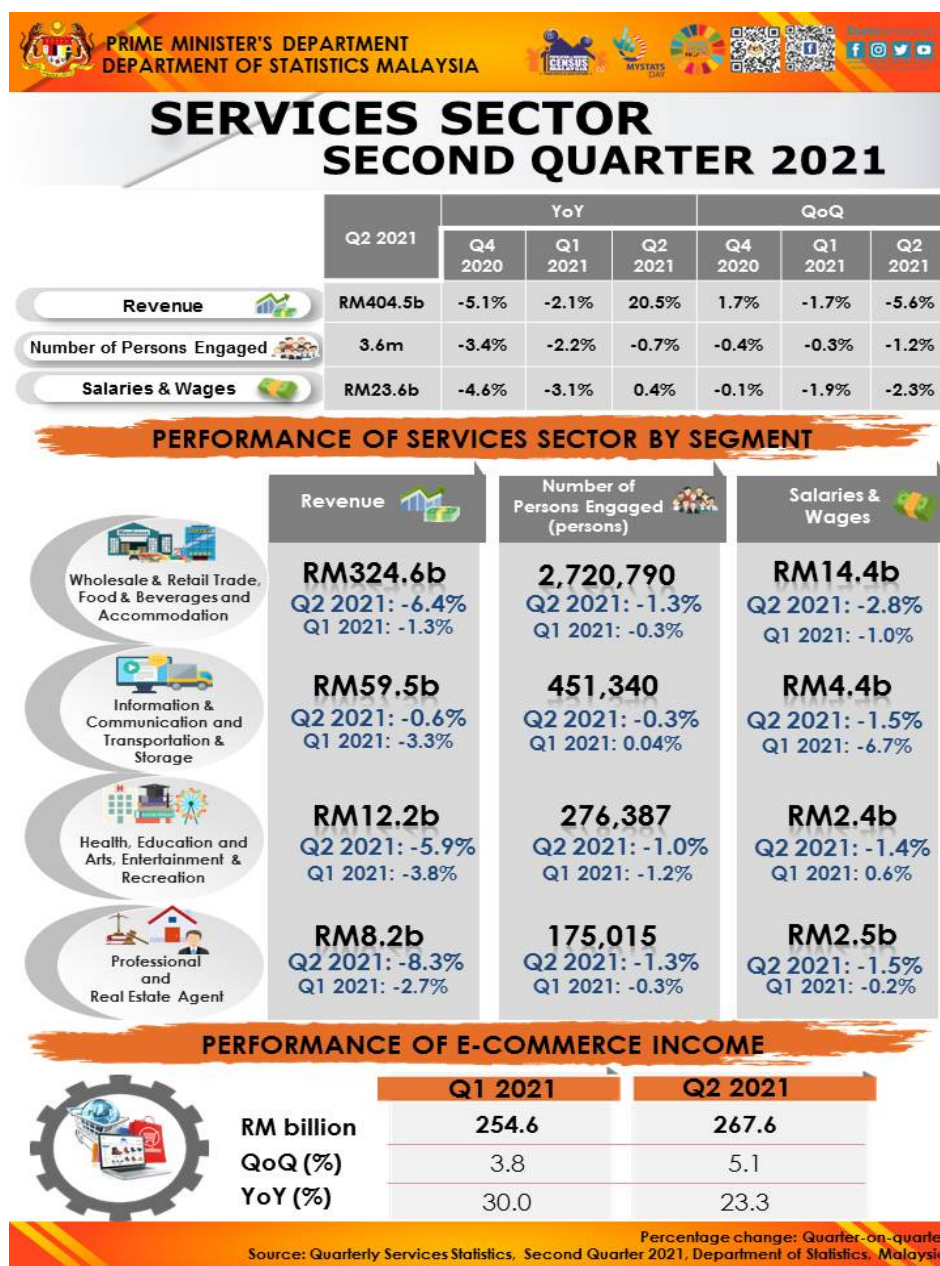




PRIME MINISTER'S DEPARTMENT  
DEPARTMENT OF STATISTICS, MALAYSIA

PRESS RELEASE




Income of e-commerce transactions and revenue of services sector increased 23.3 per cent and 20.5 per cent in second quarter 2021



## Introduction

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 second quarter 2021.

### Performance of Services Sector, Second 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>404.5</b>	<b>20.5</b>	<b>-5.6</b>	<b>3,623,532</b>	<b>-0.7</b>	<b>-1.2</b>
<b>Wholesale &amp; Retail Trade, Food &amp; Beverages and Accommodation</b>	<b>324.6</b>	<b>21.8</b>	<b>-6.4</b>	<b>2,720,790</b>	<b>-0.2</b>	<b>-1.3</b>
<b>Information &amp; Communication and Transportation &amp; Storage</b>	<b>59.5</b>	<b>14.7</b>	<b>-0.6</b>	<b>451,340</b>	<b>-2.4</b>	<b>-0.3</b>
<b>Health, Education and Arts, Entertainment &amp; Recreation</b>	<b>12.2</b>	<b>27.3</b>	<b>-5.9</b>	<b>276,387</b>	<b>-1.7</b>	<b>-1.0</b>
<b>Professional and Real Estate Agent</b>	<b>8.2</b>	<b>8.0</b>	<b>-8.3</b>	<b>175,015</b>	<b>-2.0</b>	<b>-1.3</b>

\*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 second quarter 2021 recorded RM404.5 billion, decreased 5.6 per cent as compared to the first quarter. This negative growth was contributed by Wholesale & Retail Trade, Food & Beverages and Accommodation segment (-RM22.1 billion; -6.4%). Meanwhile, total revenue on annual comparison expanded by 20.5 per cent compared to -2.1 per cent in the previous year.

