

**MALAYSIA**

**PERANGKAAN PERKHIDMATAN**  
*SERVICES STATISTICS*

**BANCI EKONOMI 2011**  
**SEKTOR PERKHIDMATAN**  
*ECONOMIC CENSUS 2011*  
*SERVICES SECTOR*



Jabatan Perangkaan  
MALAYSIA

**JABATAN PERANGKAAN MALAYSIA**  
*DEPARTMENT OF STATISTICS, MALAYSIA*

**PUTRAJAYA**



## **KATA PENGANTAR**

Laporan ini memuatkan perangkaan bagi Sektor Perkhidmatan yang merangkumi aktiviti perkhidmatan Perdagangan Edaran; Pengangkutan dan Penyimpanan; Penginapan; Makanan dan Minuman; Maklumat dan Komunikasi; Perkhidmatan Kewangan; Perkhidmatan Perniagaan; Pendidikan; Kesihatan dan Kerja Sosial; Kesenian, Hiburan dan Rekreasi serta Perkhidmatan Lain. Maklumat yang disediakan adalah berdasarkan Banci Ekonomi yang dijalankan pada tahun 2011 bagi tahun rujukan 2010.

Data yang berkaitan dengan nilai pendapatan, perbelanjaan, bilangan pekerja dan gaji & upah diterbitkan dalam laporan ini. Data tersebut digunakan bagi tujuan membuat perancangan pembangunan dan penggubalan dasar serta bagi pengunjuran dan analisis ekonomi oleh kerajaan dan penyelidik.

Laporan ini mengandungi tiga bahagian. Penemuan daripada hasil bancian dibentangkan di bahagian pertama laporan ini. Aspek teknikal seperti objektif, skop dan liputan serta konsep dan definisi yang digunakan dalam banci ini dimuatkan di bahagian kedua laporan. Jadual perangkaan terperinci berdasarkan subsektor perkhidmatan dipaparkan di bahagian ketiga bagi membolehkan pengguna membuat analisis.

Saya ingin merakamkan setinggi-tinggi penghargaan dan terima kasih kepada semua pihak yang terlibat dalam menyumbang kepada laporan ini. Sebarang ulasan dan cadangan daripada pengguna untuk menambahbaik laporan ini pada masa hadapan amatlah dihargai.

**DR. HAJI ABDUL RAHMAN BIN HASAN**

Ketua Perangkawan

Malaysia

**November 2012**

## **PREFACE**

*This report presents statistics on the Services Sector which encompasses broadly Distributive Trade; Transport and Storage; Accommodation; Food and Beverages; Information and Communication; Financial Services; Business Services; Education; Health and Social Work; Arts, Entertainment and Recreation as well as Other Services. The information provided here is gathered through the Economic Census conducted in 2011 for reference year 2010.*

*Data pertaining to revenue, expenditure, number of persons engaged, salaries & wages and value added are published in this report. These data are used for planning and policy formulation as well as for economic projection and analysis by the government and researchers.*

*This report consists of three parts. The summary findings obtained from the census are highlighted in the first part of the re-port. The second part focuses on the technical aspects including the objectives, scope and coverage as well as relevant concepts and definitions used in the census. Detailed statistical tables by broad services sub-sectors are included in the third part of the report to facilitate analysis by users.*

*I would like to express my appreciation to all parties concerned who have contributed towards this re-port. Comments and suggestions from users for improvement in future reports are greatly appreciated.*

**DR. HAJI ABDUL RAHMAN BIN HASAN**

*Chief Statistician*

*Malaysia*

**November 2012**

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**RINGKASAN PENEMUAN**  
*SUMMARY FINDINGS*



**SEKTOR PERKHIDMATAN**  
*SERVICES SECTOR*





## SEKTOR PERKHIDMATAN

## 1. PENDAHULUAN

Laporan ini membentangkan perangkaan bagi sektor perkhidmatan yang pertama kali diterbitkan oleh Jabatan Perangkaan Malaysia. Ia merupakan rangkuman daripada penerbitan perangkaan perkhidmatan mengikut subsektor yang telah diterbitkan sebelum ini yang bertujuan sebagai satu sumber maklumat statistik berkaitan keseluruhan aktiviti perkhidmatan utama. Data yang dikumpul adalah berdasarkan Banci Ekonomi yang dijalankan pada tahun 2011 bagi tahun rujukan 2010. Penunjuk utama bagi sektor perkhidmatan adalah seperti yang ditunjukkan di bawah:

**Jadual 1.1: Penunjuk utama sektor perkhidmatan, 2010**

Pertubuhan (bilangan)	591,137
Pendapatan (RM juta)	1,291,440
Perbelanjaan (RM juta)	1,017,643
Bilangan pekerja (bilangan)	3,687,787
Gaji & upah (RM juta)	77,728

## 2. PRESTASI SEKTOR PERKHIDMATAN

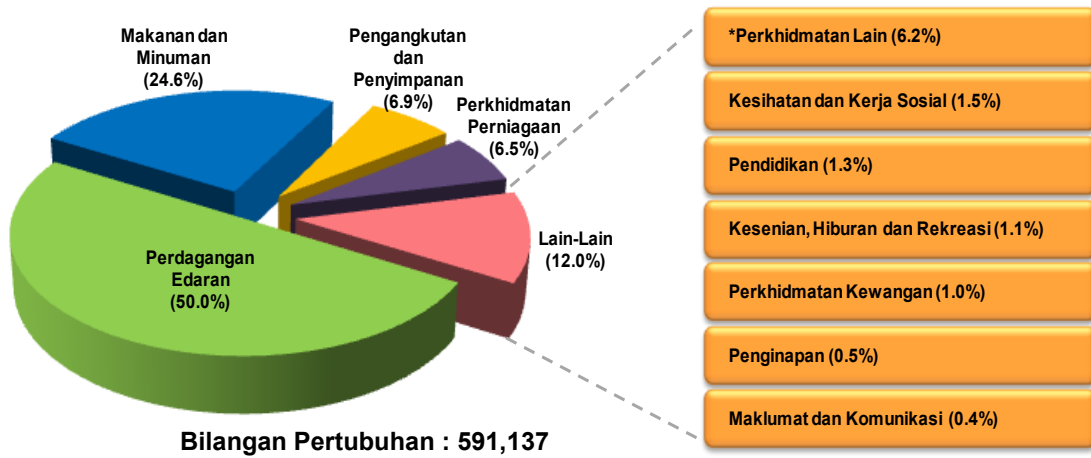
Sejumlah 591,137 **pertubuhan** telah beroperasi di dalam sektor perkhidmatan pada tahun 2010. Subsektor Perdagangan Edaran mempunyai bilangan tertinggi sebanyak 295,431 pertubuhan atau 50.0 peratus, diikuti oleh Makanan dan Minuman, dengan 145,320 pertubuhan atau 24.6 peratus dan Pengangkutan dan Penyimpanan, 40,599 pertubuhan atau 6.9 peratus. Carta 2.1 menunjukkan peratus taburan bilangan pertubuhan sektor perkhidmatan mengikut subsektor.

**Pendapatan** yang dijana oleh sektor perkhidmatan pada tahun 2010 berjumlah RM1,291.4 bilion yang dipacu oleh Perdagangan Edaran sebanyak RM687.3 bilion atau 53.2 peratus. Ini diikuti oleh Perkhidmatan Kewangan sebanyak RM270.1 bilion atau 20.9 peratus dan Maklumat dan Komunikasi, RM85.4 bilion atau 6.6 peratus.

**Nota:**

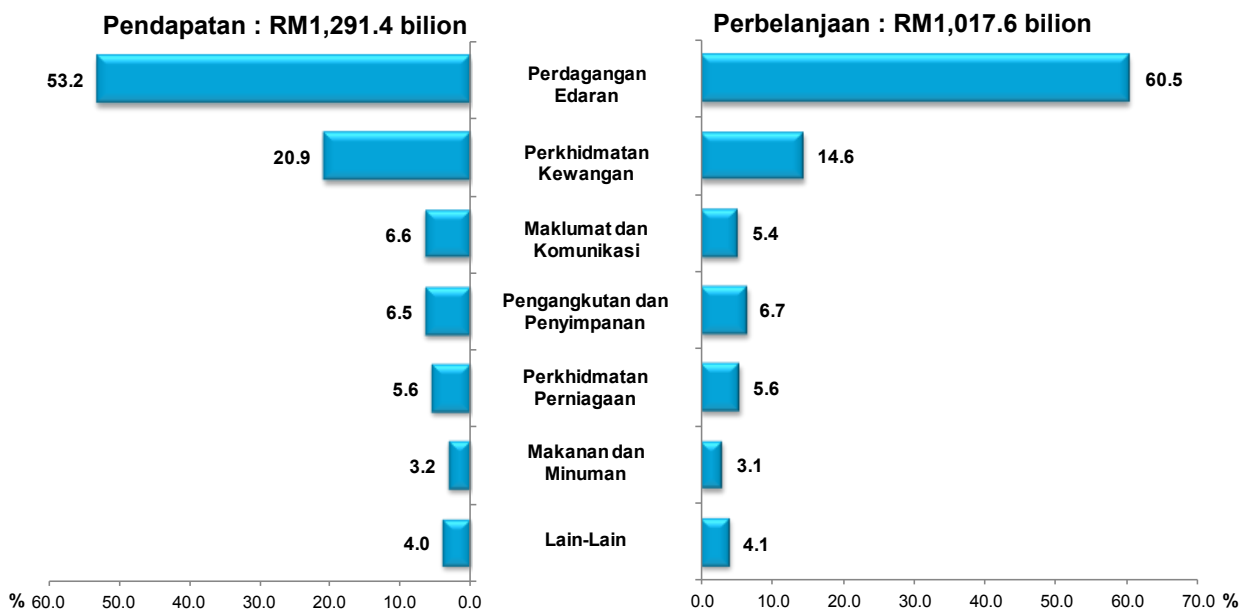
Subsektor Perdagangan Edaran bagi tahun rujukan 2010 telah dianggarkan menggunakan data daripada Banci Perdagangan Edaran yang dilaksanakan pada tahun 2009 bagi tahun rujukan 2008. Anggaran dibuat dengan menggunakan kadar pertumbuhan tahunan purata yang diperolehi daripada data Perdagangan Edaran Bulanan bagi tempoh 2008 hingga 2010.

**Carta 2.1: Peratus taburan bilangan pertubuhan mengikut subsektor perkhidmatan, 2010**



**Perbelanjaan** yang ditanggung pada tahun 2010 berjumlah RM1,017.6 bilion. Antara subsektor perkhidmatan, Perdagangan Eedaran mencatatkan RM616.0 bilion atau 60.5 peratus, diikuti oleh Perkhidmatan Kewangan, RM148.3 bilion atau 14.6 peratus dan Pengangkutan dan Penyimpanan, RM68.1 bilion atau 6.7 peratus (Carta 2.2).

**Carta 2.2: Peratus taburan pendapatan dan perbelanjaan mengikut subsektor perkhidmatan, 2010**



**Nota:**

\*Perkhidmatan Lain merujuk kepada aktiviti keahlian organisasi, pembaikan komputer dan barangan persendirian dan isi rumah dan pelbagai aktiviti perkhidmatan persendirian lain.

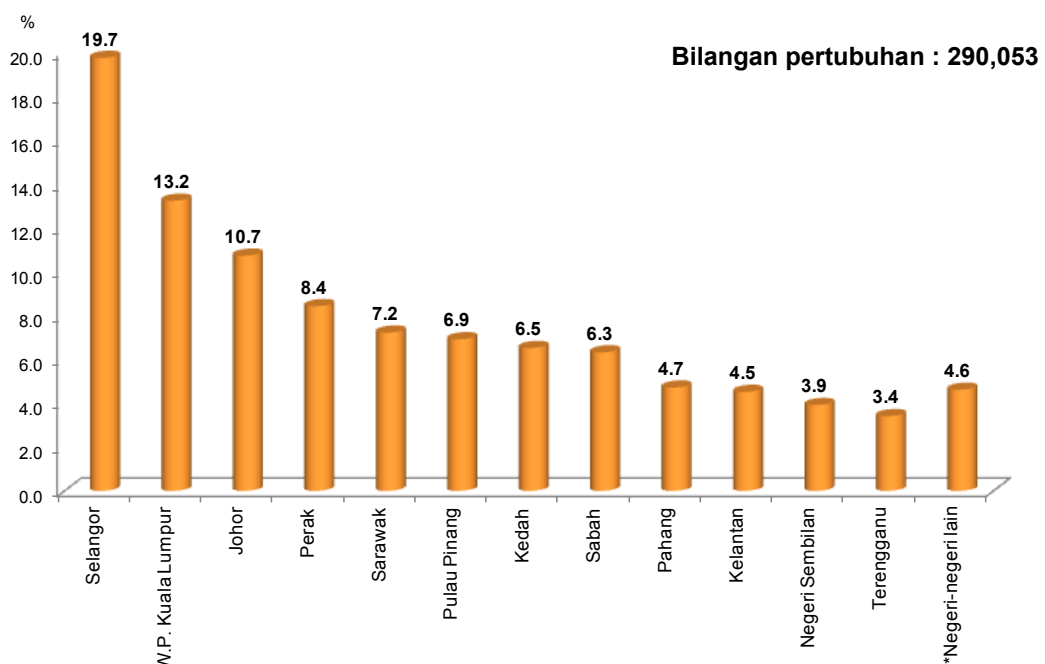
**Bilangan pekerja** di dalam sektor perkhidmatan adalah seramai 3,687,787 orang, di mana 82.7 peratus atau 3,050,461 orang adalah merupakan pekerja bergaji. Subsektor Perdagangan Eedaran mencatatkan bilangan pekerja tertinggi seramai 1,537,616 orang atau 41.7 peratus, manakala subsektor Kesenian, Hiburan dan Rekreasi mempunyai bilangan terendah sebanyak 43,400 orang atau 1.2 peratus.

**Gaji & upah** yang telah dibayar dalam sektor perkhidmatan pada tahun 2010 adalah sebanyak RM77.7 bilion, di mana subsektor Perdagangan Eedaran merupakan pembayar tertinggi dengan nilai sebanyak RM26.0 bilion atau 33.5 peratus. Ini diikuti oleh Perkhidmatan Kewangan dan Pengangkutan dan Penyimpanan dengan masing-masing mencatatkan nilai sebanyak RM14.4 bilion (18.5 peratus) dan RM9.0 bilion (11.6 peratus).

### 3. PRESTASI MENGIKUT NEGERI

Selangor mempunyai bilangan pertubuhan yang tertinggi di dalam sektor perkhidmatan iaitu sebanyak 57,089 pertubuhan atau 19.7 peratus. Ini diikuti oleh W.P. Kuala Lumpur dan Johor dengan masing-masing mencatatkan sebanyak 38,379 pertubuhan (13.2 peratus) dan 31,113 pertubuhan (10.7 peratus). Carta 3.1 di bawah menggambarkan peratus taburan bilangan pertubuhan mengikut negeri pada tahun 2010.

**Carta 3.1: Peratus taburan bilangan pertubuhan mengikut negeri, 2010**



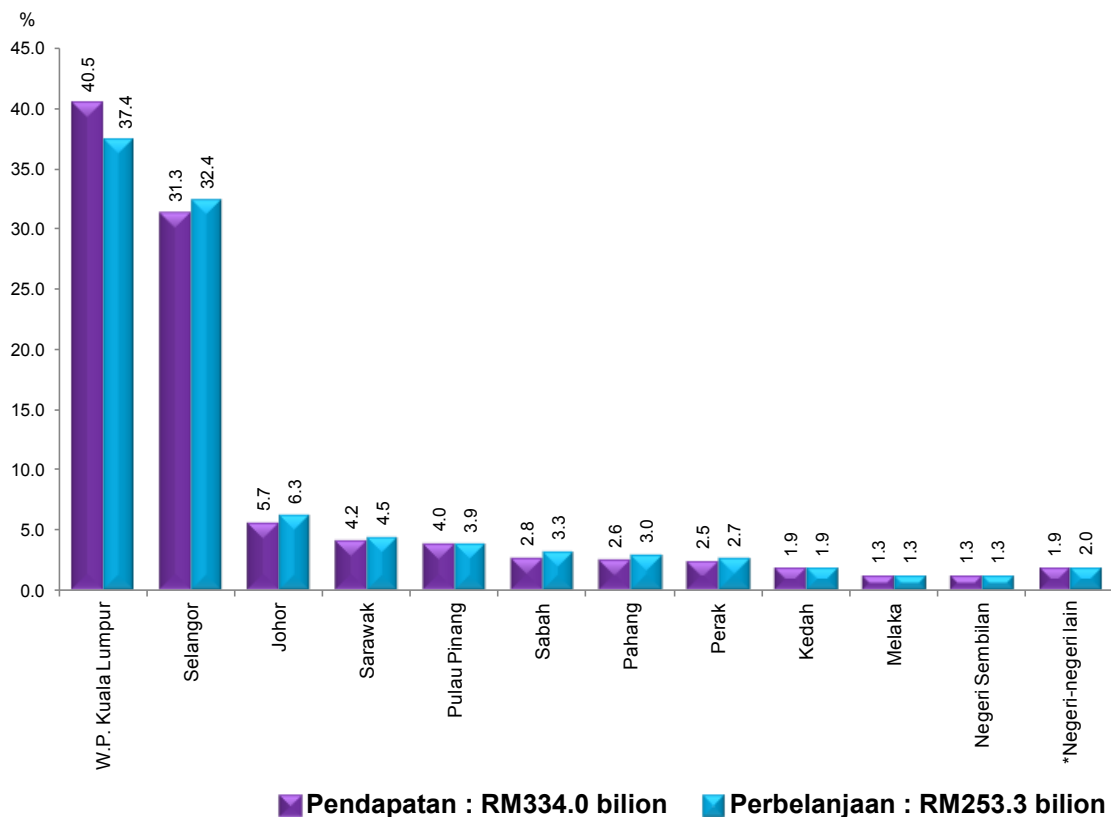
**Nota:**

Prestasi mengikut negeri tidak termasuk subsektor Perdagangan Eedaran dan Perkhidmatan Kewangan.

