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MINISTRY OF ECONOMY
DEPARTMENT OF STATISTICS MALAYSIA

MEDIA RELEASE

PERFORMANCE OF SERVICES SECTOR AND E-COMMERCE INCOME, THIRD QUARTER 2026

Malaysia's Services sector records double-digit growth as revenue rises by 11.0 per cent to RM732.5 billion in the third quarter of 2026

PUTRAJAYA, 13 NOVEMBER 2026 – The Services sector recorded double-digit revenue growth in the third quarter of 2026, with revenue increasing by **11.0 per cent year-on-year to RM732.5 billion**, while the Volume Index rose by **5.9 per cent**, according to the **Quarterly Services Statistics, Third Quarter 2026**, released today by the Department of Statistics Malaysia (DOSM). The publication covers a wide range of activities, including Wholesale & Retail Trade; Information & Communication; Transportation & Storage; Accommodation; Food & Beverage; Professional Services; Real Estate; Private Health; Private Education; Arts, Entertainment & Recreation; Administrative & Support Services; and Personal & Other Services Activities. The publication also provides statistics on e-commerce income.

The Services sector's performance during the quarter was also partly supported by major events such as Malaysia Agriculture, Horticulture and Agrotourism Exhibition (MAHA) 2026, MATTA Fair, 2026 Malaysia Games (SUKMA), Citrawarna 2026 and concerts alongside public and school holidays.

Among the four segments, the **Wholesale & Retail Trade, Food & Beverage and Accommodation** recorded the highest year-on-year revenue growth of **11.6 per cent to RM554.7 billion**, reflecting household spending and tourism-related activity.

Meanwhile, the **Information & Communication and Transportation & Storage** segment recorded a **9.7 per cent year-on-year** rise in revenue to **RM102.2 billion**. Within the Information & Communication subsector, revenue grew in Telecommunications, Computer Services and Information Services, with the strongest growth in Information Services reflecting the expansion of data centre and cloud services.

The **Transportation & Storage** subsector also contributed to the segment's performance, with revenue rising by **9.2 per cent year-on-year**. Within this subsector, revenue from Postal and Courier Services grew by **11.5 per cent** as the continued expansion of e-commerce supported demand for express delivery, particularly during school holidays and national events. Revenue from Land Transport also rose by **10.9 per cent**.

Revenue in the **Professional Services, Real Estate and Administrative & Support Services** segment grew by **7.8 per cent year-on-year**, led by Real Estate at **9.3 per cent**. Administrative & Support Services recorded a **9.2 per cent** growth, partly supported mainly by demand for travel services.

For the **Private Health, Private Education, Arts, Entertainment & Recreation and Personal & Other Services Activities** segment, revenue expanded by **8.9 per cent year-on-year**, led by Personal & Other Services Activities at **14.4 per cent,** reflecting demand for personal care and lifestyle services. Private Health revenue rose by **10.6 per cent**, reflecting continued demand for healthcare services.

On a **quarter-on-quarter basis**, Services sector revenue grew at a more moderate pace of **2.5 per cent** as compared to the second quarter of 2026. This increase was driven primarily by the Wholesale & Retail Trade, Food & Beverage and Accommodation segment, which expanded by **2.3 per cent**, followed by the Professional Services, Real Estate and Administrative & Support Services segment, which recorded revenue growth of **1.8 per cent**.

In volume terms, the **Services Volume Index rose by 5.9 per cent year-on-year to 174.3 points** in the third quarter of 2026, reflecting the expansion in services activity. On a quarter-on-quarter basis, the index increased by **2.5 per cent**.

E-commerce income rose by 2.6 per cent year-on-year to RM335.8 billion in the third quarter of 2026. On a quarter-on-quarter basis, e-commerce income declined by **0.6 per cent**.

Employment in the Services sector rose by **2.2 per cent year-on-year to 4.7 million persons**, driven mainly by **Transportation & Storage** and **Personal & Other Services Activities**, which recorded increases of **4.3 per cent** and **3.2 per cent**, respectively. On a quarter-on-quarter basis, the number of persons engaged grew by **0.7 per cent**.

Meanwhile, the total salaries & wages increased by **4.6 per cent year-on-year to RM36.1 billion**, with Food & Beverage and Real Estate recording increases of **9.9 per cent** and **9.7 per cent**, respectively. On a quarter-on-quarter basis, total salaries & wages rose by **1.4 per cent**.

