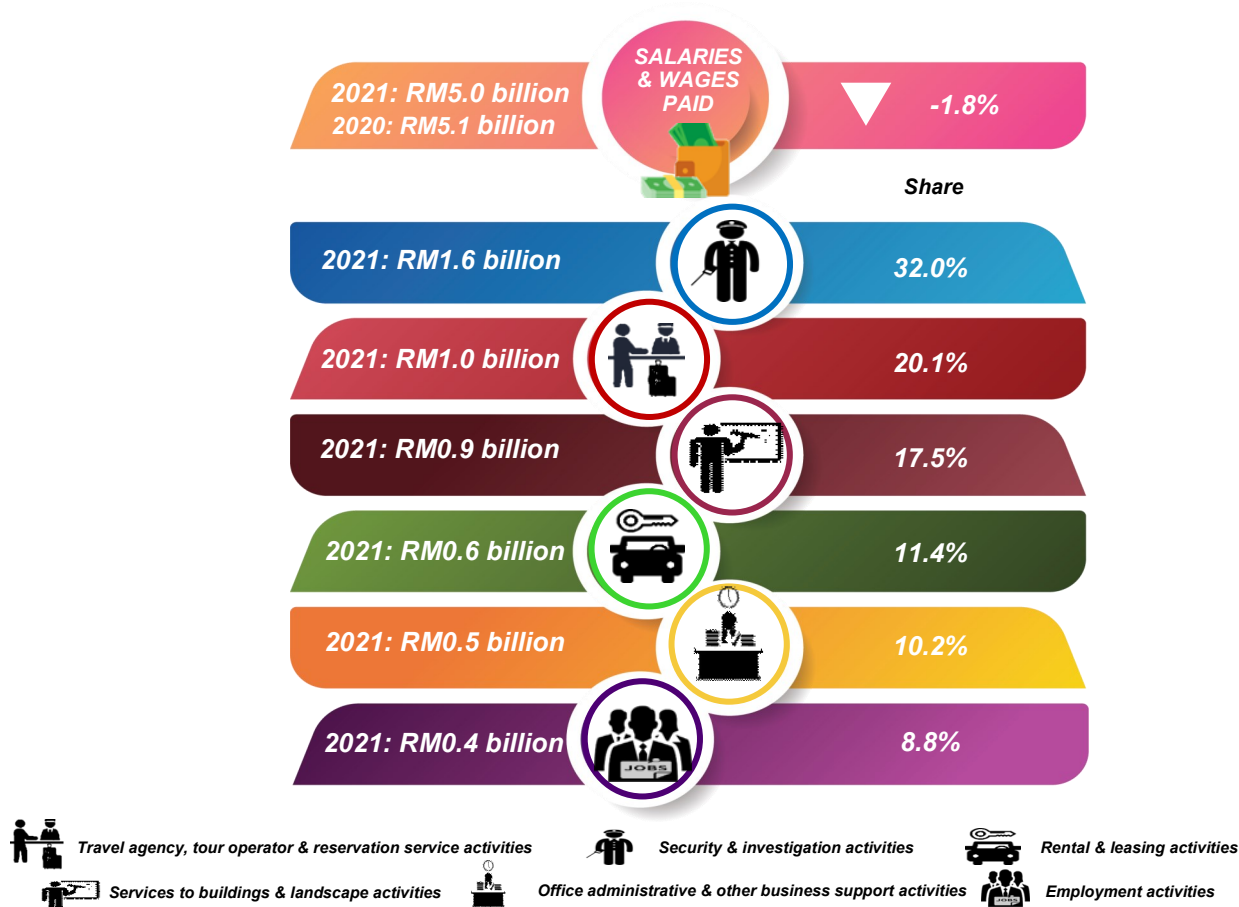


Paid full-time employees recorded a total of 183,426 persons with percentage share of 92.2 per cent, as against to paid part-time employees (4,190 persons; 2.1%) and working owners & unpaid family workers (11,345 persons; 5.7%) as shown in **Exhibit 5**. Based on the total number of full-time employees, clerical and related occupations recorded the highest number of persons engaged (79,856 persons; 43.5%), followed by elementary occupations (63,696 persons; 34.7%), and manager, professional and researcher (31,938 persons; 17.4%).

6. SALARIES & WAGES PAID

The total salaries & wages paid in administrative and support services for the year 2021 amounting to RM5.0 billion. Security & investigation activities recorded the highest salaries & wages of RM1.6 billion or 32.0 per cent of the salaries & wages paid. The second highest contributor was travel agency, tour operator & reservation service activities with RM1.0 billion or 20.1 per cent followed by services to buildings & landscape activities with RM0.9 billion or 17.5 per cent as shown in **Exhibit 6**.

Exhibit 6: Salaries & Wages Paid Administrative and Support Services by Activity, 2020 and 2021



BAHAGIAN 2
PART 2

JADUAL
TABLES

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Jadual 1: Statistik Utama Perkhidmatan Pentadbiran dan Sokongan, 2015, 2017-2021

Table 1: Principal Statistics of Administrative and Support Services, 2015, 2017-2021

Aktiviti <i>Activity</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)
2021	18,097,908	8,483,391	9,614,516	198,961	5,019,394	8,412,107
2020	24,197,659	13,091,060	11,106,599	204,290	5,112,439	12,203,476
2019	38,164,899	23,251,547	14,913,352	210,092	5,313,836	14,029,423
2018	35,702,633	21,716,549	13,986,084	202,326	5,050,976	13,565,682
2017	33,432,570	20,340,882	13,091,688	194,008	4,780,485	13,052,447
2015*	27,069,322	16,561,107	10,508,215	173,692	3,967,443	11,625,752

Nota. / Note.