\* Negeri-negeri lain adalah merujuk kepada Melaka, Perlis, W.P. Labuan dan W.P. Putrajaya.

Dari segi pendapatan dan perbelanjaan, W.P. Kuala Lumpur merupakan penyumbang tertinggi dengan masing-masing menyumbang sebanyak 40.5 peratus dan 37.4 peratus. Ini diikuti oleh Selangor dengan 31.3 peratus dan 32.4 peratus (Carta 3.2). Peratus sumbangan pendapatan bagi W.P. Kuala Lumpur telah dipacu oleh perkhidmatan Maklumat dan Komunikasi sebanyak 45.8 peratus, diikuti oleh Perkhidmatan Perniagaan sebanyak 22.1 peratus dan Pengangkutan dan Penyimpanan sebanyak 14.4 peratus.

**Carta 3.2: Peratus taburan pendapatan dan perbelanjaan mengikut negeri, 2010**



Selangor mempunyai peratusan tertinggi di dalam bilangan pekerja sebanyak 27.2 peratus. Ini diikuti oleh W.P. Kuala Lumpur sebanyak 21.0 peratus dan Johor sebanyak 8.9 peratus. Seiring dengan bilangan pekerja, pertubuhan di Selangor turut merupakan yang tertinggi dari segi pembayaran gaji dan upah, sebanyak 35.9 peratus, diikuti oleh W.P. Kuala Lumpur dan Johor dengan masing-masing sebanyak 30.6 peratus dan 6.7 peratus.

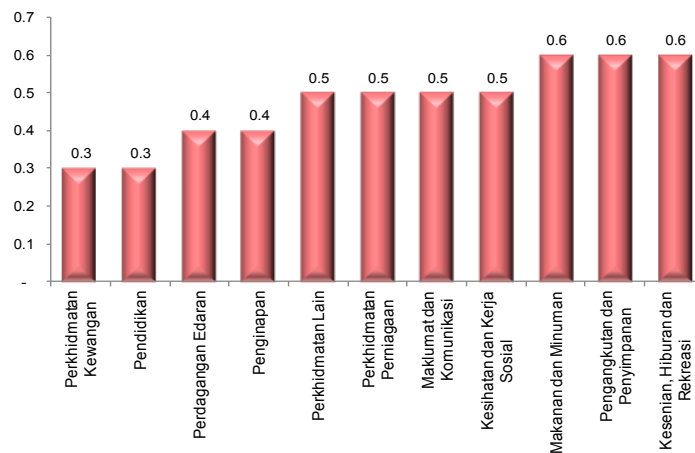
**Nota:**

\*Negeri-Negeri lain merujuk kepada Terengganu, Kelantan, Perlis, W.P. Putrajaya dan W.P. Labuan.

4. PRESTASI MENGIKUT NISBAH

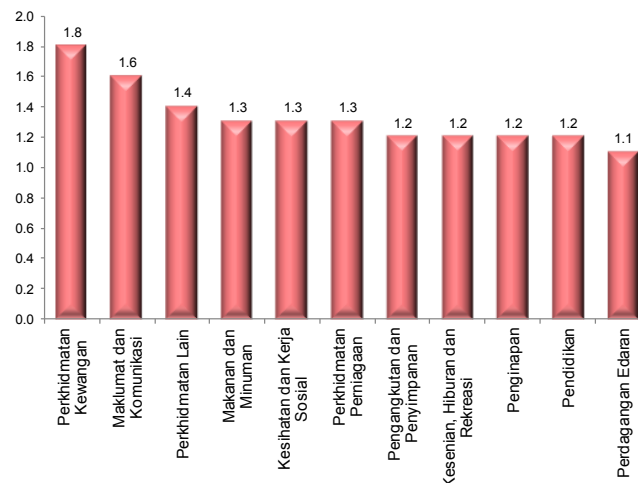
Nisbah **Input-Output** bagi sektor perkhidmatan adalah sebanyak 0.4. Perkhidmatan Kewangan dan Pendidikan adalah yang terendah sebanyak 0.3. Sementara itu, subsektor Pengangkutan dan Penyimpanan; Makanan dan Minuman; dan Kesenian, Hiburan dan Rekreasi mempunyai nisbah input-output tertinggi iaitu masing-masing sebanyak 0.6 seperti yang ditunjukkan di carta 4.1.

**Carta 4.1: Nisbah Input-Output bagi subsektor perkhidmatan , 2010**



Nisbah **Pendapatan-Perbelanjaan** bagi sektor perkhidmatan adalah sebanyak 1.3 pada tahun 2010. Perkhidmatan Kewangan mempunyai nisbah pendapatan-perbelanjaan tertinggi antara keseluruhan sektor perkhidmatan iaitu 1.8, diikuti oleh Maklumat dan Komunikasi dan Perkhidmatan Lain dengan masing-masing sebanyak 1.6 dan 1.4. Perdagangan Edaran mempamerkan nisbah pendapatan-perbelanjaan yang terendah sebanyak 1.1 (Carta 4.2).

**Carta 4.2: Nisbah pendapatan-perbelanjaan bagi subsektor perkhidmatan, 2010**



**Purata Gaji Tahunan per Pekerja** adalah sebanyak RM25,481 pada tahun 2010. Antara subsektor perkhidmatan, pekerja yang bekerja dalam Perkhidmatan Kewangan adalah yang tertinggi menerima bayaran purata gaji tahunan sebanyak RM58,591, manakala purata gaji tahunan per pekerja terendah telah direkodkan oleh perkhidmatan Makanan dan Minuman sebanyak RM10,752 (Jadual 4.1).

**Jadual 4.1: Purata gaji tahunan per pekerja bagi subsektor perkhidmatan, 2010**

Subsektor	Pekerja bergaji	Gaji & upah dibayar (RM ribu)	Purata gaji setahun diterima setiap pekerja (RM)
Perkhidmatan Kewangan	245,780	14,400,382	58,591
Maklumat dan Komunikasi	131,097	6,391,430	48,753
Pengangkutan dan Penyimpanan	276,374	9,048,511	32,740
Pendidikan	101,742	3,165,553	31,114
Perkhidmatan Perniagaan	307,507	7,902,167	25,698
Kesihatan dan Kerja Sosial	81,795	2,084,584	25,485
Perdagangan Edaran	1,223,198	26,039,854	21,288
Kesenian, Hiburan dan Rekreasi	36,986	775,632	20,971
Penginapan	108,538	1,934,059	17,819
Perkhidmatan Lain	69,176	950,597	13,742
Makanan dan Minuman	468,268	5,034,890	10,752
<b>Jumlah</b>	<b>3,050,461</b>	<b>77,727,659</b>	<b>25,481</b>

## 5. PRESTASI MENGIKUT SAIZ

### 5.1 Saiz Pekerja

Pertubuhan yang mempunyai kurang daripada 5 orang pekerja merupakan bilangan yang tertinggi di dalam sektor perkhidmatan sebanyak 67.9 peratus pada tahun 2010. Sementara itu, pertubuhan yang mempunyai lebih daripada 100 orang pekerja dan ke atas mempunyai sumbangan yang terendah dari segi bilangan pertubuhan iaitu hanya 0.4 peratus. Walau bagaimanapun, kategori tersebut merupakan penyumbang terbesar dari segi pendapatan dan bilangan pekerja dengan masing-masing sebanyak 53.8 peratus dan 32.4 peratus (Jadual 5.1).

**Jadual 5.1: Bilangan pertubuhan, pendapatan dan bilangan pekerja mengikut saiz pekerja, 2010**

Saiz Pekerja	Pertubuhan (Bilangan)	Pendapatan (RM ribu)	Pekerja (Bilangan)
< 5 orang	200,929	61,366,047	436,495
5 - 19 orang	83,576	87,541,658	658,932
20 - 50 orang	7,667	43,293,976	226,598
51 - 99 orang	2,220	86,874,611	132,504
> 100 orang	1,314	325,020,970	695,642

## 5.2 Saiz Pendapatan

Pertubuhan yang mempunyai pendapatan kurang daripada RM200 ribu membentuk majoriti dari segi sumbangan kepada bilangan pertubuhan di dalam sektor perkhidmatan dengan 65.1 peratus pada tahun 2010. Walau bagaimanapun, sumbangan mereka terhadap pendapatan adalah yang terendah sebanyak 2.5 peratus. Sebagai tambahan, pertubuhan yang mempunyai saiz pendapatan lebih daripada RM5 juta ke atas mencatatkan sumbangan tertinggi sebanyak 85.6 peratus terhadap jumlah pendapatan (Jadual 5.2).

**Jadual 5.2: Bilangan pertubuhan, pendapatan dan bilangan pekerja mengikut saiz pendapatan, 2010**

Saiz Pendapatan (RM ribu)	Pertubuhan (Bilangan)	Pendapatan (RM ribu)	Pekerja (Bilangan)
< 200	192,448	14,852,653	486,120
200 - < 1,000	78,731	33,679,709	527,869
1,000 - 5,000	18,434	38,362,342	324,884
> 5,000	6,093	517,202,560	811,298

## SERVICES SECTOR

### 1. INTRODUCTION

This report presents statistics on the services sector which is published for the first time by the Department of Statistics, Malaysia. It is a compilation of services statistics for each sub-sector which had been published before for the purpose of providing a source of statistical information on overall service activities. Data compiled are collected based on the Economic Census conducted in 2011 for reference year 2010. Key indicators of the services sector are shown below:

**Table 1.1: Key indicators of the services sector, 2010**

Establishments (number)	591,137
Revenue (RM million)	1,291,440
Expenditure (RM million)	1,017,643
Total Employment (number)	3,687,787
Salaries & wages (RM million)	77,728

### 2. PERFORMANCE OF THE SERVICES SECTOR

A total of 591,137 **establishments** were operating in the services sector in 2010. The Distributive Trade sub-sector had the highest number of establishments, with 295,431 establishments or 50.0 per cent, followed by Food and Beverages, 145,320 establishments or 24.6 per cent and Transport and Storage, 40,599 establishments or 6.9 per cent. Chart 2.1 shows the percentage distribution of number of establishments by services sub-sectors.

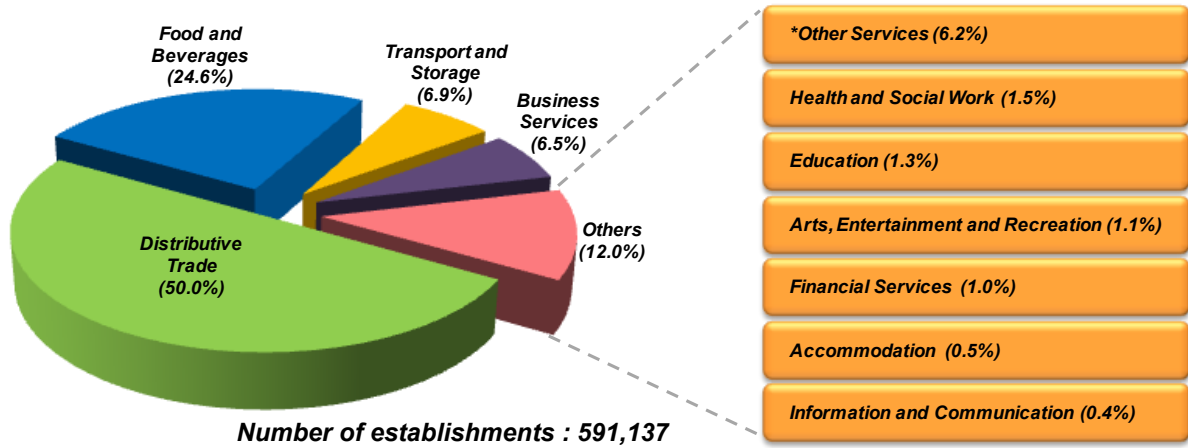
**Revenue** generated by the services sector in 2010 was RM1,291.4 billion driven by the Distributive Trade with RM687.3 billion or 53.2 per cent. This was followed by Financial Services with RM270.1 billion or 20.9 per cent and Information and Communication, RM85.4 billion or 6.6 per cent.

#### **Notation:**

Distributive Trade sub-sectors for reference year 2010 were estimated using data from the Census of Distributive Trade undertaken in 2009 for reference year 2008. The estimation was done by using compounding annual growth rate from Monthly Distributive Trade data for year 2008 to 2010.

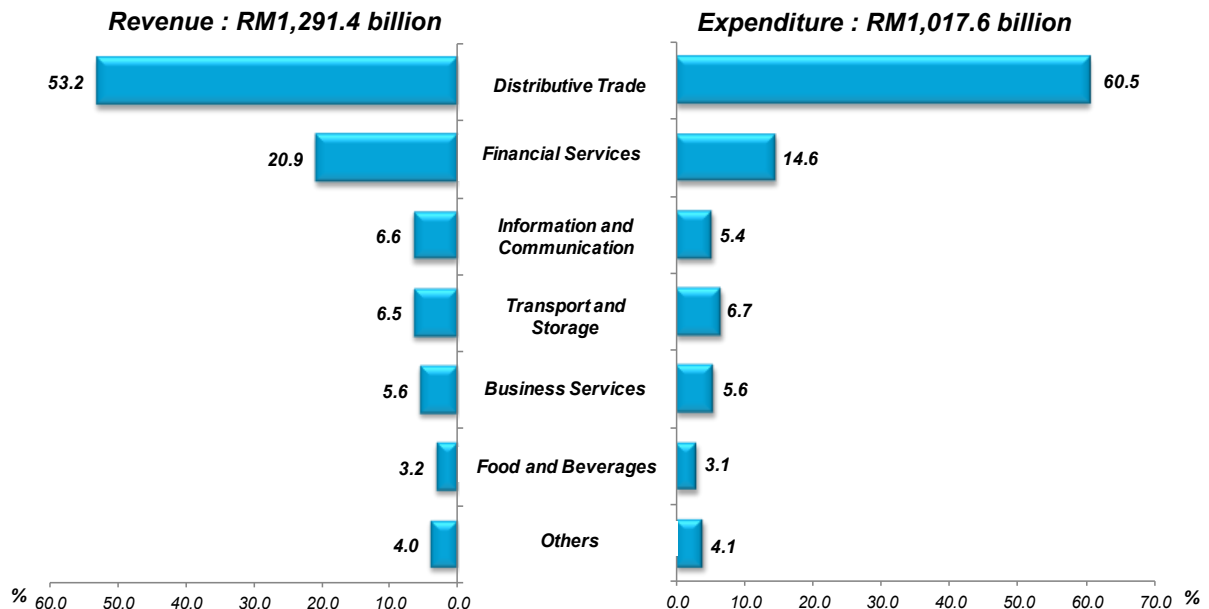


**Chart 2.1: Percentage distribution of number of establishments by services sub-sectors, 2010**



**Expenditure** incurred in 2010 was RM1,017.6 billion. Among the services sub-sectors, Distributive Trade registered RM616.0 billion or 60.5 per cent, followed by Financial Services, RM148.3 billion or 14.6 per cent and Transport and Storage, RM68.1 billion or 6.7 per cent (Chart 2.2).

**Chart 2.2: Percentage distribution of revenue and expenditure by services sub-sectors, 2010**



**Notation:**

\*Other Services refer to activities of membership organisations, repair of computer and personal and household goods and a variety of other personal service activities.

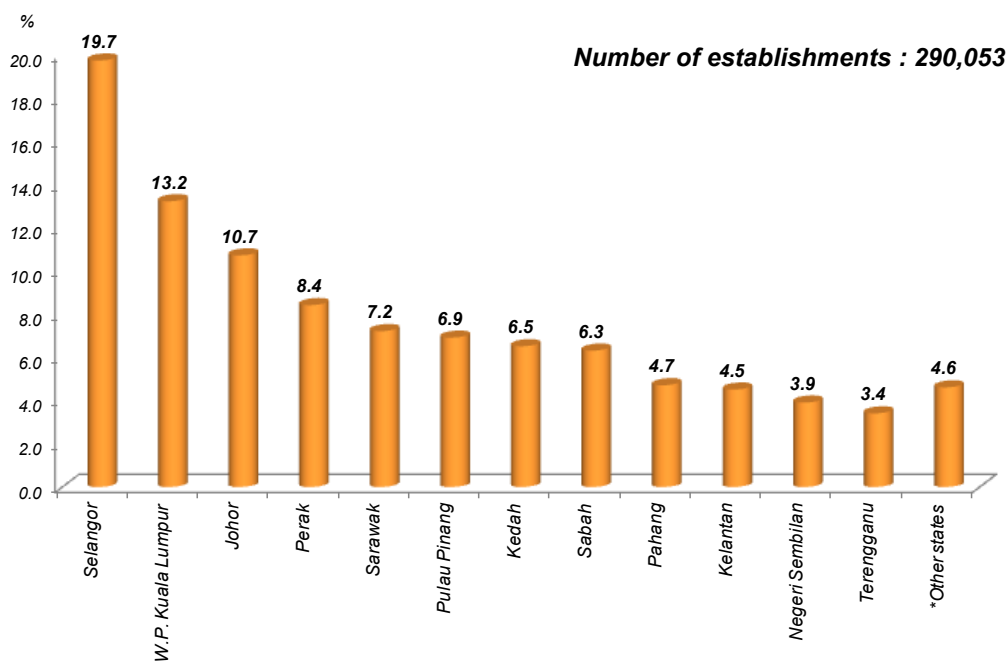
**Total number of persons engaged** in the services sector was 3,687,787 persons, of which 82.7 per cent or 3,050,461 persons were paid employees. Distributive Trade sub-sector employed the highest with 1,537,616 persons or 41.7 per cent, while the Arts, Entertainment and Recreation sub-sector employed the lowest, with 43,400 persons or 1.2 per cent.