Chart 1: Performance of Services Sector, Q1 2020-Q3 2026

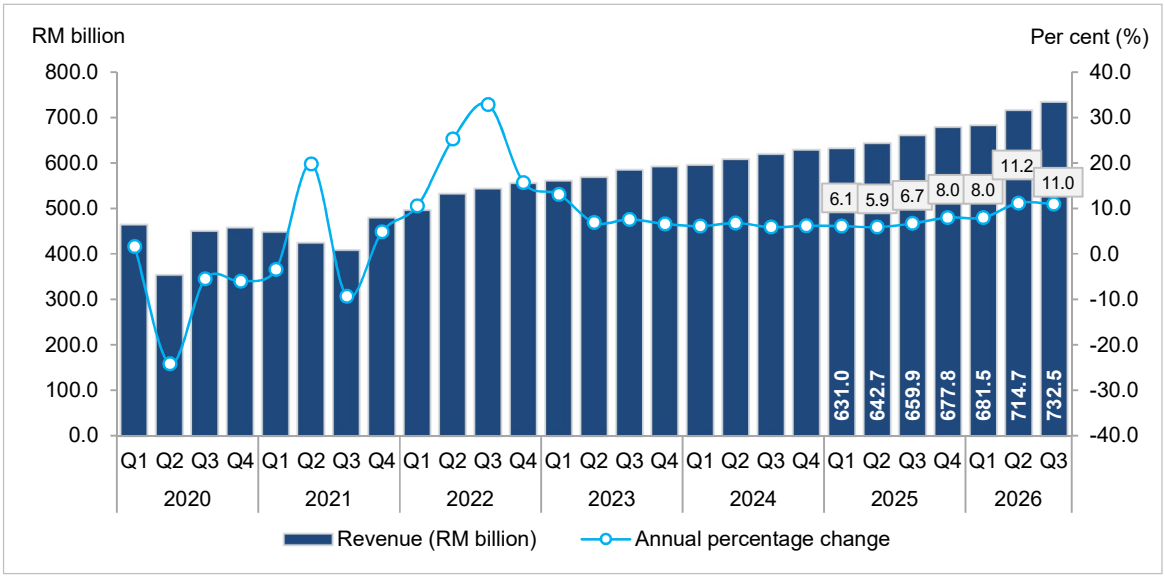


Chart 2: Volume Index of Services, Q1 2020-Q3 2026

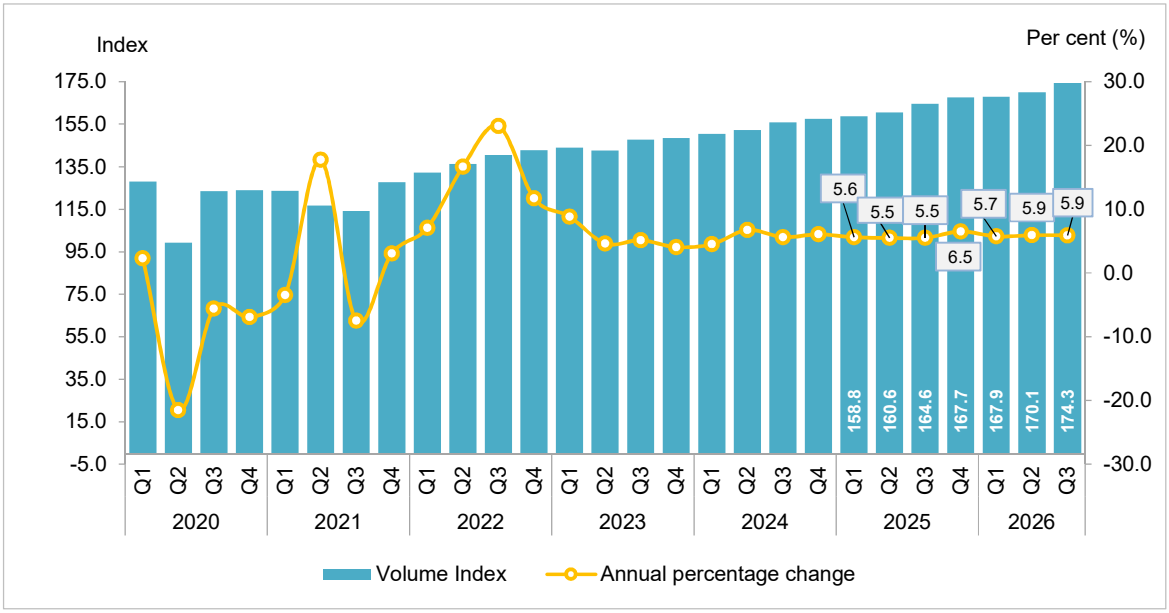
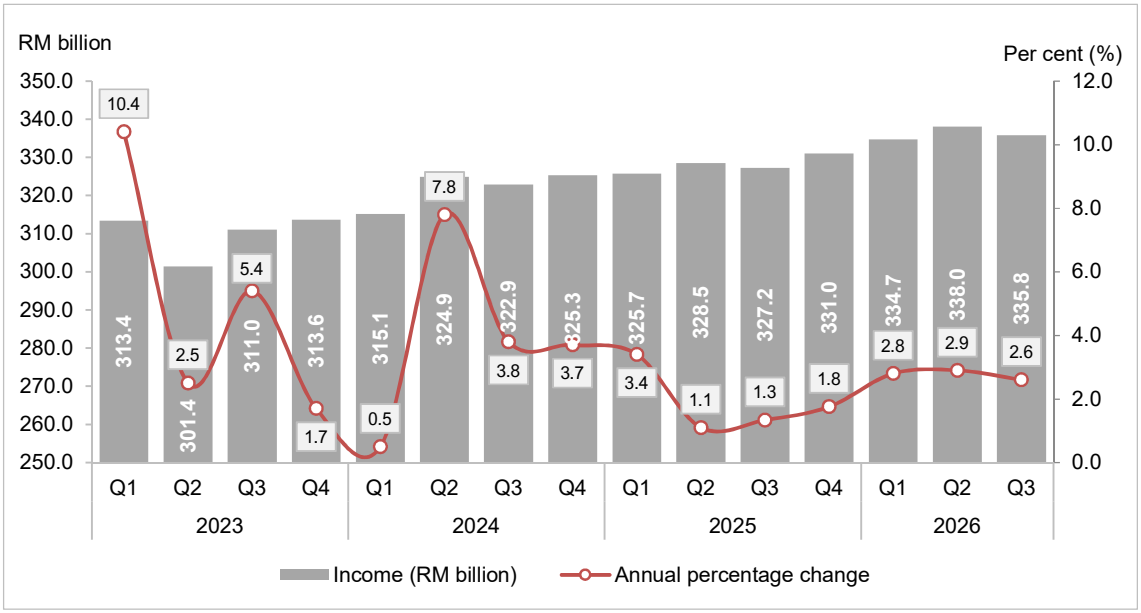


Chart 3: E-Commerce Income[r], Q1 2023-Q3 2026



[r] Revised based on the latest annual survey data and financial statements of the relevant companies

Released by:

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