



MINISTRY OF ECONOMY  
DEPARTMENT OF STATISTICS MALAYSIA

## REVENUE FOR SERVICES SECTOR FIRST QUARTER 2021



### SERVICES SECTOR FIRST QUARTER 2021

	Q1 2021	YoY		QoQ	
		Q4 2020	Q1 2021	Q4 2020	Q1 2021
Revenue	RM428.5b	-5.1%	-2.1%	1.7%	-1.7%
Number of Persons Engaged	3.7m	-3.4%	-2.2%	-0.4%	-0.3%
Salaries & Wages	RM24.2b	-4.6%	-3.1%	-0.1%	-1.9%




### PERFORMANCE OF SERVICES SECTOR BY SEGMENT

	Revenue	Number of Persons Engaged (persons)	Salaries & Wages
Wholesale & Retail Trade, Food & Beverages and Accommodation	<b>RM346.7b</b> Q1 2021: -1.3% Q4 2020: 1.5%	<b>2,757,427</b> Q1 2021: -0.3% Q4 2020: -0.1%	<b>RM14.8b</b> Q1 2021: -1.0% Q4 2020: 0.4%
Information & Communication and Transportation & Storage	<b>RM59.8b</b> Q1 2021: -3.3% Q4 2020: 3.4%	<b>452,655</b> Q1 2021: 0.04% Q4 2020: -1.9%	<b>RM4.4b</b> Q1 2021: -6.7% Q4 2020: -1.2%
Health, Education and Arts, Entertainment & Recreation	<b>RM12.9b</b> Q1 2021: -3.8% Q4 2020: -3.1%	<b>279,179</b> Q1 2021: -1.2% Q4 2020: 0.02%	<b>RM2.4b</b> Q1 2021: 0.6% Q4 2020: -1.7%
Professional and Real Estate Agent	<b>RM9.0b</b> Q1 2021: -2.7% Q4 2020: 9.1%	<b>177,390</b> Q1 2021: -0.3% Q4 2020: -0.2%	<b>RM2.5b</b> Q1 2021: -0.2% Q4 2020: 0.4%

Percentage change: Quarter-on-quarter  
Source: Quarterly Services Statistics, First Quarter 2021, Department of Statistics, Malaysia

This publication presents statistics on Services sector which encompasses the sub-sectors of Wholesale & Retail Trade; Information & Communication; Transportation & Storage; Food & Beverages; Professional; Private Health; Private Education; Accommodation; Arts, Entertainment & Recreation and Real Estate Agent for the period of 2012 until first quarter 2021.

### Performance of Services Sector, First Quarter 2021

 <b>SERVICES</b>	 <b>REVENUE *</b>			 <b>NUMBER OF PERSONS ENGAGED **</b>		
	RM Billion	YoY (%)	QoQ (%)	Persons	YoY (%)	QoQ (%)
<b>SERVICES</b>	<b>428.5</b>	<b>-2.1</b>	<b>-1.7</b>	<b>3,666,651</b>	<b>-2.2</b>	<b>-0.3</b>
Wholesale & Retail Trade, Food & Beverages and Accommodation	346.7	-0.2	-1.3	2,757,427	-1.7	-0.3
Information & Communication and Transportation & Storage	59.8	-6.4	-3.3	452,655	-4.8	0.04
Health, Education and Arts, Entertainment & Recreation	12.9	-23.1	-3.8	279,179	-2.5	-1.2
Professional and Real Estate Agent	9.0	-8.1	-2.7	177,390	-1.1	-0.3

\*Revenue for Wholesale & Retail Trade sub-sector refers to sales value.

\*\*The total number of persons engaged includes all working proprietors, active business partners and unpaid family workers.

### Overall Performance

Total revenue of Services sector in first quarter 2021 recorded RM428.5 billion, decreased -1.7 per cent as compared to the fourth quarter 2020. The growth was contributed by Wholesale & Retail Trade, Food & Beverages and Accommodation segment (-RM4.6 billion; -1.3%). Meanwhile, total revenue on annual comparison contracted by -2.1 per cent, compared to -5.1 per cent in the previous quarter.