***Merujuk kepada tahun banci**

**Refer to census year*

Jadual 1.1: Statistik Utama Perkhidmatan Pentadbiran dan Sokongan mengikut Aktiviti, 2021

Table 1.1: Principal Statistics by Administrative and Support Services by Activities, 2021

Aktiviti <i>Activity</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>	18,097,908	8,483,391	9,614,516	198,961	5,019,394	8,412,107
Aktiviti sewaan dan pajakan <i>Rental and leasing activities</i>	2,817,963	1,154,276	1,663,687	19,241	571,715	3,244,338
Aktiviti pekerjaan <i>Employment activities</i>	1,543,938	727,319	816,618	14,861	444,169	462,877
Aktiviti agensi pengembaraan, operator pelancongan & khidmat penempatan <i>Travel agency, tour operator & reservation service activities</i>	3,531,042	2,420,893	1,110,150	32,209	1,009,179	1,475,586
Aktiviti keselamatan dan penyiasatan <i>Security & investigation activities</i>	5,355,836	2,101,966	3,253,871	64,990	1,606,347	614,438
Aktiviti perkhidmat bangunan & landskap <i>Services to buildings & landscape activities</i>	3,217,578	1,360,669	1,856,909	49,261	876,692	1,122,033
Aktiviti pengurusan pejabat & sokongan perniagaan lain <i>Office administrative & other business support activities</i>	1,631,550	718,269	913,281	18,398	511,292	1,492,834

Jadual 2: Statistik Utama Perkhidmatan Pentadbiran dan Sokongan mengikut Negeri, 2021

Table 2: Principal Statistics of of Administrative and Support Services by State, 2021

Aktiviti <i>Activity</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>	18,097,908	8,483,391	9,614,516	198,961	5,019,394	8,412,107
Johor	1,120,637	445,814	674,823	14,022	301,569	718,628
Kedah	318,168	115,648	202,520	6,613	132,632	107,281
Kelantan	96,998	39,569	57,429	2,244	28,741	20,492
Melaka	262,006	110,151	151,854	4,473	80,367	141,032
Negeri Sembilan	297,838	110,950	186,888	6,720	118,851	75,061
Pahang	192,164	68,271	123,893	3,579	61,725	100,935
Pulau Pinang	691,774	266,230	425,544	10,966	231,238	361,535
Perak	409,762	190,776	218,986	8,288	132,088	263,019
Perlis	40,573	18,463	22,110	922	17,133	7,475
Selangor	5,628,602	2,413,432	3,215,170	62,446	1,710,517	1,630,003
Terenganu	314,493	134,359	180,135	4,063	67,037	82,155
Sabah	688,698	350,772	337,926	8,674	200,380	372,269
Sarawak	738,505	346,335	392,170	9,437	206,419	1,005,532
W.P. Kuala Lumpur	7,080,055	3,787,721	3,292,335	55,292	1,696,721	3,409,993
W.P. Labuan	157,329	54,355	102,975	670	17,038	106,511
W.P. Putrajaya	60,305	30,547	29,758	552	16,938	10,187

Jadual 3: Bilangan Pekerja dan Gaji & Upah Perkhidmatan Pentadbiran dan Sokongan mengikut Kategori Pekerja, 2021
Table 3: Number of Persons Engaged and Salaries & Wages of Administrative and Support Services 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>	198,961	136,207	62,754	5,019,394
Jumlah pemilik yang bekerja dan pekerja keluarga tidak <i>Total working proprietors and unpaid family workers</i>	11,345	9,364	1,981	-
Jumlah pekerja bergaji (sepenuh masa) <i>Total paid employees (full-time)</i>	183,426	123,579	59,847	4,956,192
Pengurus, profesional dan penyelidik <i>Manager, professional and researcher</i>	31,938	22,440	9,498	1,630,967
Juruteknik dan profesional bersekutu <i>Technicians and associate professionals</i>	7,936	6,668	1,268	395,396
Perkeranian dan pekerjaan yang berkaitan* <i>Clerical and related occupations</i>	79,856	45,752	34,104	1,802,840
Pekerja asas <i>Elementary occupation</i>	63,696	48,719	14,977	1,126,989
Pekerja bergaji (sambilan) <i>Paid employees (part-time)</i>	4,190	3,264	926	63,202

* 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 Pentadbiran dan Sokongan mengikut Kategori Kemahiran dan Jantina, 2021