**Salaries & wages** disbursed in the services sector was RM77.7 billion in 2010, of which Distributive Trade sub-sector paid the most with RM26.0 billion or 33.5 per cent. This was followed by Financial Services and Transport and Storage which registered RM14.4 billion (18.5 per cent) and RM9.0 billion (11.6 per cent) respectively.

### 3. PERFORMANCE BY STATE

Selangor had the highest number of establishments operating in the services sector, with 57,089 establishments or 19.7 per cent. This was followed by W.P. Kuala Lumpur and Johor which accounted for 38,379 establishments (13.2 per cent) and 31,113 establishments (10.7 per cent) respectively. Chart 3.1 illustrates the percentage distribution of number of establishments by state in 2010.

**Chart 3.1: Percentage distribution of number of establishments by state, 2010**



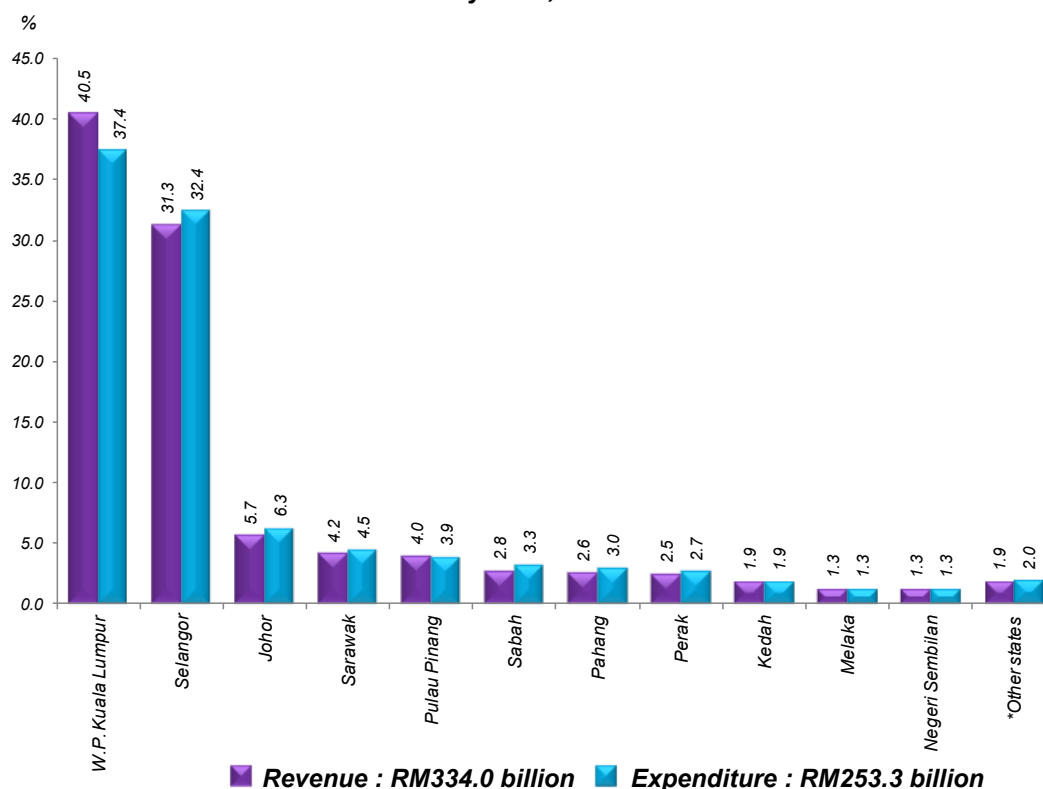
**Notation:**

Performance by state were excluding Distributive Trade and Financial Services sub-sector.

\*Other states refer to Melaka, Perlis, W.P. Labuan and W.P. Putrajaya.

In terms of revenue and expenditure, W.P. Kuala Lumpur was the most significant contributor accounting for 40.5 per cent and 37.4 per cent respectively. This was followed by Selangor with 31.3 per cent of revenue and expenditure 32.4 per cent (Chart 3.2). Percentage contribution of revenue for W.P. Kuala Lumpur was led by Information and Communication services with 45.8 per cent, followed by Business Services with 22.1 per cent and Transport and Storage with 14.4 per cent.

**Chart 3.2: Percentage distribution of revenue and expenditure by state, 2010**



Selangor had the highest percentage in terms of number of persons engaged with 27.2 per cent. This was followed by W.P. Kuala Lumpur with 21.0 per cent and Johor 8.9 per cent. Correspondingly, establishments in Selangor also paid the highest in terms of salaries and wages, with 35.9 per cent, followed by W.P. Kuala Lumpur and Johor with 30.6 per cent and 6.7 per cent respectively.

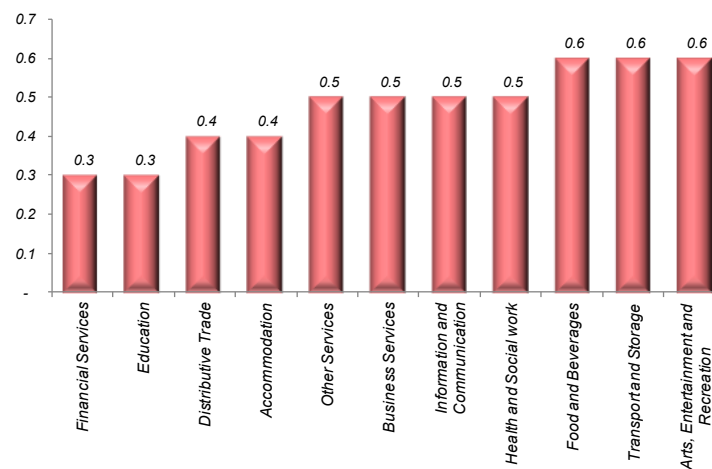
**Notation:**

\*Other states refer to Terengganu, Kelantan, Perlis, W.P. Putrajaya and W.P. Labuan.

4. KEY PERFORMANCE RATIOS

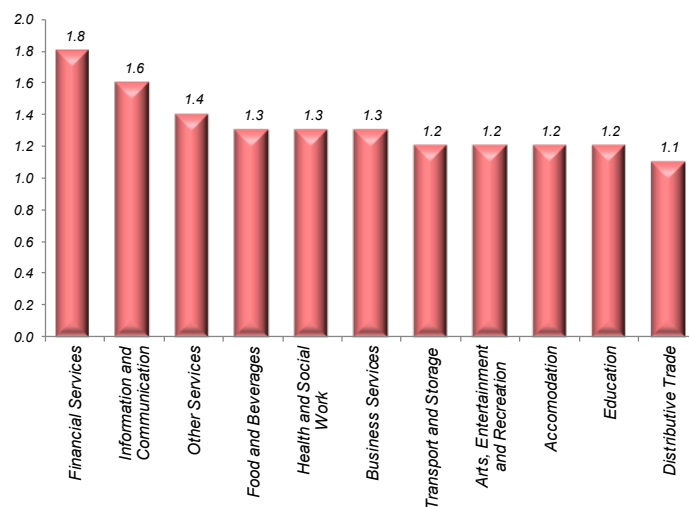
**Input-Output** ratio of the services sector was 0.4. Financial Services and Education sub-sectors were the lowest with 0.3. Meanwhile, Transport and Storage, Food and Beverages; and Arts, Entertainment and Recreation sub-sectors had the highest input-output ratio with 0.6 each as shown in chart 4.1.

Chart 4.1: Input-Output ratios of services sub-sectors, 2010



**Revenue-Expenditure** ratio of the services sector was 1.3 in 2010. Among the services sector, Financial Services had the highest revenue-expenditure ratio with 1.8, followed by Information and Communication and Other Services with 1.6 and 1.4 respectively. Distributive Trade had the lowest revenue-expenditure ratio with 1.1 (Chart 4.2).

Chart 4.2: Revenue-Expenditure ratios of services sub-sectors, 2010



**Average Annual Salary per Employee** was RM25,481 in 2010. Among the services sub-sector, employees working in Financial Services were the highest paid, receiving an average annual salary of RM58,591 while the lowest average annual salary per employee was recorded by the Food and Beverages services with RM10,752 (Table 4.1).

**Table 4.1: Average annual salary per employee of services sub-sectors, 2010**

Sub-sector	Paid Employees	Salaries & wages paid (RM thousand)	Average annual salary per employee (RM)
Financial Services	245,780	14,400,382	58,591
Information and Communication	131,097	6,391,430	48,753
Transport and Storage	276,374	9,048,511	32,740
Education	101,742	3,165,553	31,114
Business Services	307,507	7,902,167	25,698
Health and Social Work	81,795	2,084,584	25,485
Distributive Trade	1,223,198	26,039,854	21,288
Arts, Entertainment and Recreation	36,986	775,632	20,971
Accommodation	108,538	1,934,059	17,819
Other Services	69,176	950,597	13,742
Food and Beverages	468,268	5,034,890	10,752
<b>Total</b>	<b>3,050,461</b>	<b>77,727,659</b>	<b>25,481</b>

## 5. PERFORMANCE BY SIZE

### 5.1 Employment Size

Establishments engaging less than 5 persons were the highest number in the services sector with 67.9 per cent in 2010. Meanwhile, establishments with more than 100 persons and above had the lowest contribution towards the number of establishments with only 0.4 per cent. However, they accounted the majority contribution of revenue and total employment with 53.8 per cent and 32.4 per cent respectively (Table 5.1).

**Table 5.1: Establishments, revenue and total employment by employment size, 2010**

<b>Employment Size</b>	<b>Establishments (Number)</b>	<b>Revenue (RM thousand)</b>	<b>Total Employment (Number)</b>
<b>&lt; 5 persons</b>	200,929	61,366,047	436,495
<b>5 - 19 persons</b>	83,576	87,541,658	658,932
<b>20 - 50 persons</b>	7,667	43,293,976	226,598
<b>51 - 99 persons</b>	2,220	86,874,611	132,504
<b>&gt; 100 persons</b>	1,314	325,020,970	695,642

## 5.2 Revenue Size

Establishments with less than RM200 thousand in revenue formed the majority in term of contribution towards the establishments in the services sector with 65.1 per cent in 2010. However, their contribution to the revenue was the lowest with 2.5 per cent. In addition, establishments with revenue size RM5 million and above recorded the highest contribution of 85.6 per cent to the total revenue (Table 5.2).

**Table 5.2: Establishments, revenue and total employment by revenue size, 2010**

<b>Revenue Size (RM thousand)</b>	<b>Establishments (Number)</b>	<b>Revenue (RM thousand)</b>	<b>Total Employment (Number)</b>
<b>&lt; 200</b>	192,448	14,852,653	486,120
<b>200 - &lt; 1,000</b>	78,731	33,679,709	527,869
<b>1,000 - 5,000</b>	18,434	38,362,342	324,884
<b>&gt; 5,000</b>	6,093	517,202,560	811,298



**NOTA TEKNIKAL**  
*TECHNICAL NOTES*



**SEKTOR PERKHIDMATAN**  
*SERVICES SECTOR*





- Pendahuluan** Laporan ini membekalkan maklumat sektor perkhidmatan bagi tahun rujukan 2010. Data tersebut dikumpul dan disusun daripada Banci Ekonomi yang dilaksanakan pada tahun 2011. Di dalam laporan ini tiada pecahan data di peringkat negeri bagi Perkhidmatan Kewangan dan Perdagangan Edaran. Hanya data agregat di peringkat Malaysia sahaja diterbitkan.
- Kuasa perundangan** Banci ini dilaksanakan di bawah **Akta Perangkaan 1965 (Disemak 1989)**. Seksyen 5 di bawah akta ini menghendaki mana-mana pertubuhan yang beroperasi di Malaysia untuk memberikan maklumat sebenar atau anggaran terbaik kepada Jabatan. Mengikut Akta ini, kandungan soal selidik adalah **sulit** dan hanya angka agregat diterbitkan.
- Skop & liputan** Banci ini meliputi pertubuhan berdaftar yang terlibat dalam sektor perkhidmatan. Sumber maklumat utama rangka pertubuhan diperoleh daripada Suruhanjaya Syarikat Malaysia (SSM). Selain daripada SSM, maklumat rangka banci juga dikemas kini daripada sumber seperti Lembaga Pelesenan Kenderaan Perdagangan (LPKP), Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM), Kementerian Perumahan dan Kerajaan Tempatan (KPKT), Suruhanjaya Sekuriti Malaysia (SC), pelbagai persatuan perniagaan dan perdagangan, iklan surat khabar dan laman web. Rangka dikemas kini setiap tahun untuk mengambil kira pertubuhan baru dan merekodkan sebarang perubahan status yang berlaku kepada pertubuhan seperti tutup, tidak beroperasi, perubahan jenis aktiviti, lokasi kilang atau alamat pos.
- Metodologi** Banci ini dilaksanakan secara mel dengan menggunakan borang soal selidik. Responden diberi tempoh satu bulan untuk melengkapkan dan mengembalikan borang soal selidik tersebut kepada Jabatan ini. Selepas tempoh tersebut, kerja luar dijalankan untuk mendapatkan borang lengkap daripada pertubuhan yang tidak memberi jawapan.
- Banci dilaksanakan secara *'area listing'* bagi aktiviti perkhidmatan makanan dan minuman. Maklumat yang diperlukan dipungut melalui penghitungan luar. Responden ditemuramah secara terus oleh pegawai luar yang terlibat.
- Unit melapor** Banci ini dilaksanakan dengan menggunakan pendekatan **pertubuhan**. Pertubuhan ditakrifkan sebagai **“satu unit ekonomi yang bergiat di bawah satu hak milik atau penguasaan tunggal, iaitu di bawah satu entiti yang sah. Ia menjalankan satu jenis aktiviti ekonomi utama di satu tempat/lokasi fizikal”**. Setiap pertubuhan diberikan klasifikasi industri yang berbeza berdasarkan aktiviti utamanya dan bukannya mengikut aktiviti syarikat induk.

Bagi pertubuhan yang menjalankan pelbagai aktiviti, unit yang bergiat dalam aktiviti yang berasingan dalam satu lokasi yang sama terdiri daripada entiti pertubuhan yang berbeza. Oleh itu, setiap cawangan daripada organisasi yang mempunyai pelbagai cawangan di lokasi yang berbeza dari segi konsep dianggap sebagai pertubuhan yang berlainan. Pertubuhan berkenaan diminta memberikan penyata yang berasingan bagi biasanya disediakan secara berpusat yang sukar untuk diasingkan mengikut unit atau cawangan. Entiti atau enterpris berkenaan dianggap sebagai satu pertubuhan dan dibenarkan menghantar satu borang soal selidik yang menggabungkan semua unit atau cawangan.

<b>Tahun banci</b>	Tahun banci merujuk kepada tahun pelaksanaan banci.
<b>Tahun rujukan</b>	Tahun rujukan bagi banci ini ialah tahun takwim 2010. Pertubuhan yang mempunyai tahun perakaunan yang berbeza daripada tahun takwim diminta menyediakan laporan mengikut tahun perakaunan atau kewangan yang meliputi sebahagian besar daripada tahun rujukan.
<b>Jenis aktiviti perniagaan</b>	Jenis aktiviti perniagaan merujuk kepada aktiviti utama dan sekunder. Aktiviti utama merujuk kepada aktiviti yang mana pertubuhan menumpukan sebahagian besar sumbernya atau yang memberikan sumbangan besar dari segi pendapatan. Aktiviti sekunder adalah sampingan atau sokongan kepada aktiviti utama. Klasifikasi industri pertubuhan dibuat berdasarkan aktiviti utama dan mengikut Piawaian Klasifikasi Industri Malaysia (MSIC) 2008. MSIC 2008 yang diguna pakai adalah selaras dengan Piawaian Klasifikasi Industri Antarabangsa bagi Semua Aktiviti Ekonomi (ISIC), Semakan Ke-4, Pertubuhan Bangsa-Bangsa Bersatu, dengan pengubahsuaian untuk keperluan tempatan.
<b>Konsep dan definisi</b>	<p>Definisi yang diguna pakai dalam penerbitan ini berasaskan kepada Piawaian Klasifikasi Industri Malaysia (MSIC) 2008 ver. 1.0. Definisi tersebut adalah termasuk aktiviti berikut:</p> <ol style="list-style-type: none"> <li>i. <b>Perkhidmatan Perdagangan Edaran ditakrifkan sebagai:</b> Perkhidmatan Perdagangan Edaran merujuk kepada Perdagangan Borong, Perdagangan Runcit dan Kenderaan Bermotor merujuk kepada aktiviti “penjualan semula (tanpa pengubahsuaian) barangan baru dan barangan yang telah digunakan”. Perdagangan Borong merujuk kepada aktiviti penjualan semula (tanpa pengubahsuaian) barangan baru dan terpakai kepada peruncit, pengguna perindustrian, perdagangan, institusi atau profesional; atau kepada pemborong lain; atau bertindak sebagai agen atau broker dalam pembelian barang dagangan, atau menjual barang dagangan kepada orang atau syarikat berkenaan. Perdagangan Runcit merujuk kepada penjualan semula (tanpa</li> </ol>

pengubahsuaian) barang baru dan terpakai kepada orang awam untuk kegunaan persendirian atau isi rumah. Kenderaan Bermotor merujuk kepada jualan secara borong dan runcit kenderaan bermotor dan motorsikal, sama ada baru atau terpakai, jualan alat-alat ganti dan aksesori kenderaan, penyelenggaraan dan pembaikan kenderaan bermotor dan motorsikal termasuk mencuci, mengilap dan menunda kenderaan serta jualan oleh agen berkomsen.