Total number of persons engaged in this sector amounted to 3.7 million persons, decreased 10,892 persons or -0.3 per cent as compared to the fourth quarter 2020. For year-on-year comparison the number of persons engaged recorded a negative growth of -2.2 per cent or decreased 80,693 persons.

In this quarter, salaries & wages paid amounted to RM24.2 billion, a decrease of -1.9 per cent as against the previous quarter, while year-on-year it went down -3.1 per cent.

### Wholesale & Retail Trade, Food & Beverages and Accommodation

Total revenue for Wholesale & Retail Trade, Food & Beverages and Accommodation segment declined -1.3 per cent to RM346.7 billion as compared to the fourth quarter of 2020. The fall was contributed by Wholesale & Retail Trade sub-sector (-RM3.7 billion; -1.1%) and Food & Beverages (-RM0.8 billion; -5.9%). For year-on-year comparison, this segment decreased -0.2 per cent.

Number of persons engaged in this segment recorded a growth of -0.3 per cent to 2.8 million persons as compared to the fourth quarter of 2020. Salaries & wages paid showed a negative growth of 1.0 per cent to RM14.8 billion. For year-on-year comparison, number of persons engaged and salaries & wages paid decreased -1.7 per cent and -1.0 per cent respectively.

### **Information & Communication and Transportation & Storage**

Information & Communication and Transportation & Storage segment recorded a decrease in revenue to RM59.8 billion or 3.3 per cent as compared to the fourth quarter of 2020. The decrease was propelled by Information & Communication (-RM1.1 billion; -2.8%) and Transportation & Storage (-RM1.0 billion; -4.3%). Meanwhile, for yearly comparison, revenue contracted by 6.4 per cent.

Number of persons engaged for this segment increased 0.04 per cent to record 452,655 persons as compared to the previous quarter of 2020. Salaries & wages paid also decreased 6.7 per cent to RM4.4 billion. Meanwhile, for comparison against the first quarter of 2020, number of persons engaged and salaries & wages paid recorded negative growths of 4.8 per cent and 10.5 per cent respectively.

### **Health, Education and Arts, Entertainment & Recreation**

A total of RM12.9 billion revenue was generated for Health, Education and Arts, Entertainment & Recreation segment in the first quarter of 2021 with 3.8 per cent decrease as compared to the fourth quarter of 2020. The decrease was contributed by Arts, Entertainment & Recreation sub-sector (-RM0.7 billion; -19.9%) and Health (-RM0.04 billion; -0.7%). This segment registered a decrease in revenue of -23.1 per cent on yearly comparison.

In this quarter, number of persons engaged recorded 279,179 persons, decreased 1.2 per cent as compared to the previous quarter. Salaries & wages paid increased 0.6 per cent to RM2.4 billion. Year-on-year, number of persons engaged and salaries & wages paid recorded negative growths of 2.5 per cent and 3.8 per cent respectively.

### **Professional and Real Estate Agent**

Professional and Real Estate Agent segment recorded a decrease in revenue to RM9.0 billion or -2.7 per cent as compared to the fourth quarter of 2020. The decline was propelled by Professional sub-sector (-RM0.2 billion; -2.7%) and Real Estate Agent (-RM0.01 billion; -2.6%). For yearly comparison, revenue recorded negative growth of 8.1 per cent.

Number of persons engaged for this segment decreased 0.3 per cent quarter-on-quarter to record 177,390 persons. Salaries & wages went down 0.2 per cent to RM2.5 billion. Meanwhile, for comparison against the first quarter of 2020, number of persons engaged and salaries & wages recorded negative growths of 1.1 per cent and 0.6 per cent respectively.

The full publication of the Quarterly Services Statistics, First Quarter 2021 can be downloaded through [eStatistik](#) Portal.

#### **\*Notes:**

Data for first quarter 2021 is **provisional**. The data will be updated and published in the next quarter based on the latest figure.

**Released By:**

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