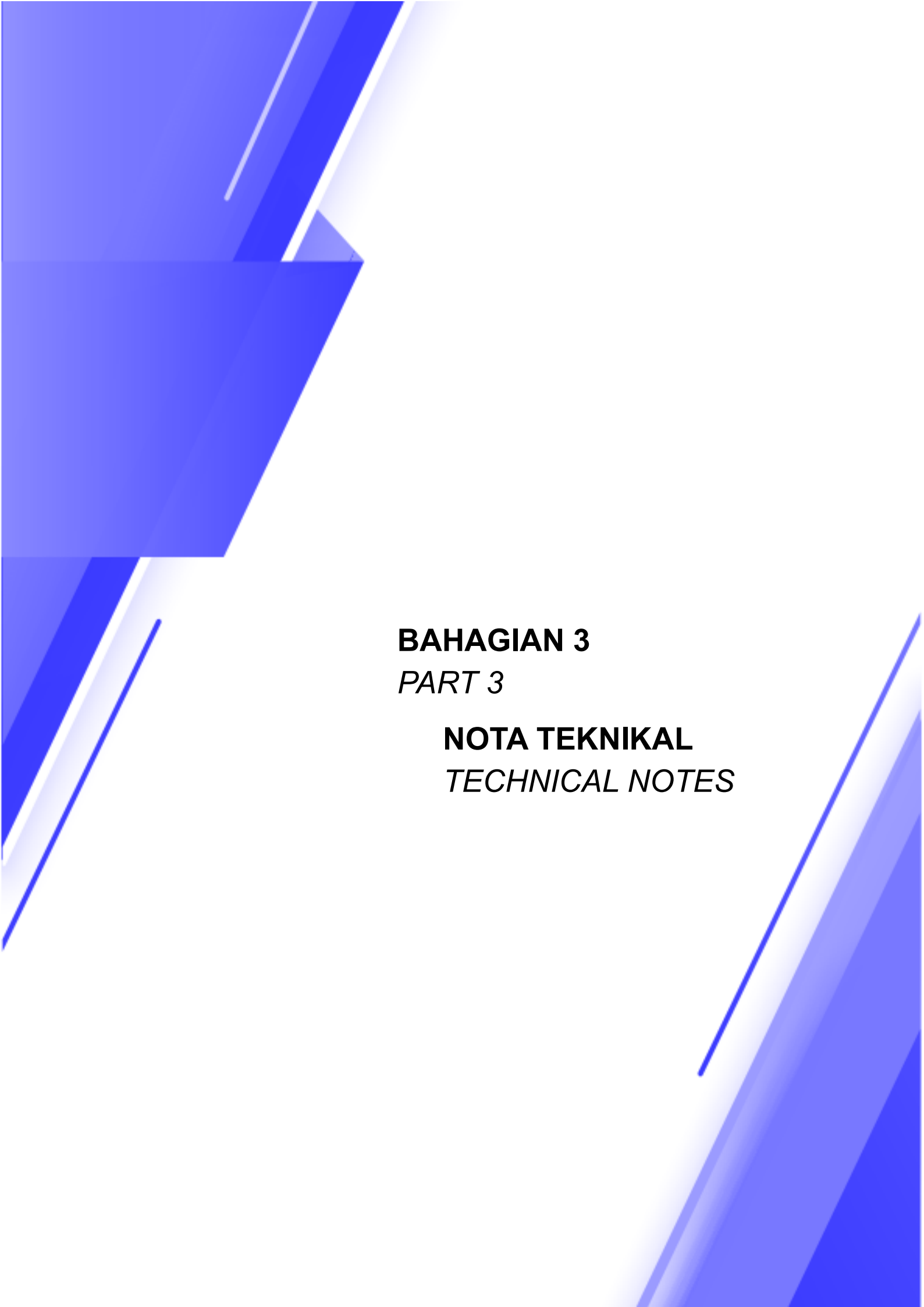
Table 4: Number of Persons Engaged and Salaries & Wages of Administrative and Support Services by Category of Skills and Sex, 2021

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>		183,426	123,579	59,847	4,956,192
* Mahir <i>High-skilled</i>		39,874	29,108	10,766	2,026,363
** Separuh Mahir <i>Semi-skilled</i>		79,856	45,752	34,104	1,802,840
*** Berkemahiran rendah <i>Low-skilled</i>		63,696	48,719	14,977	1,126,989
*	Termasuk pengurusan & profesional dan juruteknik & profesional bersekutu <i>Includes managers & professionals and technicians & associate professionals</i>				
**	Termasuk pekerja sokongan perkeranian, pekerja perkhidmatan & jualan, pekerja kemahiran & pekerja pertukangan yang berkaitan dan operator mesin & loji pemasangan <i>Includes clerical support workers, service & sales workers, craft & related trades workers and plant & machine operators & assemblers</i>				
***	Termasuk pekerja asas <i>Includes elementary occupations</i>				

Jadual 5: Perbelanjaan Modal dan Nilai Harta Tetap Perkhidmatan Pentadbiran dan Sokongan, 2021

Table 5: Capital Expenditure and Value of Fixed Asset of Administrative and Support Services, 2021