**ii. Pengangkutan dan penyimpanan ditakrifkan sebagai:**

Pengangkutan dan penyimpanan merujuk kepada penyediaan bagi pengangkutan penumpang atau muatan, sama ada berjadual atau tidak, melalui rel, saluran paip, jalan raya, air atau udara dan aktiviti yang berhubungkait seperti kemudahan terminal, pengendalian kargo, penyimpanan dan lain-lain. Termasuk juga penyewaan kelengkapan pengangkutan dengan pemandu atau operator dan juga perkhidmatan pos dan kurier.

**iii. Perkhidmatan penginapan ditakrifkan sebagai:**

Perkhidmatan penginapan merujuk kepada penginapan jangka pendek untuk pelawat dan pelancong. Perkhidmatan penginapan meliputi pertubuhan berdaftar yang terlibat dalam aktiviti perkhidmatan penginapan yang merangkumi hotel (termasuk resort), hotel bajet, pangsapuri khidmat, chalet, rumah rehat/ rumah tetamu/ hostel/ bed & breakfast, tapak perkhemahan, taman kenderaan rekreasi, taman treler dan jenis penginapan yang lain.

**iv. Perkhidmatan makanan dan minuman ditakrifkan sebagai:**

Perkhidmatan makanan dan minuman merujuk kepada penyediaan hidangan makanan dan minuman untuk penggunaan segera, sama ada di restoran tradisional, restoran layan diri atau bawa pulang, yang didirikan secara kekal dengan atau tiada kemudahan tempat duduk. Hidangan yang dibekalkan untuk penggunaan segera adalah faktor yang diambil kira bukannya jenis kemudahan untuk menyediakan hidangan tersebut.

**v. Perkhidmatan maklumat dan komunikasi ditakrifkan sebagai:**

Perkhidmatan maklumat dan komunikasi merujuk kepada penyediaan produksi dan pengedaran maklumat dan produk kebudayaan serta peruntukan untuk menghantar atau mengedar produk tersebut seperti data atau komunikasi, aktiviti teknologi maklumat dan prosesan data dan aktiviti perkhidmatan maklumat yang lain. Termasuk dalam perkhidmatan ini ialah aktiviti penerbitan, wayang gambar, pengeluaran video dan program televisyen, rakaman bunyi dan penerbitan muzik, pemrograman dan penyiaran, telekomunikasi, pengaturcaraan komputer, perundingan dan aktiviti berkaitan dan aktiviti

perkhidmatan maklumat.

**vi. Perkhidmatan kewangan ditakrifkan sebagai:**

Perkhidmatan kewangan termasuk semua unit yang terlibat dalam aktiviti pengantaraan kewangan iaitu untuk mendapatkan dan pengagihan dana, dalam bentuk deposit oleh Bank Pusat dan institusi kewangan lain. Ia juga termasuk semua unit yang terlibat dalam dana insurans dan pencen dan juga aktiviti-aktiviti sokongan lain kepada pengantaraan kewangan.

**vii. Perkhidmatan perniagaan ditakrifkan sebagai:**

Perkhidmatan perniagaan merujuk kepada semua aktiviti yang merangkumi perkhidmatan hartanah, perkhidmatan profesional, saintifik dan teknikal dan perkhidmatan pentadbiran dan sokongan. Perkhidmatan ini termasuk aktiviti seperti pemberi pajak, agen dan/atau broker di dalam satu atau lebih daripada penjualan atau pembelian hartanah, penyewaan hartanah, penyediaan perkhidmatan hartanah lain seperti penilaian hartanah atau bertindak sebagai agen hartanah eskrow, guaman, aktiviti perakaunan, aktiviti ibu pejabat, aktiviti perundingan pengurusan, aktiviti arkitek dan kejuruteraan, ujian teknikal dan analisis, penyelidikan dan pembangunan saintifik, pengiklanan dan penyelidikan pasaran, aktiviti profesional, saintifik dan teknikal lain, aktiviti veterinar, sewaan dan pajakan, aktiviti pekerjaan, agensi pengembaraan, operator pelancongan, aktiviti perkhidmatan penempahan lain, aktiviti keselamatan dan penyiasatan, aktiviti perkhidmatan kepada bangunan dan lanskap dan aktiviti pengurusan pejabat, sokongan pejabat dan perniagaan lain.

**viii. Perkhidmatan pendidikan ditakrifkan sebagai:**

Perkhidmatan pendidikan termasuk pendidikan pada mana-mana peringkat atau untuk mana-mana profesion, secara lisan atau penulisan dan juga melalui siaran radio dan televisyen atau saluran komunikasi lain yang bersamaan dengannya. Ia termasuk sistem persekolahan biasa pelbagai peringkat yang dilaksanakan oleh institusi yang berlainan dan juga pendidikan dewasa, program literasi dan lain-lain. Ia termasuk pendidikan pra-sekolah & rendah, pendidikan menengah, pendidikan tinggi dan pendidikan lain.

**ix. Perkhidmatan kesihatan dan kerja sosial ditakrifkan sebagai:**

Perkhidmatan kesihatan dan kerja sosial merujuk aktiviti bermula daripada penjagaan kesihatan yang disediakan oleh profesional perubatan terlatih di hospital dan kemudahan lain sehinggalah kepada aktiviti rumah penjagaan dan aktiviti penjagaan kesihatan kepada kerja sosial tanpa penglibatan profesional dalam penjagaan kesihatan. Ini termasuk aktiviti hospital, aktiviti amalan

perubatan & pergigian, aktiviti kesihatan kemanusiaan lain, aktiviti rumah penjagaan dan aktiviti kerja sosial tanpa penginapan.

**x. Perkhidmatan kesenian, hiburan dan rekreasi ditakrifkan sebagai:**

Perkhidmatan kesenian, hiburan dan rekreasi termasuk pelbagai aktiviti bagi memenuhi minat orang awam dalam aktiviti kebudayaan, hiburan dan rekreasi meliputi persembahan secara langsung, operasi muzium, perjudian, sukan dan rekreasi.

**xi. Perkhidmatan persendirian dan lain-lain aktiviti ditakrifkan sebagai:**

Perkhidmatan persendirian dan lain-lain aktiviti termasuk aktiviti keahlian organisasi, membaiki komputer dan barangan persendirian dan isi rumah dan pelbagai aktiviti perkhidmatan persendirian lain yang tidak diliputi di dalam mana-mana klasifikasi Piawaian Klasifikasi Industri Malaysia.

**Taraf sah**

Taraf sah organisasi sesebuah pertubuhan ditakrifkan seperti berikut:

**i. Hak milik perseorangan**

Ia merujuk kepada perniagaan yang dimiliki oleh orang perseorangan dan dijalankan semata-mata untuk mendapatkan keuntungan. Pemilik mempunyai hak mutlak untuk mengendalikan urusan pertubuhannya.

**ii. Perkongsian**

Merujuk kepada sekumpulan individu yang telah bersetuju untuk mengikat kontrak dan menjalankan perniagaan dengan matlamat untuk mendapat keuntungan. Perniagaan tersebut diuruskan oleh semua atau salah seorang daripada mereka yang bertindak mewakili semua pihak. Perkongsian perniagaan ini hendaklah mengandungi sekurang-kurangnya dua orang ahli dan tidak melebihi had maksimum dua puluh orang.

**iii. Syarikat sendirian berhad**

Merujuk kepada sebuah perbadanan swasta yang ditubuhkan untuk menjalankan perniagaan dengan tujuan untuk mencari keuntungan. Saham dipegang secara tertutup oleh pemegang-pemegang saham yang mempunyai kawalan terhadap operasi syarikat. Ia didaftarkan dengan tanggungan berhad. Sesebuah syarikat sendirian berhad mempunyai Memorandum dan Artikel Persatuan sendiri, yang antara lain:

- a) Menghadkan hak untuk memindahkan sahamnya;
- b) Menghadkan bilangan pemegang sahamnya di antara dua hingga lima puluh orang (tidak termasuk pekerja syarikat itu dan bekas pekerja yang

masih menjadi ahli);

- c) Melarang sebarang pelawaan kepada orang ramai untuk membeli apa-apa saham atau debentur syarikat itu; dan
- d) Melarang sebarang pelawaan kepada orang ramai supaya menyimpan wang di syarikat itu bagi sesuatu tempoh yang ditetapkan ataupun untuk dibayar bila dituntut, sama ada dengan faedah atau tidak.

**iv. Syarikat awam berhad**

Syarikat awam berhad juga merupakan sebuah perbadanan swasta yang ditubuhkan, dengan tanggungan berhad, oleh sekurang-kurangnya dua orang untuk menjalankan perniagaan dengan tujuan mencari keuntungan. Saham syarikat awam berhad ini dipegang secara terbuka dan bagi sesebuah syarikat yang disenaraikan di Bursa Saham, sahamnya boleh bertukar milik secara bebas. Syarikat tersebut dianggap sebagai entiti yang sah dan ditubuhkan mengikut Memorandum dan Artikel Persatuan.

**v. Koperasi**

Ia merujuk kepada sesebuah persatuan sukarela yang bilangan ahlinya tidak terhad dan didaftarkan di bawah Akta Koperasi, 1993. Kumpulan wang yang ada adalah milik bersama untuk memenuhi keperluan ahlinya.

**vi. Perbadanan awam**

Ia merujuk kepada sebuah perbadanan yang ditubuhkan di bawah Akta Khas Parlimen atau Dewan Perundangan Negeri.

**vii. Pertubuhan persendirian tidak mencari keuntungan**

Ia merujuk kepada syarikat tanpa saham yang ditubuhkan dengan tanggungan berhad. Kebanyakan syarikat ini terdiri daripada pertubuhan kebajikan, keagamaan, pendidikan, kesihatan, kebudayaan, rekreasi dan pertubuhan yang memberikan perkhidmatan sosial dan kemasyarakatan kepada isi rumah. Perkhidmatan diberikan secara percuma atau pada harga yang tidak melebihi kos perkhidmatan (subsidi). Sebarang keuntungan yang diperoleh dilabur semula ke dalam pertubuhan berkenaan.

**viii. Lain-lain**

Ia merujuk kepada semua pertubuhan lain yang tidak termasuk di mana-mana kategori yang tersebut di atas.

- Struktur hak milik** Hak milik sesebuah pertubuhan dikelaskan mengikut taraf residen pemilik/ pemilik-pemilik modal berbayar terbesar (melebihi 50%) dan bukannya mengikut taraf kewarganegaraan mereka. Dalam kes di mana setiap pihak (Residen Malaysia dan Bukan Residen Malaysia) memegang bilangan saham yang sama banyak dalam perniagaan berkenaan, maka pertubuhan tersebut telah dikelaskan di bawah 'Hak Milik Bersama'.
- Residen Malaysia ialah individu, enterpris atau organisasi lain yang lazimnya terletak di Malaysia untuk jangka masa sekurang-kurangnya satu tahun. Cawangan dan anak syarikat asing yang didaftarkan dan perbadankan di Malaysia adalah dianggap sebagai residen Malaysia.
- Bukan residen Malaysia ialah individu, enterpris atau organisasi lain yang lazimnya terletak di negara lain selain Malaysia. Cawangan dan anak syarikat milik residen Malaysia di luar negara dianggap sebagai bukan residen Malaysia.
- Nilai harta tetap** Harta tetap meliputi semua barangan, baru atau terpakai, ketara atau tidak ketara yang mempunyai hayat produktif lebih daripada setahun. Ia termasuk tanah, bangunan dan struktur, alat pengangkutan, komputer dan peralatan periferal, perisian komputer, peralatan mesin dan lain-lain, serta perabot dan pemasangan lain. Nilai harta pembuka dan penutup bagi tahun rujukan 2010 adalah berasaskan nilai buku akaun. Pembelian, pindaan dan pembaikan besar atau perbelanjaan modal pada tahun berkenaan dikira pada nilai sebenar yang dibayar. Nilai aset yang dijual dalam tahun semasa juga dikira pada nilai sebenar.
- Jumlah pekerja** Jumlah pekerja meliputi orang yang diambil bekerja pada bulan **Disember atau pada tempoh pembayaran gaji terakhir** bagi tahun rujukan. Bilangan orang yang bekerja dikategorikan seperti berikut:
- i. **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.
  - ii. **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 tetap 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 ia bekerja atau tidak di dalam pertubuhan itu.

**iii. Pekerja sepenuh masa**

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

**iv. Pekerja sambilan**

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

**Gaji & upah**

Gaji & upah yang dibayar merujuk kepada pembayaran tunai, termasuk yang dibayar bonus, komisen, bayaran lebih masa, elaun kos sara hidup dan elaun-elaun lain yang dibayar kepada semua pekerja bergaji dalam tempoh tahun rujukan. Sementara caruman pekerja kepada Kumpulan Wang Simpanan Pekerja (KWSP) dan Pertubuhan Keselamatan Sosial (PERKESO) turut dimasukkan, manakala caruman oleh majikan **dikecualikan**. **Elaun** kepada pemilik yang bekerja, rakan niaga yang bekerja dan pekerja keluarga tidak bergaji juga **dikecualikan**.

**Pendapatan**

Pendapatan merujuk kepada penerimaan yang diterima atau pendapatan yang diperoleh daripada perkhidmatan yang diberikan dan lain-lain transaksi yang dibuat semasa tahun rujukan. Ia terdiri daripada pendapatan operasi dan bukan operasi. Ia hanya berasaskan kepada Penyata Kira-kira Perdagangan dan Untung Rugi bagi tahun rujukan tersebut.

**Perbelanjaan**

Perbelanjaan merujuk kepada amaun yang dibayar dan perlu dibayar bagi pembelian barangan dan perkhidmatan pada tahun rujukan kecuali perbelanjaan modal. Ia terdiri daripada perbelanjaan operasi dan bukan operasi.

**Nilai output kasar**

Nilai output kasar **perkhidmatan** ditakrifkan dengan memasukkan perkara berikut:

- Pendapatan daripada perkhidmatan yang diberikan
- + Nilai jualan barangan yang dibeli untuk dijual semula
- + Perkhidmatan pengurusan
- + Komisen dan pembrokeran yang diterima
- + Yuran yang diterima daripada keahlian
- + Pendapatan daripada sewa yang diterima kecuali tanah
- + Pendapatan operasi lain



- + Cukai perkhidmatan dan caj perkhidmatan
- Nilai barang yang dibeli untuk dijual semula dalam keadaan sama seperti dibeli
- + Stok akhir
- Stok awal

**Nilai input perantaraan** Nilai input perantaraan **perkhidmatan** ditakrifkan dengan memasukkan unsur berikut:

- Pembelian barangan, bahan dan perkhidmatan
- + Premium insurans
- + Royalti dan yuran paten
- + Caj bank
- + Pembelian elektrik dan air
- + Pembelian bahan pembakar, pelincir dan gas
- + Perbelanjaan penyelidikan dan pembangunan
- + Perbelanjaan pematuhan alam sekitar
- + Perbelanjaan operasi lain

**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.

**Pampasan pekerja** Pampasan pekerja perkhidmatan ditakrifkan dengan memasukkan perkara berikut:

- Gaji dan upah dibayar
- + bayaran berbentuk manfaat kepada pekerja
- + Bayaran pampasan, persaraan / pemberhentian kepada pekerja
- + Caruman majikan kepada kumpulan wang simpanan, skim keselamatan sosial, pencen dan kebajikan

**Pembundaran** Penjumlahan dan campuran komponen-komponen mungkin berbeza dengan jumlah besar di dalam jadual-jadual dalam penerbitan ini disebabkan pembundaran angka.

