

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