Aktiviti <i>Activity</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>	268,318	60,403	896,233	8,412,107
Aktiviti sewaan dan pajakan <i>Rental and leasing activities</i>	101,018	38,625	326,785	3,244,338
Aktiviti pekerjaan <i>Employment activities</i>	12,684	651	46,288	462,877
Aktiviti agensi pengembaraan, operator pelancongan & khidmat penempahan <i>Travel agency, tour operator & reservation service activities</i>	42,575	15,946	179,343	1,475,586
Aktiviti keselamatan dan penyiasatan <i>Security & investigation activities</i>	8,158	3,372	78,732	614,438
Aktiviti perkhidmatan bangunan & landskap <i>Services to buildings & landscape activities</i>	52,386	381	109,778	1,122,033
Aktiviti pengurusan pejabat & sokongan perniagaan lain <i>Office administrative & other business support activities</i>	51,495	1,429	155,308	1,492,834



BAHAGIAN 3

PART 3

NOTA TEKNIKAL

TECHNICAL NOTES

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1. Skop dan liputan

Survei ini meliputi pertubuhan berdaftar yang terlibat dalam perkhidmatan pentadbiran dan sokongan yang merangkumi aktiviti utama berikut:

- i. Aktiviti sewaan & pajakan;
- ii. Aktiviti pekerjaan;
- iii. Aktiviti agensi pengembaraan, operator pelancongan & khidmat penempahan;
- iv. Aktiviti keselamatan & penyiasatan;
- v. Aktiviti perkhidmatan bangunan & landskap; dan
- vi. Aktiviti pengurusan pejabat & sokongan perniagaan lain.

Keseluruhannya, liputan survei bagi perkhidmatan pentadbiran dan khidmat sokongan terdiri daripada 55 industri di peringkat 5-digit mengikut Piawaian Klasifikasi Industri Malaysia (MSIC) 2008 Ver. 1.0. Senarai lengkap industri seperti 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 (SSM) 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 perkhidmatan pentadbiran dan sokongan yang diguna pakai dalam penerbitan ini berasaskan kepada Piawaian Klasifikasi Industri Malaysia 2008 (MSIC 2008) Versi 1.0. Definisi tersebut adalah termasuk aktiviti berikut:

Perkhidmatan pentadbiran dan sokongan termasuk pelbagai aktiviti yang menyokong operasi am perniagaan meliputi aktiviti sewaan dan pajakan, aktiviti pekerjaan, agensi pengembaraan, operator pelancongan dan aktiviti perkhidmatan penempahan lain, aktiviti keselamatan dan penyiasatan, aktiviti perkhidmatan kepada bangunan dan lanskap dan pentadbiran pejabat, aktiviti sokongan pejabat dan perniagaan lain.

i. Aktiviti sewaan & pajakan

Aktiviti ini merujuk kepada perkhidmatan sewaan bermotor, kelengkapan persendirian dan isi rumah, pajakan mesin dan kelengkapan lain yang selalunya digunakan untuk operasi perniagaan, termasuk kelengkapan pengangkutan lain dan produk yang seumpamanya.

ii. Aktiviti pekerjaan

Aktiviti ini merujuk kepada perkhidmatan menyenaraikan kekosongan pekerjaan dan menempatkan permohonan untuk pekerjaan, yang mana

4. Konsep dan definisi (sambungan)

iii. Agensi pengembaraan, operator pelancongan & khidmat penempahan

Aktiviti ini merujuk kepada perkhidmatan menjual perkhidmatan pengembaraan, pelancongan, pengangkutan dan penginapan kepada umum dan pelanggan komersil serta aktiviti mengatur dan merancang pelancongan yang dijual melalui agensi pengembaraan atau secara terus oleh agen seperti operator pelancongan, serta perkhidmatan yang berkaitan dengan pelancongan termasuk perkhidmatan penempahan. Termasuk juga ialah aktiviti pemandu pelancong dan promosi pelancongan.

iv. Aktiviti keselamatan & penyiasatan

Aktiviti ini merujuk kepada perkhidmatan berkaitan keselamatan seperti perkhidmatan penyiasatan, perkhidmatan pengawal dan rondaan, termasuk juga operasi sistem penggera keselamatan elektronik.

v. Aktiviti perkhidmatan bangunan & landskap

Aktiviti ini merujuk kepada perkhidmatan sokongan gabungan pelbagai kemudahan, aktiviti pembersihan dan aktiviti perkhidmatan penjagaan dan penyelenggaraan landskap.

vi. Aktiviti pengurusan pejabat dan sokongan perniagaan lain

Aktiviti ini merujuk kepada perkhidmatan pengurusan dan sokongan pejabat, aktiviti pusat panggilan, pengurusan konvensyen dan pameran perdagangan dan aktiviti perkhidmatan sokongan perniagaan.

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 :

- 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. Reka bentuk pensampelan

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 kategori perusahaan mikro, kecil dan sederhana (PMKS)

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:

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

$$h = 2, 3 \text{ dan } 4$$

$$i = 1, 2, \dots k$$

di mana,

n_{hi}	=	Saiz sampel bagi substrata dalam strata
N_h	=	Saiz populasi bagi substrata
S_h	=	Sisihan piawaian bagi substrata
n_i	=	Saiz sampel bagi strata
h	=	Substrata
i	=	Strata

9. Saiz sampel dan prosedur penganggaran (sambungan)

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 respons.