Total number of persons engaged in this sector amounted to 3.6 million persons, decreased 43,119 persons or -1.2 per cent as compared to the first quarter 2021. For year-on-year comparison the number of persons engaged recorded a negative growth of 0.7 per cent or decreased 25,812 persons.

In this quarter, salaries & wages paid amounted to RM23.6 billion, a decrease of 2.3 per cent as against the previous quarter, while year-on-year it went up 0.4 per cent.

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

Total revenue for Wholesale & Retail Trade, Food & Beverages and Accommodation segment declined -6.4 per cent to RM324.6 billion as compared to the first quarter of 2021. The fall was contributed by Wholesale & Retail Trade sub-sector (-RM21.0 billion; -6.3%), Food & Beverages (-RM0.8 billion; -6.5%) and Accommodation (-RM0.3 billion; -22.2%). For year-on-year comparison, this segment rebounded 21.8 per cent.

Number of persons engaged in this segment recorded a growth of -1.3 per cent to 2.7 million persons as compared to the first quarter of 2021. Salaries & wages paid showed a negative growth of 2.8 per cent to RM14.4 billion. For year-on-year comparison, number of persons engaged and salaries & wages paid grew negative growth of 0.2 per cent and positive growth of 0.1 per cent respectively.

## Information & Communication and Transportation & Storage

Information & Communication and Transportation & Storage segment recorded a fall in revenue to RM59.5 billion or 0.6 per cent as compared to the first quarter of 2021. The decrease was driven by Transportation & Storage (-RM0.4 billion; -1.9%). Meanwhile, for yearly comparison, revenue expanded by 14.7 per cent.

Number of persons engaged for this segment was dropped 0.29 per cent to record 451,340 persons as compared to the previous quarter. Salaries & wages paid also dropped 1.5 per cent to RM4.4 billion. Meanwhile, for comparison against the second quarter of 2020, number of persons engaged recorded negative growth of 2.4 per cent while salaries & wages paid increased 2.8 per cent.

## Health, Education and Arts, Entertainment & Recreation

A total of RM12.2 billion revenue was generated for Health, Education and Arts, Entertainment & Recreation segment in the second quarter of 2021 with 5.9 per cent decrease as compared to the first quarter of 2021. The decline was contributed by Arts, Entertainment & Recreation sub-sector (-RM0.7 billion; -24.4%) and Education (-RM0.2 billion; -5.0%). However, this segment registered an increased in revenue of 27.3 per cent on yearly comparison.

In this quarter, number of persons engaged recorded 276,387 persons, decreases 1.0 per cent as compared to the previous quarter. Salaries & wages paid also recorded negative growth of 1.4 per cent to RM2.4 billion. Year-on-year, number of persons engaged decreased 1.7 per cent while salaries & wages paid recorded an increased of 0.1 per cent.

## Professional and Real Estate Agent

Professional and Real Estate Agent segment recorded a decrease in revenue to RM8.2 billion or -8.3 per cent as compared to the first quarter of 2021. The decline was driven by Professional sub-sector (-RM0.7 billion; -7.8%) and Real Estate Agent (-RM0.08 billion; -15.1%). For yearly comparison, revenue recorded positive growth of 8.0 per cent.

Number of persons engaged for this segment decreased 1.3 per cent quarter-on-quarter to record 175,015 persons. Salaries & wages went down 1.5 per cent to RM2.5 billion. Meanwhile, for comparison against the second quarter of 2020, number of persons engaged and salaries & wages recorded negative growth of 2.0 per cent and 1.3 per cent respectively.




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

### \*Notes:

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

### Released By:

**DATO' SRI DR. MOHD UZIR MAHIDIN**  
**CHIEF STATISTICIAN MALAYSIA**  
**DEPARTMENT OF STATISTICS, MALAYSIA**

 [DrUzir\\_Mahidin](#)   [Dr\\_Uzir](#)

**11 August 2021**

### Contact person:

**Mohd Yusrizal Ab Razak**  
Public Relation Officer  
Strategic Communication and International Division  
Department of Statistics, Malaysia  
**Tel** +603-8885 7942  
**Fax** +603-8888 9248  
**E-mail:** [yusrizal.razak@dosm.gov.my](mailto:yusrizal.razak@dosm.gov.my)