**Huruf ringkas** Huruf ringkas berikut telah digunakan di dalam keseluruhan penerbitan:

- tiada
- RM Ringgit Malaysia
- t.t.t.l tidak terkelas di tempat lain

- Introduction** *This report provides information on the services sector for the year 2010. The data were collected and compiled from the Economic Census conducted in 2011. There is no breakdown of data at state level for Financial Services and Distributive Trade in this report. Only aggregated data at Malaysia level are published*
- Legal authority** *The Census was conducted under the provisions of the **Statistics Act, 1965 (Revised-1989)**. The Section 5 of this Act requires all establishments operating in Malaysia to provide actual information or best estimates to the Department. The Act stipulates that the contents of individual returns are **confidential** and only aggregated figures are published.*
- Scope and coverage** *This census covered all registered establishments engaged in the services sector. The main source of information for the frame was the Companies Commission of Malaysia (CCM). Apart from the CCM, information on the frame was also updated from other sources such as the Commercial Vehicle Licensing Board (CVLB), Malaysian Communications and Multimedia Commission (MCMC), Ministry of Housing and Local Government (MHLG), Securities Commission Malaysia (SC), various businesses and trade associations, newspaper advertisements and websites. The frame was updated annually 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 activities and location or postal addresses.*
- Methodology** *The census was conducted through mail enquiry. Respondents were given one month to complete and return the questionnaires to the Department. After that period, field enumeration was undertaken to expedite response from the remaining establishments.*
- For food and beverage services activities, the census was conducted by area listing. Information was canvassed through field enumeration. Respondents were interviewed by officers or supervisory staff involved directly.*
- Reporting unit** *The census was conducted on an **establishment** basis. 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 an industry classification based on its principal activity and not to that of its parent company.*
- In the case of a multi-activity entity, units engaged in separate activities in the same location constituted distinct establishments. Thus, 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, 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 was allowed to submit a consolidated questionnaire covering all units or branches.

<b>Census year</b>	<i>Census year refers to the year in which a census was conducted.</i>
<b>Reference year</b>	<i>The reference period of the census was the calendar year 2010. Establishments whose accounting year differed from calendar year were asked to report according to the accounting year covering the major part of the reference year.</i>
<b>Type of business activity</b>	<i>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 contributes the largest income. Secondary activities are 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 to the Malaysia Standard Industrial Classification 2008 (MSIC 2008). The MSIC 2008 conforms to the latest International Standard Industrial Classification of All Economic Activities (ISIC), Revision 4, United Nations, with modifications to suit local conditions.</i>
<b>Concepts and definitions</b>	<i>The definition adopted in this publication is based on the recommendations of the Malaysia Standard Industrial Classification 2008 (MSIC 2008) ver. 1.0. The definitions include the following activities:-</i>

**i. Distributive Trade Services is defined as:**

*Distributive Trade Services refers to Wholesale Trade, Retail Trade and Motor Vehicles refers to the resale (sale without transformation) of new and used goods. Wholesale Trade refers to the resale (sale without transformation) of new and used goods to retailers; to industrial, commercial, institutional or professional users; or to other wholesalers; or involves acting as an agent or broker in buying merchandise for, or selling merchandise to such persons or companies. Retail Trade refers to the resale (sale without transformation) of new and used goods to the general public for personal or household consumption or utilisation. Motor Vehicles refers to activity related to the wholesale and retail sale of motor vehicles and motorcycles, either new or used, sale of motor vehicle parts and accessories, maintenance and repair of motor vehicles and motorcycles including washing, polishing and towing as well as sales by commission agents.*

**ii. Transportation and storage is defined as:**

*Transportation & storage refers to provision of passengers or freight transport, whether scheduled or not, by rail, pipeline, road, water or air and associated activities such as terminal and parking facilities, cargo handling, storage, ect. Included also renting of transport equipment with driver or operator and postal and courier services.*

**iii. Accommodation Services is defined as:**

*Accommodation services refers to provision of short-stay for visitors and other travelers. Accommodation services covered all registered establishments engaged in the accommodation services including hotels (including resort hotels), budget hotels, services apartment, chalets, rest houses/guest houses, hostels/bed & breakfast, camping ground, recreational vehicle parks, trailer parks and other types of accommodation in Malaysia.*

**iv. Food and Beverage is defined as:**

*Food and beverage refers to providing meals and drinks fit for immediate consumption, whether in traditional restaurants, self-service or take-away restaurants, whether as permanent with or without seating. Decisive is the fact that meals fit for immediate consumption are offered, not the kind of facility providing them.*

**v. Information and Communication is defined as:**

*Information and communication refers to production and distribution of information and cultural products, the provision of the means to transmit or distribute these products, as well as data or communications, information technology activities and the processing of data and other information services activities. This services includes publishing activities, motion picture, video and television programme production, sound recording and music publishing activities, broadcasting and programming activities, telecommunications, computer programming, consultancy and related activities and information services activities.*

**vi. Financial Services is defined as:**

*Financial services refers to all activities of financial intermediation i.e. obtaining and redistributing funds in the form of deposits by Central Banks and other monetary institutions. It also includes all units engaged in insurance and pension funding as well as other activities auxiliary to financial intermediation.*

**vii. Business Services is defined as:**

*Business services refers to all activities under Real Estate Services, Professional, Scientific and Technical Services and Administrative and Support Services. This services includes activities acting as lessors, agents and/or brokers in one or more of selling or buying real estate, renting real estate, providing other real estate services such as appraising real estate or acting as real estate escrow agents, legal and accounting activities, activities of head offices, management consultancy activities, architectural and engineering activities, technical testing and analysis, scientific research and development, advertising and market research, other professional, scientific and technical activities and veterinary activities, rental and leasing activities, employment activities, travel agency, tour operator and other reservation service activities, security and investigation activities, services to buildings and landscape activities, office administrative, office and other business support activities.*

**viii. Education Services is defined as:**

*Education services includes education at any level or for any profession, oral or written as well as by radio and television or other means of communication. It includes education by the different institutions in the regular school system at its different levels as well as adult education, literacy programmes, ect. This includes pre-primary & primary education, secondary education, higher education and other education.*

**ix. Health and Social Work Services is defined as:**

*Health and social work services refers activities starting from health care provided by trained medical professionals in hospitals and other facilities, over residential care activities that still involve a degree of health care activities to social work activities without any involvement of health care professionals. This includes hospital activities, medical & dental practice activities, other human health activities, residential care activities and social work activities without accommodation.*

**x. Art, Entertainment and Recreation Services is defined as:**

*Art, entertainment and recreation services includes a wide range of activities to meet varied cultural, entertainment and recreational interests of the general public, including live performances, operation of museum sites, gambling, sport and recreation activities.*

**xi. Personal Services and Other Activities is defined as:**

*Personal services and other activities includes the activities of membership organisations, repair of computers and personal and household goods and a variety of other personal service activities not covered elsewhere in the Malaysian Standard Industrial Classification.*

**Legal  
organisation**

*The legal organisation of an establishment is defined as follows:*

**i. Individual proprietorship**

*This refers to a business, owned and operated by one person for profit. The owner has the exclusive right to control the operations of the establishment.*

**ii. Partnership**

*This refers to a group of individuals who agree to contract and to carry on a business with the objective of making a profit. The business is managed by all or any one acting for all parties. A trading partnership must comprise at least two members and should not exceed a maximum of twenty members.*

**iii. Private limited company**

*Refers to a private corporation established to undertake a business with the objective of making a profit. The shares are closely held by shareholders of the corporation who have control over its operation. It is registered with limited liability. A private limited company has a Memorandum and Articles of Association, which among others:*

- a) Restricts the right to transfer its shares;*
- b) Limits the number of its shareholders between two to fifty (not including employees of the company and past employees who are currently members);*
- c) Prohibits any invitation to the public to subscribe for any share or debenture of the company; and*
- d) Prohibits any invitation to the public to deposit money with the company for fixed periods or payable at call with or without interest.*

**iv. Public limited company**

*A public limited company is also a private corporation established, with limited liability, by a minimum of two persons to operate the business with the objective of making a profit. The shares in a public limited company are openly held and in the case of a company listed on the Bursa Malaysia, the shares are freely transferable. The company is regarded as a legal entity and is constituted by the Memorandum and Articles of Association.*

**v. Co-operative**

*This refers to a voluntary association with unrestricted number of members and registered under the Co-operatives Act 1993. Funds are collectively owned to meet the needs of the members.*

**vi. Public corporation**

*This refers to a corporation set up under a Special Act of Parliament or by the State Legislature.*

**vii. Private non-profit making organisation**

*This is non-stock company set up with limited liability. It comprises mainly welfare, religious, educational, health, cultural, recreational and other organisations providing social and community services to households. These services are provided free of charge or at prices, which do not necessarily or fully cover the cost of providing such services (subsidy). Any profit made is reinvested in the organization.*

**viii. Others**

*This refers to all other establishments, which do not fall under any of the categories mentioned above.*

**Ownership**

*The ownership of an establishment is classified by the residential status of the owners of the majority (more than 50%) of the paid-up capital and not by their citizenship status. In instances where each party (Malaysian Resident and Non-Malaysian Resident) held equal shares in the business, the establishments were classified as 'Joint Ownership'.*

*A Malaysian resident is any individual, enterprise or other organisation ordinarily domiciled in Malaysia for a period of at least one year. Malaysian registered branches and incorporated subsidiaries of foreign enterprises are regarded as Malaysian residents.*

*A non-Malaysian resident is any individual, enterprise or other organisation ordinarily domiciled in a country other than Malaysia. Foreign branches and/or subsidiaries of Malaysian companies are regarded as non-Malaysian residents.*

**Value of fixed assets**

*Assets refers to fixed assets. It covers all goods, new or used, tangible or intangible that have a normal economic life span of more than one year. Included are land, buildings and structure, transport equipment, computer and peripheral equipment, other machinery equipment, computer software and furniture and fittings. Value of assets as at*

the beginning and end of 2010 was based on net book value. Purchases, alterations and major repairs or capital expenditure during the year were valued at actual costs incurred. Value of assets sold during the year refers to the realised value.

**Number of persons engaged** Employment 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:

**i. 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.

**ii. Unpaid family workers**

This category encompasses all persons (full-time or part-time) in the household of any of the owners of the establishment who perform a specified job 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 part of the household of an owner but this would continue whether they worked in the establishment or not.

**iii. Full-time employees**

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

**iv. Part-time employees**

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

**Salaries & wages** Salaries & wages paid refer to cash payments, including bonuses, commissions, overtime wages, cost of living and allowances made to all employees during the reference year. While the employees' contributions to Employees' Provident Fund (EPF) and Social Security Organisation (SOCSO) are included, the employer's contributions are **excluded**. **Allowances** to working proprietors, working partners and unpaid family worker are also **not included**.

**Revenue** It refers to revenue received from services that was given and others transaction during the reference year. It included operational and non operational income. It should based on Income Statement and Profit & Loss Account during the reference year.



**Expenditure**      *Expenditure refers to amount that establishment have to pay for purchase goods and services during reference year excluded capital expenditure. It included operational and non operational expenses.*

**Value of gross output**      *The value of gross output of **services** is defined to include the following items:*

- Income from services rendered*
- +      *Value of goods sold in the same condition as purchased*
  - +      *Management services*
  - +      *Commission and brokerage earned*
  - +      *Fees earned from membership*
  - +      *Rental income received except land rental*
  - +      *Other operating income*
  - +      *Service tax and service charges*
  - *Value of goods purchased for resale in the same condition as*

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

- Purchased of goods, materials and services*
- +      *Insurance premiums*
  - +      *Royalty and patent fees*
  - +      *Bank charges*
  - +      *Purchase of electricity and water*
  - +      *Purchase of fuels, lubricants and gas*
  - +      *Research and development expenditure*
  - +      *Environmental compliance expenditure*
  - +      *Other operating expenditure*

**Value added**      *Value added is the increment to the value of commodities and services contributed by the construction establishment and it is derived as the difference between the value of gross output and the value of intermediate input.*

**Compensation of employee**      *Compensation of employee of **services** is defined to include the following items:*

- Salaries & wages paid*
- +      *Payment in kind to employees*
  - +      *Payment of gratuity, retirement/retrenchment benefits to employees*
  - +      *Employer's contribution to provident funds, social security schemes, pensions and welfare schemes*

**Rounding**            *The sum of components may not add up to the totals in the tables presented in this publication due to rounding.*

**Abbreviation**        *The following abbreviations have been used throughout the publication:*

- *nil*
- RM        *Ringgit Malaysia*
- n.e.c.     *not elsewhere classified*



**JADUAL**  
*TABLES*

**SEKTOR PERKHIDMATAN**  
*SERVICES SECTOR*





**Jadual 1 : Penunjuk utama mengikut subsektor perkhidmatan**

*Table 1 : Key indicators by services sub-sector*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishment</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Output (RM ribu) <i>Output (RM thousand)</i>	Input (RM ribu) <i>Input (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
						Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>Jumlah</b> <i>Total</i>	591,137	1,291,439,934	1,017,642,967	650,948,100	279,373,448	3,687,787	3,050,461	77,727,659
<b>Perdagangan Edaran</b> <i>Distributive Trade</i>	295,431	687,342,670	615,961,619	200,409,682	78,070,572	1,537,616	1,223,198	26,039,854
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	40,599	83,445,562	68,134,668	76,319,321	44,905,830	312,962	276,374	9,048,511
<b>Penginapan</b> <i>Accommodation</i>	3,129	9,948,853	8,359,486	9,824,596	4,268,988	110,535	108,538	1,934,059
<b>Makanan dan minuman</b> <i>Food and beverages</i>	145,320	40,993,761	31,031,610	38,250,611	21,402,899	680,855	468,268	5,034,890
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	2,379	85,401,309	54,584,904	81,881,422	39,785,472	131,127	131,097	6,391,430
<b>Kewangan</b> <i>Financial</i>	5,653	270,102,477	148,307,029	148,423,035	43,359,938	246,000	245,780	14,400,382
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	38,260	72,061,954	57,047,614	55,155,317	26,311,959	331,921	307,507	7,902,167
<b>Pendidikan</b> <i>Education</i>	8,178	10,007,309	8,508,074	9,718,219	3,381,658	107,939	101,742	3,165,553
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	9,152	10,882,851	8,504,679	10,375,466	5,601,587	89,942	81,795	2,084,584
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	6,307	16,183,154	13,506,954	15,838,822	10,053,995	43,400	36,986	775,632
<b>Perkhidmatan lain</b> <i>Other services</i>	36,729	5,070,034	3,696,330	4,751,608	2,230,550	95,490	69,176	950,597

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri**

*Table 2 : Key indicators of services sub-sectors by state*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>JOHOR</b>						
<b>Jumlah</b> <i>Total</i>	<b>31,113</b>	<b>19,013,728</b>	<b>15,947,408</b>	<b>170,117</b>	<b>140,870</b>	<b>2,513,280</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	5,161	5,789,454	4,991,544	27,156	22,606	587,742
<b>Penginapan</b> <i>Accommodation</i>	365	523,866	508,539	7,478	7,263	121,739
<b>Makanan dan minuman</b> <i>Food and beverages</i>	15,291	3,607,504	3,083,243	71,435	54,883	621,705
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	45	170,675	105,606	712	708	17,663
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	3,353	6,266,761	5,072,156	29,064	26,906	629,863
<b>Pendidikan</b> <i>Education</i>	1,198	682,100	598,120	11,823	10,847	199,468
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	1,092	1,035,918	851,485	9,094	8,097	189,398
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	624	468,340	375,141	3726	2900	49,848
<b>Perkhidmatan lain</b> <i>Other services</i>	3,984	469,111	361,575	9,629	6,660	95,854

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>KEDAH</b>						
<b>Jumlah</b> <i>Total</i>	<b>18,828</b>	<b>6,241,932</b>	<b>4,834,563</b>	<b>79,584</b>	<b>55,275</b>	<b>813,771</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	2,544	826,746	700,956	7,958	5,420	128,458
<b>Penginapan</b> <i>Accommodation</i>	225	726,855	568,243	8,450	8,305	144,081
<b>Makanan dan minuman</b> <i>Food and beverages</i>	11,420	1,602,071	1,275,032	39,797	22,155	196,644
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	10	17,298	11,976	134	133	3,134
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	1,274	2,236,729	1,587,115	9,079	8,125	155,068
<b>Pendidikan</b> <i>Education</i>	457	204,286	172,875	4,467	4,007	69,073
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	549	353,489	296,629	4,215	3,690	69,946
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	359	125,861	111,982	1,889	1,518	23,568
<b>Perkhidmatan lain</b> <i>Other services</i>	1,990	148,597	109,755	3,595	1,922	23,799

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>KELANTAN</b>						
<b>Jumlah</b> <i>Total</i>	<b>13,169</b>	<b>2,275,287</b>	<b>1,611,665</b>	<b>46,517</b>	<b>26,535</b>	<b>284,643</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	1,499	147,799	133,480	3,025	1,515	24,628
<b>Penginapan</b> <i>Accommodation</i>	155	92,821	82,788	2,106	1,945	21,656
<b>Makanan dan minuman</b> <i>Food and beverages</i>	9,243	1,353,823	859,130	29,811	13,749	93,802
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	9	19,192	9,989	112	108	3,984
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	481	255,449	204,851	3,349	2,803	44,386
<b>Pendidikan</b> <i>Education</i>	277	172,570	139,417	3,777	3,522	57,898
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	304	152,880	125,015	2,162	1,855	27,030
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	284	30,210	22,672	824	473	6,349
<b>Perkhidmatan lain</b> <i>Other services</i>	917	50,543	34,323	1,351	565	4,909



**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>MELAKA</b>						
<b>Jumlah</b> <i>Total</i>	<b>9,629</b>	<b>4,255,757</b>	<b>3,440,651</b>	<b>49,845</b>	<b>36,489</b>	<b>712,162</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	1,082	430,976	352,257	3,795	2,787	65,035
<b>Penginapan</b> <i>Accommodation</i>	156	289,822	271,293	4,875	4,775	56,311
<b>Makanan dan minuman</b> <i>Food and beverages</i>	5,227	998,451	739,243	20,750	11,038	113,681
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	12	19,181	14,105	181	180	4,028
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	968	1,076,808	867,169	7,195	6,404	128,602
<b>Pendidikan</b> <i>Education</i>	315	476,370	414,924	4,250	3,990	191,900
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	404	554,694	460,155	4,484	4,178	103,715
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	281	267,723	222,822	1,890	1,647	29,876
<b>Perkhidmatan lain</b> <i>Other services</i>	1,184	141,732	98,683	2,425	1,490	19,014