Wajaran reka bentuk pensampelan pada substrata adalah seperti berikut:

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

di mana,

N_h = Bilangan populasi bagi substrata h

n_h = Bilangan sampel bagi substrata h

Kaedah pengiraan wajaran reka bentuk pensampelan selepas survei (*adjusted weight*) pada substrata 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 melapor

Unit pelapor bagi survei ini ialah **pertubuhan**. Sesebuah pertubuhan secara ideal ditakrifkan sebagai “satu unit ekonomi yang terlibat satu aktiviti, di bawah satu entiti yang sah dan beroperasi di satu 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 ditakrifkan dengan memasukkan perkara berikut:

- + Pendapatan daripada perkhidmatan yang diberikan
- + Pendapatan daripada perkhidmatan penyewaan
- + Komisen dan brokeraj yang diperoleh
- + Pendapatan daripada perkhidmatan pengurusan
- + Nilai jualan (barang / bahan yang dibeli untuk dijual semula tanpa melalui proses selanjutnya)
- + Pendapatan daripada sewa kecuai tanah
- + Pendapatan operasi lain
- + Harta tetap dibuat / dibina sendiri
- Kos barang dijual (barang / bahan yang dibeli untuk dijual semula tanpa melalui proses selanjutnya)
- + Pendapatan daripada perkhidmatan penganjuran dan / atau pengendalian acara
- + Penyewaan bilik / ruang
- + Penyewaan peralatan audio visual dan khidmat telekomunikasi
- + Jualan makanan dan minuman (termasuk katering)
- + Pendapatan daripada tempat letak kereta

13. Nilai input perantaraan

- + Pembelian barangan, bahan dan perkhidmatan
- + Kos bahan yang digunakan termasuk bahan untuk pembaikan dan penyelenggaraan
- + Jumlah bayaran *outsourcing*, bayaran pembaikan dan penyelenggaraan semasa yang dibuat oleh pihak lain serta bayaran untuk membekalkan pekerja
- + Bayaran perhubungan antara tempatan dan bayaran keluar antarabangsa
- + Bayaran royalti kepada organisasi bukan kerajaan / tajaan korporat (tempatan dan luar negara)
- + Bayaran telekomunikasi, percetakan serta pengiklanan & promosi
- + Perbelanjaan elektrik, air, bahan pembakar, pelincir, gas, alat tulis, bekalan pejabat dan bekalan lain
- + Bayaran perkhidmatan keselamatan dan tuntutan waranti
- + Perbelanjaan operasi dan sewaan operasi
- + Bayaran kepada pengarah tidak bekerja kerana kehadiran mereka dalam mesyuarat Lembaga Pengarah
- + Nilai pakaian percuma yang disediakan dan kos latihan kepada pekerja
- + CBP pada pembelian bersih yang tidak boleh dituntut sebagai cukai input
- + Perbelanjaan operasi lain
- + Stok awal
- Stok akhir

Bermula tahun 2014, perbelanjaan penyelidikan dan pembangunan telah dikeluarkan daripada pengiraan input perantaraan dan diambilkira sebagai perbelanjaan harta selaras dengan penggunaan *Recommendation of System of National Accounts (SNA) 2008*. Nilai input perantaraan ditakrifkan dengan memasukkan perkara berikut:

- 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 meliputi orang yang diambil bekerja pada bulan Disember atau pada tempoh pembayaran gaji terakhir pada tahun rujukan. Bilangan orang yang bekerja dikategorikan seperti berikut:
- a. 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 pertubuhan. Justeru itu, ia tidak termasuk rakan niaga yang tidak aktif.
 - b. Pekerja keluarga tidak bergaji**

Kategori ini meliputi semua ahli isi rumah 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 'regular' sama ada dalam bentuk wang tunai atau mata benda bagi kerja yang dilakukan. Biasanya pekerja berkenaan mendapat makanan, tempat tinggal dan bantuan lain sebagai sebahagian daripada ahli isi rumah pemilik dan terus mendapatnya sama ada mereka bekerja atau tidak di pertubuhan tersebut.
 - c. Pekerja bergaji (sepenuh masa)**

Ia merujuk kepada semua pekerja bergaji yang bekerja sekurang-kurangnya 6 jam sehari dan sekurang-kurangnya 20 hari sebulan.
 - d. Pekerja bergaji (sambilan)**

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

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

a. Pekerja mahir

Pengurus dan profesional, penyelidik, juruteknik dan professional bersekutu;

b. Pekerja separuh mahir

Pekerja sokongan perkeranian, perkhidmatan & jualan, kemahiran & pertukangan yang berkaitan serta operator mesin, loji dan pemasang; dan

c. Pekerja 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. Perbelanjaan penyelidikan dan pembangunan turut diambil kira sebagai perbelanjaan harta selaras dengan *System of National Accounts (SNA) 2008*. 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.

18. Pembundaran

Penjumlahan komponen mungkin berbeza dengan angka jumlah kecil atau jumlah besar disebabkan pembundaran.

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
RM	: Ringgit Malaysia
dll.	: dan lain-lain
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 administrative and support services which included main activities as follows:

- i. Rental & leasing activities;*
- ii. Employment activities;*
- iii. Travel agency, tour operator & reservation service activities;*
- iv. Security & investigation activities;*
- v. Services to buildings & landscape activities; and*
- vi. Office administrative & other business support activities.*

*Overall, coverage of the survey for administrative and support services was 55 industries at 5-digit level under the Malaysia Standard Industrial Classification (MSIC), 2008 Ver. 1.0. The complete lists of industries are shown in **Appendix**.*

2. Source of establishment frame

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.

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

Administrative and support services includes a variety of activities that support general business operations including rental and leasing activities, employment activities, travel agency, tour operator and other reservation service activities, security and investigation activities, services to building and landscape activities and office administrative, office support and other business support activities.

i. Rental & leasing activities

Refers to the renting of motor vehicles, renting of personal and household equipment, leasing of machinery and equipment of the kind often used for business operations, including other transport equipment and similar products.

ii. Employment activities

Refers to the services of listing employment vacancies and placing applicants for employment, where the individuals referred or placed are not employees of the employment agencies, supplying workers to clients' businesses for limited periods of time to supplement the working force of the client, and the activities of providing human resources and human resource management services for others on a contract or fee basis.

4. Concepts and definitions (cont.)

iii. Travel agency, tour operator & reservation services

Refers to the services of selling travel, tour, transportation and accommodation services to the general public and commercial clients and the activity of arranging and assembling tours that are sold through travel agencies or directly by agents such as tour operators, as well as other travel-related services including reservation services. The activities of tourist guides and tourism promotion activities are also included.

iv. Security & investigation activities

Refers to the security-related services such as investigation services, guard and patrol services, including operation of electronic security alarm systems.

v. Services to buildings & landscape activities

Refers to the combined facilities support activities, cleaning activities and landscape care and maintenance services activities.

vi. Office administrative & business support activities

Refers to the office administrative and support services, activities of call centres, organisation of conventions and trade shows and other business support services 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.*
- 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 (MSME) 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

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

where,

$\hat{Y}_i$	=	Total revenues for stratum
RSE	=	Relative standard error
Z	=	Value of confidence level

9. Sample size and estimation procedure (cont.)

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

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

$$h = 2, 3 \text{ and } 4$$

$$i = 1, 2, \dots, k$$

where,

n_{hi} = Sample size for substratum of stratum

N_h = Population size for substratum

S_h = Standard deviation for substratum

n_i = Sample size for stratum

h = Substratum

i = Stratum

The optimum sample size for this survey is 79,349 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. Weights

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 h 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

10. Weights (cont.)

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

n_h = Number of sample size for substratum

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

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

where,

W_h = Sampling design weight at substratum h

NRW_h = Non response weight at substratum h

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.

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 is defined to include the following items:

- + Income from services rendered
- + Income from rental services
- + Commission and brokerage earned
- + Income from management services
- + Value of sale (goods / material purchased for resale without undergoing further processing)
- + Rental income received except land rental
- + Other operating income
- + Self produced / built fixed assets
- Value of goods purchased for resale in the same condition as purchased
- + Income from organising / or management of event services
- + Rental room / space
- + Rental of audio visual equipment and telecommunication
- + Sales of food and beverages (including catering)
- + Income from car parks

13. Value of intermediate input

Value of intermediate input is defined to include the following items:

- + Purchase of goods, materials and services
- + Cost of material used includes materials for repairs and maintenance
- + Amount paid for outsourcing, payment for current repairs & maintenance work done by others and payment for providing workers
- + Domestic interconnect and international out payment
- + Royalties paid to non-government organizations / corporate sponsorship (local and foreign)
- + Telecommunication, printing cost and advertising and promotion
- + Expenditure for electricity, water, fuel, lubricants, gas, stationery, office supplies and others
- + Payment for security services and warranty claim
- + Operation expenditure and operational lease
- + Fees paid to non-working directors for their attendance at Board of Directors' meetings
- + Value of free wearing apparel provided and staff training cost
- + GST on net purchases are non-claimable as input tax
- + Other operating expenditure
- + Opening stock
- Closing stock

13. Value of intermediate input (cont.)

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 person engaged

Number of persons engaged 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:

a. 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. It therefore, excludes silent and inactive partners.

b. Unpaid family workers

This category encompass all persons in the household of any of the owners of the establishment who perform a specified job (full-time or part-time) and work for a minimum of one third of the normal working time of 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 a part of the household of an owner but this would continue whether they workers in the establishment or not.

c. Paid employees (full-time)

It refers to all paid workers who work for at least 6 hours a day and 20 days a month.

d. Paid employees (part-time)

It refers to all paid workers who work for at less than 6 hours a day and / or less than 20 days a month.

16. Category of skills *Category of skills has been categorized according to Malaysia Standard Classification of Occupations 2013 (MASCO) as follow:*

a. High-skilled workers

Managers and professionals, researcher, technician and Associate professionals;

b. Semi-skilled workers

Clerical support, service and sales, craft and related trades workers and plant and machine operators and assemblers; and

c. Low-skilled workers

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. The research and development expenditure is also treated as capital asset in line with the recommendation of System of National Accounts (SNA) 2008. Value of assets as at the beginning and end of 2021 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.