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>NEGERI SEMBILAN</b>						
<b>Jumlah</b> <i>Total</i>	<b>11,280</b>	<b>4,181,244</b>	<b>3,295,112</b>	<b>57,682</b>	<b>42,785</b>	<b>674,383</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	1,158	725,670	558,481	6,377	5,243	120,294
<b>Penginapan</b> <i>Accommodation</i>	113	275,821	258,930	3,913	3,841	57,223
<b>Makanan dan minuman</b> <i>Food and beverages</i>	6,653	1,416,654	1,082,344	27,619	16,926	177,632
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	11	37,376	22,443	83	83	1,643
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	874	684,175	548,223	7,495	6,704	106,303
<b>Pendidikan</b> <i>Education</i>	392	426,633	346,876	4,582	4,207	121,422
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	360	272,081	218,106	3,146	2,773	50,637
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	244	211,176	162,304	1,199	941	14,337
<b>Perkhidmatan lain</b> <i>Other services</i>	1,475	131,658	97,404	3,268	2,067	24,893

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>PAHANG</b>						
<b>Jumlah</b> <i>Total</i>	<b>13,592</b>	<b>8,791,038</b>	<b>7,503,394</b>	<b>67,227</b>	<b>47,163</b>	<b>706,124</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	1,525	557,779	424,915	4,989	3,470	79,367
<b>Penginapan</b> <i>Accommodation</i>	313	1,153,926	1,003,554	12,618	12,346	206,155
<b>Makanan dan minuman</b> <i>Food and beverages</i>	} 8,388	1,976,858	1,424,264	34,008	18,600	176,040
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>						
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	712	519,136	411,860	5,584	4,881	83,345
<b>Pendidikan</b> <i>Education</i>	308	142,966	122,269	3,061	2,746	56,891
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	327	222,910	183,270	2,276	1,933	39,518
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	238	4,107,260	3,862,382	2,003	1,766	50,022
<b>Perkhidmatan lain</b> <i>Other services</i>	1,781	110,203	70,880	2,688	1,421	14,786

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>PERAK</b>						
<b>Jumlah</b> <i>Total</i>	<b>24,274</b>	<b>8,409,493</b>	<b>6,763,398</b>	<b>106,300</b>	<b>74,790</b>	<b>1,159,178</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	2,422	981,119	840,958	9,958	7,481	150,255
<b>Penginapan</b> <i>Accommodation</i>	273	318,191	276,527	5,222	4,985	69,923
<b>Makanan dan minuman</b> <i>Food and beverages</i>	13,660	3,402,587	2,382,482	51,524	29,567	322,090
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	17	36,247	24,976	221	220	4,211
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	1,960	1,781,294	1,532,127	13,488	11,911	212,502
<b>Pendidikan</b> <i>Education</i>	725	446,812	446,110	7,068	6,383	165,317
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	877	675,018	515,826	7,280	6,462	134,599
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	644	413,797	499,224	4033	3327	45,782
<b>Perkhidmatan lain</b> <i>Other services</i>	3,696	354,428	245,168	7,506	4,454	54,499

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>PERLIS</b>						
<b>Jumlah</b> <i>Total</i>	<b>2,323</b>	<b>423,942</b>	<b>341,065</b>	<b>9,446</b>	<b>6,487</b>	<b>75,023</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	393	65,709	57,848	736	324	6,913
<b>Penginapan</b> <i>Accommodation</i>	14	17,042	16,099	443	435	5,637
<b>Makanan dan minuman</b> <i>Food and beverages</i>	1,412	210,642	160,864	5,663	3,501	31,703
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	93	49,629	40,697	1,131	1,045	12,622
<b>Pendidikan</b> <i>Education</i>	52	39,899	31,046	706	658	10,877
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	46	15,337	13,601	291	256	4,407
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	74	6,055	5,057	100	65	656
<b>Perkhidmatan lain</b> <i>Other services</i>	239	19,630	15,853	376	203	2,208

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>PULAU PINANG</b>						
<b>Jumlah</b> <i>Total</i>	<b>19,959</b>	<b>13,247,159</b>	<b>9,815,245</b>	<b>109,794</b>	<b>86,626</b>	<b>1,766,592</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	1,709	3,005,070	1,934,619	13,731	12,369	308,183
<b>Penginapan</b> <i>Accommodation</i>	152	796,024	639,506	7,535	7,449	155,474
<b>Makanan dan minuman</b> <i>Food and beverages</i>	9,865	2,691,091	1,970,426	37,620	22,433	273,164
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	57	400,880	246,244	1,495	1,493	53,039
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	2,621	3,435,225	2,586,316	17,995	16,141	370,584
<b>Pendidikan</b> <i>Education</i>	614	374,097	590,758	6,721	6,207	154,530
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	680	1,383,526	1,071,171	10,101	9,526	276,502
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	357	350,174	257,629	2384	1998	38,219
<b>Perkhidmatan lain</b> <i>Other services</i>	3,904	811,072	518,575	12,212	9,010	136,897

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>SABAH</b>						
<b>Jumlah</b> <i>Total</i>	<b>18,302</b>	<b>9,468,577</b>	<b>8,279,309</b>	<b>112,643</b>	<b>92,647</b>	<b>1,401,259</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	6,483	2,260,314	1,903,856	24,920	18,470	388,159
<b>Penginapan</b> <i>Accommodation</i>	348	847,929	772,958	12,878	12,694	169,128
<b>Makanan dan minuman</b> <i>Food and beverages</i>	7,401	2,145,140	1,710,146	44,055	33,166	268,111
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	16	216,483	104,709	339	339	5,990
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	1,591	2,965,146	2,923,533	16,346	15,518	355,502
<b>Pendidikan</b> <i>Education</i>	246	286,274	224,715	4,161	4,058	80,675
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	271	237,230	190,977	2,355	2,144	49,361
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	482	331,630	307,045	3,587	3,118	46,301
<b>Perkhidmatan lain</b> <i>Other services</i>	1,464	178,431	141,370	4,002	3,140	38,032

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>SARAWAK</b>						
<b>Jumlah</b> <i>Total</i>	<b>20,836</b>	<b>14,088,012</b>	<b>11,343,805</b>	<b>122,463</b>	<b>98,418</b>	<b>1,872,138</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	4,881	5,479,752	4,702,475	30,150	25,795	669,917
<b>Penginapan</b> <i>Accommodation</i>	317	474,531	413,120	7,957	7,796	106,790
<b>Makanan dan minuman</b> <i>Food and beverages</i>	9,313	2,046,095	1,564,131	40,823	24,669	219,714
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	21	365,423	201,273	1,138	1,137	33,325
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	2,028	3,887,280	2,940,613	21,742	20,606	480,960
<b>Pendidikan</b> <i>Education</i>	557	442,569	385,752	7,792	7,371	170,084
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	445	448,489	349,358	4,075	3,691	87,159
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	602	564,576	497,158	2,433	2,032	30,305
<b>Perkhidmatan lain</b> <i>Other services</i>	2,672	379,297	289,925	6,353	5,321	73,884



**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>SELANGOR</b>						
<b>Jumlah</b> <i>Total</i>	<b>57,089</b>	<b>104,384,887</b>	<b>82,068,485</b>	<b>518,600</b>	<b>469,569</b>	<b>13,384,676</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	7,272	42,770,155	38,472,742	125,408	120,037	4,771,444
<b>Penginapan</b> <i>Accommodation</i>	178	1,104,060	957,771	10,236	10,174	254,009
<b>Makanan dan minuman</b> <i>Food and beverages</i>	24,233	10,651,668	7,672,556	149,313	122,209	1,394,424
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	1,171	22,108,456	13,200,751	53,114	53,100	2,407,656
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	10,768	18,250,650	14,175,961	91,470	84,428	2,264,808
<b>Pendidikan</b> <i>Education</i>	1,837	3,951,895	3,244,545	30,807	29,520	1,246,498
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	2,367	2,859,130	2,257,045	24,387	22,131	568,935
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	992	1,348,380	1,062,483	10,056	9,476	202,657
<b>Perkhidmatan lain</b> <i>Other services</i>	8,271	1,340,493	1,024,631	23,809	18,494	274,245

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>TERENGGANU</b>						
<b>Jumlah</b> <i>Total</i>	<b>9,937</b>	<b>2,806,107</b>	<b>2,241,550</b>	<b>42,610</b>	<b>28,157</b>	<b>364,494</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	1,187	806,779	583,323	3,461	2,262	63,331
<b>Penginapan</b> <i>Accommodation</i>	197	250,506	241,337	4,439	4,256	56,721
<b>Makanan dan minuman</b> <i>Food and beverages</i>	6,860	1,045,496	841,116	23,576	12,486	93,783
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	7	15,258	10,718	106	106	1,552
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	481	353,131	297,295	4,606	4,166	68,869
<b>Pendidikan</b> <i>Education</i>	126	168,206	134,008	2,466	2,358	48,186
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	219	92,217	73,157	1,467	1,254	17,254
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	229	34,369	28,499	1,331	604	8,399
<b>Perkhidmatan lain</b> <i>Other services</i>	631	40,145	32,097	1,158	665	6,398

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>W.P. KUALA LUMPUR</b>						
<b>Jumlah</b> <i>Total</i>	<b>38,379</b>	<b>135,249,899</b>	<b>94,904,019</b>	<b>400,549</b>	<b>366,200</b>	<b>11,406,658</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	2,977	19,480,137	12,384,296	50,201	47,794	1,668,377
<b>Penginapan</b> <i>Accommodation</i>	298	2,899,820	2,209,018	20,638	20,536	475,058
<b>Makanan dan minuman</b> <i>Food and beverages</i>	15,801	7,527,511	6,019,523	100,205	78,963	1,006,356
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	1,001	61,987,046	40,626,739	73,461	73,459	3,854,423
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	10,945	29,833,762	23,415,248	101,469	96,024	2,948,460
<b>Pendidikan</b> <i>Education</i>	1,035	2,179,646	1,646,112	16,002	15,639	589,575
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	1,162	2,559,038	1,882,190	14,198	13,429	460,503
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	806	7,910,475	6,082,315	7,662	6,900	226,699
<b>Perkhidmatan lain</b> <i>Other services</i>	4,354	872,464	638,577	16,713	13,456	177,207

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>W.P. LABUAN</b>						
<b>Jumlah</b> <i>Total</i>	<b>961</b>	<b>417,187</b>	<b>324,666</b>	<b>6,853</b>	<b>5,795</b>	<b>87,031</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	289	109,993	85,660	986	709	14,555
<b>Penginapan</b> <i>Accommodation</i>	21	74,807	43,478	806	797	10,888
<b>Makanan dan minuman</b> <i>Food and beverages</i>	376	139,524	113,100	2,735	2,152	23,280
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	76	53,884	51,661	1,553	1,509	29,697
<b>Pendidikan</b> <i>Education</i>	26	6,212	5,251	163	149	1,802
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	15	11,495	8,983	127	118	2,467
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	82	6,893	5,217	194	134	1,534
<b>Perkhidmatan lain</b> <i>Other services</i>	76	14,379	11,316	289	227	2,807

**Jadual 2 : Penunjuk utama subsektor perkhidmatan mengikut negeri (samb.)**

*Table 2 : Key indicators of services sub-sectors by state (cont.)*

Subsektor <i>Sub-sector</i>	Bilangan Pertubuhan <i>Number of establishments</i>	Pendapatan (RM ribu) <i>Revenue (RM thousand)</i>	Perbelanjaan (RM ribu) <i>Expenditure (RM thousand)</i>	Bilangan pekerja pada akhir tahun <i>Total number of persons engaged as at end of year</i>		Gaji & upah (RM ribu) <i>Salaries &amp; wages (RM thousand)</i>
				Jumlah <i>Total</i>	Pekerja bergaji <i>Paid employees</i>	
<b>W.P. PUTRAJAYA</b>						
<b>Jumlah</b> <i>Total</i>	<b>382</b>	<b>740,538</b>	<b>659,983</b>	<b>3,941</b>	<b>3,677</b>	<b>66,013</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	17	8,112	7,257	111	92	1,853
<b>Penginapan</b> <i>Accommodation</i>	4	102,832	96,325	941	941	23,265
<b>Makanan dan minuman</b> <i>Food and beverages</i>	179	186,441	139,384	1,952	1,802	23,543
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	35	412,895	392,789	355	336	10,596
<b>Pendidikan</b> <i>Education</i>	13	6,774	5,296	93	80	1,357
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	34	9,399	7,711	284	258	3,153
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	9	6,235	5,023	89	87	1,081
<b>Perkhidmatan lain</b> <i>Other services</i>	91	7,851	6,198	116	81	1,165

**Jadual 3 : Taraf sah organisasi mengikut subsektor**

*Table 3 : Legal organisation by sub-sector*

Subsektor <i>Sub-sector</i>	Hak milik perseorangan <i>Individual proprietorship</i>	Perkongsian <i>Partnership</i>	Syarikat sendirian berhad <i>Private limited company</i>	Syarikat awam berhad <i>Public limited company</i>	Syarikat koperasi <i>Co-operative</i>	Perbadanan awam <i>Public corporation</i>	Pertubuhan persendirian tidak mencari keuntungan <i>Private non-profit making organisation</i>	Lain-lain <i>Others</i>
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**BILANGAN PERTUBUHAN / NUMBER OF ESTABLISHMENTS**

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<b>Jumlah</b> <i>Total</i>	<b>217,733</b>	<b>17,835</b>	<b>47,388</b>	<b>866</b>	<b>195</b>	<b>26</b>	<b>9,409</b>	<b>2,254</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	33,124	1,600	5,792	29	47	} 12	-	5
<b>Penginapan</b> <i>Accommodation</i>	1,208	505	1,378	23	3		-	-
<b>Makanan dan minuman</b> <i>Food and beverages</i>	132,521	5,363	7,394	27	15	-	-	-
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	168	61	2,124	26	-	-	} 3	-
<b>Kewangan</b> <i>Financial</i>	99	54	4,717	641	109	-		-
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	14,291	5,716	18,167	73	} 8	-	-	4
<b>Pendidikan</b> <i>Education</i>	4,727	1,176	1,701	-		-	} 14	536
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	6,255	685	1,898	-	-	-		314
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	3482	611	1033	47	-	-	-	1,134
<b>Perkhidmatan lain</b> <i>Other services</i>	21,858	2,064	3,184	-	13	-	8,556	1,053

**Jadual 3 : Taraf sah organisasi mengikut subsektor (samb.)**

*Table 3 : Legal organisation by sub-sector (cont.)*

Subsektor <i>Sub-sector</i>	Hak milik perseorangan <i>Individual proprietorship</i>	Perkongsian <i>Partnership</i>	Syarikat sendirian berhad <i>Private limited company</i>	Syarikat awam berhad <i>Public limited company</i>	Syarikat koperasi <i>Co-operative</i>	Perbadanan awam <i>Public corporation</i>	Pertubuhan persendirian tidak mencari keuntungan <i>Private non-profit making organisation</i>	Lain-lain <i>Others</i>	
<b>PENDAPATAN (RM RIBU) / REVENUE (RM THOUSAND)</b>									
<b>Jumlah</b> <i>Total</i>	<b>41,789,719</b>	<b>10,619,939</b>	<b>255,311,127</b>	<b>254,737,897</b>	<b>1,133,754</b>	<b>37,750,313</b>	<b>1,809,474</b>	<b>945,042</b>	
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	2,968,871	1,141,597	48,247,735	31,032,243	35,045	} 18,450	-	6,281	
<b>Penginapan</b> <i>Accommodation</i>	464,538	196,746	8,637,156	642,934	1,316		-	-	
<b>Makanan dan minuman</b> <i>Food and beverages</i>	27,021,558	2,782,179	11,137,527	45,948	6,549	-	-	-	
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	268,350	78,415	64,701,217	20,353,327	-	-	1,848	-	
<b>Kewangan</b> <i>Financial</i>	40,793	140,390	40,601,080	191,068,961	521,783	} 37,731,863	-	-	
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	4,808,472	4,918,737	56,009,024	5,665,904	} 566,986		-	-	90,952
<b>Pendidikan</b> <i>Education</i>	1,192,265	429,819	7,906,832	-			-	432,606	45,279
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	1,972,170	356,352	7,604,084	-	-	-	950,245	-	
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	745,658	171,440	8,613,515	5,928,581	-	-	-	723,960	
<b>Perkhidmatan lain</b> <i>Other services</i>	2,307,043	404,264	1,852,957	-	2,074	-	424,775	78,570	