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 annual growth rate used refers to the difference between two reference periods and can be calculated based on the following formula:

$$y_t = y_0 (1 + r)^t$$

where,

$$r = \left[e^{\frac{1}{t} \ln \left(\frac{y_t}{y_0} \right)} - 1 \right] \times 100$$

19. Percentage change (%): Year-on-year (cont.)

where,

y_t = Value at current year

y_o = Value at previous year

t = Number of years, $y_t - y_o$

r = Compound annual growth rate

20. Symbols and abbreviations

-	:	nil
%	:	per cent
&	:	and
RM	:	Ringgit Malaysia
etc.	:	et cetera
n.e.c	:	not elsewhere classified
W.P.	:	Wilayah Persekutuan

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Lampiran *Appendix*

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

PERKHIDMATAN PENTADBIRAN DAN SOKONGAN
ADMINISTRATIVE AND SUPPORT SERVICES

MSIC 2008	Keterangan Description
77	Aktiviti sewaan & pajakan <i>Rental & leasing activities</i>
77101	Penyewaan dan pemajakan operasi kereta penumpang (tanpa pemandu) <i>Renting and operational leasing of passenger cars (without driver)</i>
77102	Penyewaan dan pemajakan operasi trak, treler pelbagai guna dan kenderaan rekreasi <i>Renting and operational leasing trucks, utility trailers and recreational vehicles</i>
77211	Penyewaan dan pemajakan bot peranginan, kenu, perahu layar <i>Renting and leasing of pleasure boats, canoes, sailboats</i>
77219	Penyewaan dan pemajakan kelengkapan sukan lain t.t.t.l. <i>Renting and leasing of other sports equipment n.e.c.</i>
77220	Penyewaan pita video, piring hitam, CD, DVD <i>Renting of video tapes, records, CDs, DVDs</i>
77291	Penyewaan dan pemajakan barang tekstil, pakaian dan kasut <i>Renting and leasing of textiles, wearing apparel and footwear</i>
77292	Penyewaan dan pemajakan barang perabot, tembikar dan kaca, perkakas dapur, barang elektrik dan peralatan rumah <i>Renting and leasing of furniture, pottery and glass, kitchen and tableware, electrical appliances and house wares</i>
77293	Penyewaan dan pemajakan barang kemas, peralatan muzik, hiasan latar dan kostum <i>Renting and leasing of jewellery, musical instruments, scenery and costumes</i>
77294	Penyewaan dan pemajakan buku, jurnal dan majalah <i>Renting and leasing of books, journals and magazines</i>
77295	Penyewaan dan pemajakan mesin dan kelengkapan yang digunakan oleh amatur atau sebagai hobi <i>Renting and leasing of machinery and equipment used by amateurs or as a hobby</i>
77296	Penyewaan pokok dan bunga <i>Renting of flowers and plants</i>
77297	Penyewaan dan pemajakan kelengkapan elektronik untuk kegunaan isi rumah <i>Renting and leasing of electronic equipment for household use</i>
77299	Penyewaan dan pemajakan barangan persendirian dan isi rumah lain t.t.t.l. <i>Renting and leasing for other personal and household goods n.e.c.</i>
77301	Penyewaan dan pemajakan operasi, tanpa operator, untuk mesin dan kelengkapan lain yang biasanya digunakan sebagai barang modal oleh industri <i>Renting and operational leasing, without operator, of other machinery and equipment that are generally used as capital goods by industries</i>
77302	Penyewaan dan pemajakan operasi, tanpa pemandu, kelengkapan pengangkutan darat (selain daripada kenderaan bermotor) <i>Renting and operational leasing of land -transport equipment (other than motor vehicles)</i>
77303	Penyewaan dan pemajakan operasi kelengkapan pengangkutan air tanpa pengendali <i>Renting and operational leasing of water-transport equipment without operator</i>
77304	Penyewaan dan pemajakan operasi kelengkapan pengangkutan udara tanpa pengendali <i>Renting and operational leasing of air transport equipment without operator</i>
77305	Penyewaan dan pemajakan operasi jentera dan kelengkapan pertanian dan perhutanan tanpa pengendali <i>Renting and operational leasing of agricultural and forestry machinery and equipment without operator</i>

MSIC 2008	Keterangan Description
77306	Penyewaan dan pajakan operasi jentera dan kelengkapan pembinaan dan kejuruteraan awam tanpa pengendali <i>Renting and operational leasing of construction and civil-engineering machinery and equipment without operator</i>
77307	Sewaan dan pajakan operasi jentera dan kelengkapan pejabat tanpa pengendali <i>Renting and operational leasing of office machinery and equipment without operator</i>
77309	Penyewaan dan pajakan mesin bagi jentera, kelengkapan dan barang ketara t.t.t.l. <i>Renting and leasing of other machinery, equipment and tangible goods n.e.c.</i>
77400	Pemajakan harta intelektual dan produk seumpamanya, kecuali kerja berhakcipta <i>Leasing of intellectual property and similar products, except copyrighted works</i>
78	Aktiviti pekerjaan <i>Employment activities</i>
78100	Aktiviti agensi penempatan pekerjaan <i>Activities of employment placement agencies</i>
78200	Aktiviti agensi pekerjaan sementara <i>Temporary employment agency activities</i>
78300	Penyediaan sumber manusia kepada perniagaan pelanggan <i>Provision of human resources for client businesses</i>
79	Aktiviti agensi pengembaraan, operator pelancongan & khidmat penempahan <i>Travel agency, tour operator & reservation service activities</i>
79110	Aktiviti agensi pengembaraan <i>Travel agency activities</i>
79900	Khidmat penempahan dan aktiviti berkaitan <i>Other reservation service and related activities</i>
80	Aktiviti keselamatan & penyiasatan <i>Security & investigation activities</i>
80100	Aktiviti keselamatan persendirian <i>Private security activities</i>
80200	Aktiviti perkhidmatan sistem keselamatan <i>Security systems services activities</i>
80300	Aktiviti detektif dan penyiasatan <i>Investigation and detective activities</i>
81	Aktiviti perkhidmatan bangunan & landskap <i>Services to building & landscape activities</i>
81100	Aktiviti sokongan gabungan pelbagai kemudahan <i>Combined facilities support activities</i>
81210	Pembersihan am bangunan <i>General cleaning of buildings</i>
81291	Pembersihan semua jenis bangunan <i>Cleaning of buildings of all types</i>
81292	Perkhidmatan pembersihan dan penyelenggaraan kolam renang <i>Swimming pool cleaning and maintenance services</i>
81293	Pembersihan mesin perindustrian <i>Cleaning of industrial machinery</i>
81294	Pembersihan keretapi, bas dan kapal terbang <i>Cleaning of trains, buses, planes</i>