**Jadual 3 : Taraf sah organisasi mengikut subsektor (samb.)**

*Table 3 : Legal organisation by sub-sector (cont.)*

Subsektor <i>Sub-sector</i>	Hak milik perseorangan <i>Individual proprietorship</i>	Perkongsian <i>Partnership</i>	Syarikat sendirian berhad <i>Private limited company</i>	Syarikat awam berhad <i>Public limited company</i>	Syarikat koperasi <i>Co-operative</i>	Perbadanan awam <i>Public corporation</i>	Pertubuhan persendirian tidak mencari keuntungan <i>Private non-profit making organisation</i>	Lain-lain <i>Others</i>
<b>BILANGAN PEKERJA / TOTAL NUMBER OF PERSONS ENGAGED</b>								
<b>Jumlah</b> <i>Total</i>	<b>788,073</b>	<b>146,918</b>	<b>879,893</b>	<b>277,332</b>	<b>2,181</b>	<b>23,128</b>	<b>21,515</b>	<b>11,131</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	55,566	11,387	184,331	60,239	994		-	106
<b>Penginapan</b> <i>Accommodation</i>	8,972	4,610	90,044	6,722	25	457		-
<b>Makanan dan minuman</b> <i>Food and beverages</i>	516,507	41,519	122,085	636	108	-		-
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	1,126	532	114,950	14,519	-	-	51	-
<b>Kewangan</b> <i>Financial</i>	418	441	34,054	187,604	974			52
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	72,046	60,182	196,349	2,906	44			229
<b>Pendidikan</b> <i>Education</i>	28,938	10,827	58,150	-			9,339	658
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	31,951	4,824	45,647	-	-	22,671	7,520	-
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	11,839	3,304	13,982	4,706	-		-	9,569
<b>Perkhidmatan lain</b> <i>Other services</i>	60,710	9,292	20,301	-	36		4,605	517



**Jadual 4 : Bilangan pertubuhan mengikut subsektor perkhidmatan dan saiz pendapatan**  
*Table 4 : Number of establishments by services sub-sector and revenue size*

(RM ribu) (RM thousand)	< 200	200 - <1,000	1,000 - 5,000	> 5,000
Subsektor Sub-sector				
BILANGAN PERTUBUHAN / NUMBER OF ESTABLISHMENTS				
<b>Jumlah</b> <i>Total</i>	<b>192,448</b>	<b>78,731</b>	<b>18,434</b>	<b>6,093</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	32,332	4,386	2,770	1,111
<b>Penginapan</b> <i>Accommodation</i>	1,279	1,036	479	335
<b>Makanan dan minuman</b> <i>Food and beverages</i>	94,716	44,507	5,655	442
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	191	656	789	743
<b>Kewangan</b> <i>Financial</i>	2,300	1,540	795	1,018
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	16,656	14,236	5,519	1,849
<b>Pendidikan</b> <i>Education</i>	5,035	2,314	566	263
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	3,775	4,233	990	154
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	4,044	1,806	323	134
<b>Perkhidmatan lain</b> <i>Other services</i>	32,120	4,017	548	44

**Jadual 4 : Pendapatan mengikut subsektor perkhidmatan dan saiz pendapatan**  
*Table 4 : Revenue by services sub-sector and revenue size*

(RM ribu) (RM thousand)	< 200	200 - <1,000	1,000 - 5,000	> 5,000
Subsektor Sub-sector				
PENDAPATAN (RM RIBU) / REVENUE (RM THOUSAND)				
<b>Jumlah</b> <i>Total</i>	<b>14,852,653</b>	<b>33,679,709</b>	<b>38,362,342</b>	<b>517,202,561</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	1,515,224	2,104,534	6,827,957	72,997,848
<b>Penginapan</b> <i>Accommodation</i>	112,917	484,542	1,119,483	8,231,911
<b>Makanan dan minuman</b> <i>Food and beverages</i>	8,522,088	18,035,284	10,619,531	3,816,858
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	22,135	360,415	1,882,519	83,136,240
<b>Kewangan</b> <i>Financial</i>	171,778	709,770	1,891,718	267,329,211
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	1,536,277	6,659,828	11,377,079	52,488,770
<b>Pendidikan</b> <i>Education</i>	417,273	1,035,666	1,153,562	7,400,808
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	374,789	1,944,954	1,721,623	6,841,485
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	308,640	726,172	737,620	14,410,722
<b>Perkhidmatan lain</b> <i>Other services</i>	1,871,532	1,618,544	1,031,250	548,708

**Jadual 4 : Bilangan pekerja mengikut subsektor perkhidmatan dan saiz pendapatan**

*Table 4 : Total number of persons engaged by services sub-sector and revenue size*

(RM ribu) (RM thousand)	< 200	200 - <1,000	1,000 - 5,000	> 5,000
Subsektor Sub-sector				
<b>BILANGAN PEKERJA / TOTAL NUMBER OF PERSONS ENGAGED</b>				
<b>Jumlah</b> <i>Total</i>	<b>486,120</b>	<b>527,869</b>	<b>324,884</b>	<b>811,298</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	45,585	29,719	56,180	181,478
<b>Penginapan</b> <i>Accommodation</i>	5,344	11,442	19,803	73,946
<b>Makanan dan minuman</b> <i>Food and beverages</i>	258,303	291,630	105,061	25,861
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	404	3,027	9,173	118,523
<b>Kewangan</b> <i>Financial</i>	5,533	6,861	6,651	226,955
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	59,688	101,232	83,932	87,069
<b>Pendidikan</b> <i>Education</i>	23,040	23,695	17,209	43,995
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	14,292	25,827	12,213	37,610
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	10,920	10,328	8,029	14,123
<b>Perkhidmatan lain</b> <i>Other services</i>	63,011	24,108	6,633	1,738

**Jadual 5 : Bilangan pertubuhan mengikut subsektor perkhidmatan dan saiz pekerja**  
*Table 5 : No. of establishments by services sub-sector and employment size*

Subsektor Sub-sector	< 5 (orang / persons)	5 - 19 (orang / persons)	20 - 50 (orang / persons)	51 - 99 (orang / persons)	> 100 (orang / persons)
<b>BILANGAN PERTUBUHAN / NUMBER OF ESTABLISHMENTS</b>					
<b>Jumlah</b> <i>Total</i>	<b>214,305</b>	<b>123,747</b>	<b>48,521</b>	<b>27,053</b>	<b>154,443</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	33,758	4,749	1,400	370	322
<b>Penginapan</b> <i>Accommodation</i>	955	1,370	358	169	277
<b>Makanan dan minuman</b> <i>Food and beverages</i>	97,976	44,476	2,498	311	59
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	703	880	285	367	144
<b>Kewangan</b> <i>Financial</i>	3,727	1,404	255	80	187
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	20,088	15,699	1,815	394	264
<b>Pendidikan</b> <i>Education</i>	3,466	3,863	545	157	147
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	4,322	4,510	192	37	91
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	4,419	1,582	177	85	44
<b>Perkhidmatan lain</b> <i>Other services</i>	31,515	5,043	142	20	9

**Jadual 5 : Pendapatan mengikut subsektor perkhidmatan dan saiz pekerja**  
*Table 5 : Revenue by services sub-sector and employment size*

Subsektor Sub-sector	< 5 (orang / persons)	5 - 19 (orang / persons)	20 - 50 (orang / persons)	51 - 99 (orang / persons)	> 100 (orang / persons)
<b>PENDAPATAN (RM RIBU) / REVENUE (RM THOUSAND)</b>					
<b>Jumlah</b> <i>Total</i>	<b>61,366,047</b>	<b>87,541,657</b>	<b>43,293,976</b>	<b>38,660,510</b>	<b>373,235,072</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	2,989,177	7,289,366	9,253,379	6,112,494	57,801,148
<b>Penginapan</b> <i>Accommodation</i>	105,629	617,349	709,890	860,033	7,655,952
<b>Makanan dan minuman</b> <i>Food and beverages</i>	11,646,995	20,873,247	5,808,906	1,696,487	968,126
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	527,258	2,036,157	2,207,780	13,362,995	67,267,119
<b>Kewangan</b> <i>Financial</i>	30,992,576	21,630,543	9,888,953	5,735,853	201,854,552
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	10,179,002	26,708,474	12,910,038	8,335,720	13,928,719
<b>Pendidikan</b> <i>Education</i>	389,969	1,476,668	1,108,904	1,110,869	5,920,899
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	1,125,437	2,769,430	613,278	239,980	6,134,725
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	887,297	2,148,697	545,521	1,145,121	11,456,518
<b>Perkhidmatan lain</b> <i>Other services</i>	2,522,707	1,991,727	247,327	60,958	247,315

**Jadual 5 : Bilangan pekerja mengikut subsektor perkhidmatan dan saiz pekerja**  
**Table 5 : Total number of persons engaged by services sub-sector and employment size**

<b>Subsektor</b> <i>Sub-sector</i>	<b>&lt; 5</b> <i>(orang / persons)</i>	<b>5 - 19</b> <i>(orang / persons)</i>	<b>20 - 50</b> <i>(orang / persons)</i>	<b>51 - 99</b> <i>(orang / persons)</i>	<b>&gt; 100</b> <i>(orang / persons)</i>
<b>BILANGAN PEKERJA / TOTAL NUMBER OF PERSONS ENGAGED</b>					
<b>Jumlah</b> <i>Total</i>	<b>436,495</b>	<b>658,932</b>	<b>226,598</b>	<b>132,504</b>	<b>695,642</b>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	47,134	44,920	42,254	25,433	153,221
<b>Penginapan</b> <i>Accommodation</i>	2,758	12,766	11,032	11,929	72,050
<b>Makanan dan minuman</b> <i>Food and beverages</i>	243,035	336,761	71,696	19,616	9,747
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	1,786	8,199	11,214	22,143	87,785
<b>Kewangan</b> <i>Financial</i>	7,053	11,286	7,685	5,519	214,457
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	48,352	132,372	51,759	26,658	72,780
<b>Pendidikan</b> <i>Education</i>	9,685	32,354	16,487	11,036	38,377
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	13,271	33,186	5,379	2,583	35,523
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	9,744	11,941	5,300	6,217	10,198
<b>Perkhidmatan lain</b> <i>Other services</i>	53,677	35,147	3,792	1,370	1,504

**Jadual 6 : Purata dan nisbah terpilih mengikut subsektor**

*Table 6 : Selected averages and ratios by sub-sector*

<b>Subsektor</b> <i>Sub-sector</i>	<b>Pendapatan kepada perbelanjaan</b> <i>Revenue to expenditure</i>	<b>Input kepada output</b> <i>Input to output</i>	<b>Nilai ditambah kepada output</b> <i>Value added to output</i>	<b>Nilai ditambah kepada pekerja bergaji</b> <i>Value added to paid employees (RM)</i>	<b>Pampasan pekerja kepada pekerja bergaji</b> <i>Compensation of employee to paid employees (RM)</i>
<b>Pengangkutan dan penyimpanan</b> <i>Transport and storage</i>	1.22	0.59	0.41	113,663	41,700
<b>Penginapan</b> <i>Accommodation</i>	1.19	0.43	0.57	51,186	23,817
<b>Makanan dan minuman</b> <i>Food and beverages</i>	1.32	0.56	0.44	35,979	11,200
<b>Maklumat dan komunikasi</b> <i>Information and communication</i>	1.56	0.49	0.51	321,105	58,407
<b>Kewangan</b> <i>Financial</i>	1.82	0.29	0.71	427,468	88,178
<b>Perkhidmatan perniagaan</b> <i>Business services</i>	1.26	0.48	0.15	417,521	29,990
<b>Pendidikan</b> <i>Education</i>	1.18	0.30	0.65	62,281	36,321
<b>Kesihatan dan kerja sosial</b> <i>Health and social work</i>	1.28	0.50	0.46	58,364	29,333
<b>Kesenian, hiburan dan rekreasi</b> <i>Arts, entertainment and recreation</i>	1.20	0.63	0.37	156,406	23,173
<b>Perkhidmatan lain</b> <i>Other services</i>	1.37	0.47	0.53	36,444	15,122





**LAMPIRAN**  
*APPENDIX*

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**SEKSYEN G : PERDAGANGAN BORONG DAN RUNCIT DAN PEMBAIKAN KENDERAAN BERMOTOR DAN MOTOSIKAL**

SECTION G : WHOLESALE AND RETAIL TRADE AND REPAIR OF MOTOR VEHICLES AND MOTORCYCLES

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
45		Perdagangan borong dan runcit dan pembaikan kenderaan bermotor dan motosikal <i>Wholesale and retail trade and repair of motor vehicles and motorcycles</i>
	451	Jualan kenderaan bermotor <i>Sale of motor vehicles</i>
	452	Penyelenggaraan dan pembaikan kenderaan bermotor <i>Maintenance and repair of motor vehicles</i>
	453	Jualan komponen (termasuk alat ganti) dan aksesori kenderaan bermotor <i>Sale of motor vehicles parts and accessories</i>
	454	Jualan, penyelenggaraan dan pembaikan motosikal dan komponen (termasuk alat ganti) dan aksesori berkaitan <i>Sale, maintenance and repair of motorcycles and related parts and accessories</i>
46		Perdagangan borong, kecuali kenderaan bermotor dan motosikal <i>Wholesale trade, except of motor vehicles and motorcycles</i>
	461	Jualan borong berdasarkan kontrak atau yuran <i>Wholesale on a fee or contract basis</i>
	462	Jualan borong bahan mentah pertanian dan haiwan hidup <i>Wholesale of agricultural raw materials and live animals</i>
	463	Jualan borong makanan, minuman dan tembakau <i>Wholesale of food, beverages and tobacco</i>
	464	Jualan borong barangan isi rumah <i>Wholesale of household goods</i>
	465	Jualan borong jentera, kelengkapan dan bekalan <i>Wholesale of machinery, equipment and supplies</i>
	466	Lain-lain pengkhususan jual borong <i>Others specialised wholesale</i>
	469	Perdagangan borong tanpa pengkhususan <i>Non-specialised wholesale trade</i>

**SEKSYEN G : PERDAGANGAN BORONG DAN RUNCIT DAN PEMBAIKAN KENDERAAN BERMOTOR DAN MOTOSIKAL**

**SECTION G : WHOLESALE AND RETAIL TRADE AND REPAIR OF MOTOR VEHICLES AND MOTORCYCLES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
47		<p><b>Perdagangan runcit, kecuali kenderaan bermotor dan motosikal</b> <i>Retail trade, except of motor vehicles and motorcycles</i></p>
	471	<p><b>Jualan runcit di kedai bukan pengkhususan</b> <i>Retail sale in non-specialised stores</i></p>
	472	<p><b>Jualan runcit makanan, minuman dan tembakau di kedai pengkhususan</b> <i>Retail sale of food, beverages and tobacco in specialised stores</i></p>
	473	<p><b>Jualan runcit di kedai khusus yang menjual bahan api kenderaan</b> <i>Retail sale of automotive fuel in specialised stores</i></p>
	474	<p><b>Jualan runcit di kedai khusus yang menjual peralatan komunikasi dan maklumat</b> <i>Retail sale of information and communications equipment in specialised stores</i></p>
	475	<p><b>Jualan runcit di kedai khusus yang menjual peralatan lain isi rumah</b> <i>Retail sale of other household equipment in specialised stores</i></p>
	476	<p><b>Jualan runcit di kedai khusus yang menjual barangan kesenian dan rekreasi</b> <i>Retail sale of cultural and recreation goods in specialised stores</i></p>
	477	<p><b>Jualan runcit di kedai khusus yang menjual barangan lain</b> <i>Retail sale of other goods in specialised stores</i></p>
	478	<p><b>Jualan runcit di gerai dan pasar</b> <i>Retail sale via stalls and markets</i></p>
	479	<p><b>Jualan runcit bukan di kedai , gerai atau pasar</b> <i>Retail trade not in stores, stalls or markets</i></p>

**SEKSYEN H : PENGANGKUTAN DAN PENYIMPANAN**

**SECTION H : TRANSPORTATION AND STORAGE**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
49		<p><b>Pengangkutan darat dan pengangkutan melalui saluran paip</b>  <i>Land transport and transport via pipelines</i></p> <p>491 <b>Pengangkutan melalui laluan rel</b>  <i>Transport via railways</i></p> <p>492 <b>Pengangkutan darat lain</b>  <i>Other land transport</i></p> <p>493 <b>Pengangkutan melalui saluran paip</b>  <i>Transport via pipeline</i></p>
50		<p><b>Pengangkutan air</b>  <i>Water transport</i></p> <p>501 <b>Pengangkutan air laut dan pesisir pantai</b>  <i>Sea and coastal water transport</i></p> <p>502 <b>Pengangkutan air pedalaman</b>  <i>Inland water transport</i></p>
51		<p><b>Pengangkutan udara</b>  <i>Air transport</i></p> <p>511 <b>Pengangkutan penumpang udara</b>  <i>Passenger air transport</i></p> <p>512 <b>Pengangkutan muatan udara</b>  <i>Freight air transport</i></p>
52		<p><b>Penggudangan dan aktiviti sokongan untuk pengangkutan</b>  <i>Warehousing and support activities for transportation</i></p> <p>521 <b>Penggudangan dan penyimpanan</b>  <i>Warehousing and storage</i></p> <p>522 <b>Aktiviti sokongan untuk pengangkutan</b>  <i>Support activities for transportation</i></p>
53		<p><b>Perkhidmatan pos dan kurier</b>  <i>Postal and courier activities</i></p> <p>531 <b>Aktiviti pos</b>  <i>Postal activities</i></p>

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**SEKSYEN H : PENGANGKUTAN DAN PENYIMPANAN**

**SECTION H : TRANSPORTATION AND STORAGE**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
53		<b>Perkhidmatan pos dan kurier</b> <i>Postal and courier activities</i>
	531	<b>Aktiviti pos</b> <i>Postal activities</i>
	532	<b>Aktiviti kurier</b> <i>Courier activities</i>