MSIC 2008	Keterangan Description
81295	Perkhidmatan pembersihan kawalan haiwan perosak yang tiada kaitan dengan pertanian <i>Cleaning of pest control services not in connection with agriculture</i>
81296	Aktiviti disinfeksi dan penghapusan <i>Disinfecting and exterminating activities</i>
81297	Pembersihan kapal tangki <i>Cleaning of sea tankers</i>
81299	Aktiviti pembersihan bangunan dan perindustrian t.t.t.l <i>Other building and industrial cleaning activities, n.e.c.</i>
81300	Aktiviti perkhidmatan penjagaan dan penyelenggaraan lanskap <i>Landscape care and maintenance service activities</i>
82	Aktiviti pengurusan pejabat & sokongan perniagaan lain <i>Office administrative & other business support activities</i>
82110	Gabungan aktiviti perkhidmatan pengurusan pejabat <i>Combined office administrative service activities</i>
82191	Penyediaan dokumen, penyuntingan dan/atau membaca pruf <i>Document preparation, editing and/or proofreading</i>
82192	Menaip, word processing, atau desktop publishing <i>Typing, word processing or desktop publishing</i>
82193	Perkhidmatan sokongan kesetiausahaan <i>Secretarial support services</i>
82194	Transkripsi dokumen dan perkhidmatan kesetiausahaan lain <i>Transcription of documents and other secretarial services</i>
82195	Penyediaan penyewaan peti surat dan perkhidmatan mel lain <i>Provision of mailbox rental and other postal and mailing services</i>
82196	Fotokopi, pendua, bluprint <i>Photocopying, duplicating, blueprinting</i>
82199	Aktiviti fotokopi, penyediaan dokumen dan lain-lain aktiviti sokongan pejabat khusus t.t.t.l <i>Photocopying, document preparation and other specialised office support</i>
82200	Aktiviti pusat panggilan <i>Activities of call centres</i>
82301	Mengurus dan mempromosi dan/atau mengendalikan acara <i>Organisation, promotions and/or management of event</i>
82302	Mesyuarat, Insentif, Konvensyen, Pameran (MICE) <i>Meeting, Incentive, Convention, Exhibition (MICE) Centres</i>
82910	Aktiviti agensi kutipan dan biro kredit <i>Activities of collection agencies and credit bureaus</i>
82920	Aktiviti pembungkusan berdasarkan kontrak atau yuran sama ada melibatkan proses automatik atau tidak <i>Packaging activities on a fee or contract basis, whether or not these involve an automated process</i>
82990	Aktiviti perkhidmatan sokongan perniagaan t.t.t.l <i>Other business support service activities n.e.c</i>

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:

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Pengarah,
 Jabatan Perangkaan Malaysia Negeri Kedah,
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 Bandar Muadzam Shah,
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Pengarah,
 Jabatan Perangkaan Malaysia Negeri Perlis,
 Tingkat 1, Bangunan Perodua Kangar,
 No. 2C, Persiaran Jubli Perak,
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 Jabatan Perangkaan Malaysia Negeri Selangor,
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 Jalan Indah, Seksyen 14,
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 Faks : 03 - 5518 0408
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Pengarah,
 Jabatan Perangkaan Malaysia Negeri Melaka,
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Pengarah,
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Pengarah,
 Jabatan Perangkaan Malaysia Negeri Sembilan,
 Tingkat 12, Wisma Persekutuan,
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 70000 Seremban, Negeri Sembilan.
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Pengarah,
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 Tingkat 1-3, Blok C, Kompleks Pentadbiran
 Kerajaan Persekutuan Sabah, Jalan UMS,
 Beg Berkunci No. 2046, 88999 Kota Kinabalu, Sabah.
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Pengarah,
 Jabatan Perangkaan Malaysia Negeri Pahang,
 Tingkat 7, Bangunan Persekutuan,
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Pengarah,
 Jabatan Perangkaan Malaysia Negeri Sarawak,
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 Tuanku Haji Bujang, Jalan Simpang 3,
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Pengarah,
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 Pinang,
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 10400, Jalan Anson, Pulau Pinang.
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