**SEKSYEN I : PENGINAPAN DAN AKTIVITI PERKHIDMATAN MAKANAN DAN MINUMAN**

**SECTION I : ACCOMMODATION AND FOOD SERVICE ACTIVITIES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
55		<b>Penginapan</b> <i>Accommodation</i>
	551	<b>Aktiviti penginapan jangka masa pendek</b> <i>Short term accommodation activities</i>
	552	<b>Tapak perkhemahan, taman kenderaan rekreasi dan taman treler</b> <i>Camping grounds, recreational vehicle parks and trailer parks</i>
	559	<b>Penginapan lain</b> <i>Other accommodation</i>
56		<b>Aktiviti perkhidmatan makanan dan minuman</b> <i>Food and beverage service activities</i>
	561	<b>Restoran dan aktiviti perkhidmatan makanan bergerak</b> <i>Restaurants and mobile food service activities</i>
	562	<b>Katering dan aktiviti perkhidmatan makanan lain</b> <i>Event catering and other food service activities</i>
	563	<b>Aktiviti perkhidmatan minuman</b> <i>Beverage serving activities</i>

**SEKSYEN J : MAKLUMAT DAN KOMUNIKASI**  
**SECTION J : INFORMATION AND COMMUNICATION**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
58	<p><b>Aktiviti Penerbitan</b> <i>Publishing activities</i></p> <p><b>581 Aktiviti penerbitan buku, terbitan berkala dan penerbitan lain</b> <i>Publishing of books, periodicals and other publishing activities</i></p> <p><b>582 Penerbitan perisian</b> <i>Software publishing</i></p>	
59	<p><b>Aktiviti penerbitan wayang gambar, video dan program televisyen, rakaman bunyi dan penerbitan muzik</b> <i>Motion picture, video and television programme production, sound recording and music publishing activities</i></p> <p><b>591 Aktiviti wayang gambar, video dan program televisyen</b> <i>Motion picture, video and television programme activities</i></p> <p><b>592 Aktiviti rakaman bunyi dan penerbitan muzik</b> <i>Sound recording and music publishing activities</i></p>	
60	<p><b>Aktiviti pemrograman dan penyiaran</b> <i>Programming and broadcasting activities</i></p> <p><b>601 Penyiaran radio</b> <i>Radio broadcasting</i></p> <p><b>602 Aktiviti pemrograman dan penyiaran televisyen</b> <i>Television programming and broadcasting activities</i></p>	
61	<p><b>Telekomunikasi</b> <i>Telecommunications</i></p> <p><b>611 Aktiviti komunikasi berwayar</b> <i>Wired telecommunications activities</i></p> <p><b>612 Aktiviti telekomunikasi tanpa wayar</b> <i>Wireless telecommunications activities</i></p> <p><b>613 Aktiviti telekomunikasi satelit</b> <i>Satellite telecommunications activities</i></p> <p><b>619 Aktiviti telekomunikasi lain</b> <i>Other telecommunications activities</i></p>	

**SEKSYEN J : MAKLUMAT DAN KOMUNIKASI**  
*SECTION J : INFORMATION AND COMMUNICATION*

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
62		<b>Pengaturcaraan komputer, perundingan dan aktiviti yang berkaitan</b> <i>Computer programming, consultancy and related activities</i>
	620	<b>Pengaturcaraan komputer, perundingan dan aktiviti yang berkaitan</b> <i>Computer programming, consultancy and related activities</i>
63		<b>Aktiviti perkhidmatan maklumat</b> <i>Information service activities</i>
	631	<b>Aktiviti prosesan data, <i>hosting</i> dan aktiviti lain yang berkaitan; web portal</b> <i>Data processing, hosting and related activities; web portals</i>
	639	<b>Aktiviti perkhidmatan maklumat lain</b> <i>Other information service activities</i>

**SEKSYEN K : AKTIVITI KEWANGAN DAN INSURANS/ TAKAFUL**  
*SECTION K : FINANCE AND INSURANCE/ TAKAFUL ACTIVITIES*

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
64		<b>Aktiviti perkhidmatan kewangan, kecuali insurans/takaful dan tabungan pencen</b> <i>Financial service activities, except insurance/takaful and pension funding</i>
	641	<b>Perantaraan kewangan</b> <i>Monetary intermediation</i>
	642	<b>Aktiviti syarikat pemegang</b> <i>Activities of holding companies</i>
	643	<b>Amanah, tabung dan entiti kewangan seumpamanya</b> <i>Trusts, funds and similar financial entities</i>
	649	<b>Aktiviti perkhidmatan kewangan lain, kecuali insurans/takaful dan aktiviti tabungan pencen</b> <i>Other financial service activities, except insurance/takaful and pension funding activities</i>

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**SEKSYEN K : AKTIVITI KEWANGAN DAN INSURANS/ TAKAFUL**  
**SECTION K : FINANCE AND INSURANCE/ TAKAFUL ACTIVITIES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
65		<b>Insurans/takaful, insurans/takaful semula dan tabungan pencen, kecuali keselamatan sosial berwajib</b> <i>Insurance/takaful, reinsurance/retakaful and pension funding, except compulsory social security</i>
	651	<b>Insurans/takaful</b> <i>Insurance/takaful</i>
	652	<b>Insurans/takaful semula</b> <i>Reinsurance/retakaful</i>
	653	<b>Tabungan pencen dan tabungan hemat</b> <i>Pension funding and provident funding</i>
66		<b>Aktiviti sokongan kepada perkhidmatan kewangan dan aktiviti insurans/takaful</b> <i>Activities auxiliary to financial service and insurance/takaful activities</i>
	661	<b>Aktiviti sokongan kepada aktiviti perkhidmatan kewangan, kecuali insurans/takaful dan tabungan pencen</b> <i>Activities auxiliary to financial service activities, except insurance/takaful and pension funding</i>
	662	<b>Aktiviti sokongan kepada insurans/takaful dan tabungan pencen</b> <i>Activities auxiliary to insurance/takaful and pension funding</i>
	663	<b>Aktiviti pengurusan tabung</b> <i>Fund management activities</i>

**SEKSYEN L : AKTIVITI HARTANAH**  
**SECTION L : REAL ESTATE ACTIVITIES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
68		<b>Aktiviti hartanah</b> <i>Real estate activities</i>
	681	<b>Aktiviti hartanah bagi harta milikan sendiri atau pajakan</b> <i>Real estate activities with own or leased property</i>
	682	<b>Aktiviti hartanah atas dasar bayaran atau kontrak</b> <i>Real estate activities on a fee or contract basis</i>

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<b>SEKSYEN M : AKTIVITI PROFESIONAL, SAINTIFIK DAN TEKNIKAL</b> <b>SECTION M : PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES</b>
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BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
69		<b>Aktiviti guaman dan perakaunan</b> <i>Legal and accounting activities</i>
	691	<b>Aktiviti guaman</b> <i>Legal activities</i>
	692	<b>Aktiviti perakaunan, simpan kira dan audit; perundingan percukaian</b> <i>Accounting, bookkeeping and auditing activities; tax consultancy</i>
70		<b>Aktiviti ibu pejabat; aktiviti perundingan pengurusan</b> <i>Activities of head offices; management consultancy activities</i>
	701	<b>Aktiviti ibu pejabat</b> <i>Activities of head offices</i>
	702	<b>Aktiviti perundingan pengurusan</b> <i>Management consultancy activities</i>
71		<b>Aktiviti arkitek dan kejuruteraan; ujian teknikal dan analisis</b> <i>Architectural and engineering activities; technical testing and analysis</i>
	711	<b>Aktiviti arkitek dan kejuruteraan dan perundingan teknikal yang berkaitan</b> <i>Architectural and engineering activities and related technical consultancy</i>
	712	<b>Ujian teknikal analisis</b> <i>Technical testing and analysis</i>
72		<b>Penyelidikan dan pembangunan saintifik</b> <i>Scientific research and development</i>
	721	<b>Penyelidikan dan pembangunan eksperimen sains semula jadi dan kejuruteraan</b> <i>Research and experimental development on natural sciences and engineering</i>
	722	<b>Penyelidikan dan pembangunan eksperimen sains sosial dan kemanusiaan</b> <i>Research and experimental development on social sciences and humanities</i>
73		<b>Pengiklanan dan penyelidikan pasaran</b> <i>Advertising and market research</i>
	731	<b>Pengiklanan</b> <i>Advertising</i>



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**SEKSYEN M : AKTIVITI PROFESIONAL, SAINTIFIK DAN TEKNIKAL**  
**SECTION M : PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
74	732	<b>Penyelidikan pasaran dan tinjauan pendapat umum</b> <i>Market research and public opinion polling</i>
		<b>Perkhidmatan profesional, saintifik dan teknikal lain</b> <i>Other professional, scientific and technical activities</i>
	741	<b>Aktiviti mereka bentuk khusus</b> <i>Specialised design activities</i>
	742	<b>Aktiviti fotografi</b> <i>Photographic activities</i>
	749	<b>Aktiviti profesional, saintifik dan teknikal lain</b> <i>Other professional, scientific and technical activities n.e.c.</i>
75		<b>Aktiviti veterinar</b> <i>Veterinary activities</i>
	750	<b>Aktiviti veterinar</b> <i>Veterinary activities</i>

**SEKSYEN N : AKTIVITI PENTADBIRAN DAN KHIDMAT SOKONGAN**  
**SECTION N : ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
77		<b>Aktiviti sewaan dan pajakan</b> <i>Rental and leasing activities</i>
	771	<b>Penyewaan dan pemajakan kenderaan bermotor</b> <i>Renting and leasing of motor vehicles</i>
	772	<b>Penyewaan dan pemajakan barang persendirian dan isi rumah</b> <i>Renting and leasing of personal and household goods</i>
	773	<b>Penyewaan dan pemajakan mesin, kelengkapan dan barang ketara lain</b> <i>Renting and leasing of other machinery, equipment and tangible goods</i>
	774	<b>Pemajakan harta intelektual dan produk seumpamanya, kecuali kerja berhakcipta</b> <i>Leasing of intellectual property and similar products, except copyrighted works</i>

**SEKSYEN N : AKTIVITI PENTADBIRAN DAN KHIDMAT SOKONGAN**  
**SECTION N : ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
78		<b>Aktiviti pekerjaan</b> <i>Employment activities</i>
	781	<b>Aktiviti agensi penempatan pekerjaan</b> <i>Activities of employment placement agencies</i>
	782	<b>Aktiviti agensi pekerjaan sementara</b> <i>Temporary employment agency activities</i>
	783	<b>Penyediaan sumber manusia lain</b> <i>Other human resources provision</i>
79		<b>Agensi pengembaraan, operator pelancongan, khidmat penempahan dan aktiviti berkaitan</b> <i>Travel agency, tour operator, reservation service and related activities</i>
	791	<b>Aktiviti agensi pengembaraan dan operator pelancongan</b> <i>Travel agency and tour operator activities</i>
	792	<b>Aktiviti khidmat penempahan lain dan aktiviti berkaitan</b> <i>Other reservation service and related activities</i>
80		<b>Aktiviti keselamatan dan penyiasatan</b> <i>Security and investigation activities</i>
	801	<b>Aktiviti keselamatan persendirian</b> <i>Private security activities</i>
	802	<b>Aktiviti perkhidmatan sistem keselamatan</b> <i>Security systems service activities</i>
	803	<b>Aktiviti penyiasatan</b> <i>Investigation activities</i>
81		<b>Aktiviti perkhidmatan bangunan dan lanskap</b> <i>Services to buildings and landscape activities</i>
	811	<b>Aktiviti sokongan gabungan pelbagai kemudahan</b> <i>Combined facilities support activities</i>
	812	<b>Aktiviti pembersihan</b> <i>Cleaning activities</i>
	813	<b>Aktiviti perkhidmatan penjagaan dan penyelenggaraan lanskap</b> <i>Landscape care and maintenance service activities</i>

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**SEKSYEN N : AKTIVITI PENTADBIRAN DAN KHIDMAT SOKONGAN**  
**SECTION N : ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
82		<b>Aktiviti pengurusan pejabat, sokongan pejabat dan sokongan perniagaan lain</b> <i>Office administrative, office support and other business support activities</i>
	821	<b>Aktiviti pengurusan dan sokongan pejabat</b> <i>Office administrative and support activities</i>
	822	<b>Aktiviti pusat panggilan</b> <i>Activities of call centres</i>
	823	<b>Pengurusan konvesyen dan pameran perdagangan</b> <i>Organisation of conventions and trade shows</i>
	829	<b>Aktiviti perkhidmatan sokongan perniagaan t.t.t.l.</b> <i>Business support service activities n.e.c</i>

**SEKSYEN P : PENDIDIKAN**  
**SECTION P : EDUCATION**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
85		<b>Pendidikan</b> <i>Education</i>
	851	<b>Pendidikan pra-sekolah dan pendidikan rendah</b> <i>Pre-primary and primary education</i>
	852	<b>Pendidikan menengah</b> <i>Secondary education</i>
	853	<b>Pendidikan tinggi</b> <i>Higher education</i>
	854	<b>Pendidikan lain</b> <i>Other education</i>
	855	<b>Perkhidmatan sokongan pendidikan</b> <i>Educational support services</i>

**SEKSYEN Q : AKTIVITI KESIHATAN KEMANUSIAAN DAN KERJA SOSIAL**  
**SECTION Q : HUMAN HEALTH AND SOCIAL WORK ACTIVITIES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
86		<p><b>Aktiviti kesihatan kemanusiaan</b>  <i>Human health activities</i></p> <p>861 <b>Aktiviti hospital</b>  <i>Hospital activities</i></p> <p>862 <b>Aktiviti amalan perubatan dan pergigian</b>  <i>Medical and dental practice activities</i></p> <p>869 <b>Aktiviti kesihatan kemanusiaan lain</b>  <i>Other human health activities</i></p>
87		<p><b>Aktiviti rumah penjagaan</b>  <i>Residential care activities</i></p> <p>871 <b>Kemudahan rumah perawatan</b>  <i>Residential nursing care facilities</i></p> <p>872 <b>Aktiviti rumah penjagaan untuk orang terencat akal, kesihatan mental dan penyalahgunaan bahan kimia</b>  <i>Residential care activities for mental retardation, mental health and substance abuse</i></p> <p>873 <b>Aktiviti rumah penjagaan untuk orang tua dan kurang upaya</b>  <i>Residential care activities for the elderly and disabled</i></p> <p>879 <b>Aktiviti rumah penjagaan lain</b>  <i>Other residential care activities</i></p>
88		<p><b>Aktiviti kerja sosial tanpa penginapan</b>  <i>Social work activities without accomodation</i></p> <p>881 <b>Aktiviti kerja sosial tanpa penginapan untuk orang tua dan orang kurang upaya</b>  <i>Social work activities without accommodation for the elderly and disabled</i></p> <p>889 <b>Aktiviti kerja sosial lain tanpa penginapan t.t.t.l</b>  <i>Other social work activities without accommodation n.e.c</i></p>

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**SEKSYEN R : KESENIAN , HIBURAN DAN REKREASI**  
**SECTION R : ARTS , ENTERTAINMENT AND RECREATION**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
90		<b>Aktiviti kesenian, hiburan dan kreatif</b> <i>Creative, arts and entertainment activities</i>
	900	<b>Aktiviti kesenian, hiburan dan kreatif</b> <i>Creative, arts and entertainment activities</i>
91		<b>Aktiviti perpustakaan, arkib, muzium dan kebudayaan lain</b> <i>Libraries, archives, museums and other cultural activities</i>
	910	<b>Aktiviti perpustakaan, arkib, muzium dan kebudayaan lain</b> <i>Libraries, archives, museums and other cultural activities</i>
92		<b>Aktiviti perjudian dan pertaruhan</b> <i>Gambling and betting activities</i>
	920	<b>Aktiviti perjudian dan pertaruhan</b> <i>Gambling and betting activities</i>
93		<b>Aktiviti sukan dan aktiviti hiburan dan rekreasi</b> <i>Sports activities and amusement and recreation activities</i>
	931	<b>Aktiviti sukan</b> <i>Sports activities</i>
	932	<b>Aktiviti hiburan dan rekreasi lain</b> <i>Other amusement and recreation activities</i>

**SEKSYEN S : AKTIVITI PERKHIDMATAN LAIN**  
**SECTION S : OTHER SERVICE ACTIVITIES**

BAHAGIAN DIVISION	KUMPULAN GROUP	KETERANGAN DESCRIPTION
94		<b>Aktiviti keahlian organisasi</b> <i>Activities of membership organisations</i>
	941	<b>Aktiviti organisasi keahlian perniagaan, majikan dan profesional</b> <i>Activities of business, employers and professional membership organisations</i>
	942	<b>Aktiviti kesatuan buruh</b> <i>Activities of trade unions</i>
	949	<b>Aktiviti keahlian organisasi lain</b> <i>Activities of other membership organisations</i>

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**SEKSYEN S : AKTIVITI PERKHIDMATAN LAIN**  
**SECTION S : OTHER SERVICE ACTIVITIES**

<b>BAHAGIAN DIVISION</b>	<b>KUMPULAN GROUP</b>	<b>KETERANGAN DESCRIPTION</b>
<b>95</b>		<b>Pembaikan komputer dan barangan persendirian dan isi rumah</b> <i>Repair of computers and personal and household goods</i>
	<b>951</b>	<b>Pembaikan komputer dan peralatan komunikasi</b> <i>Repair of computers and communication equipment</i>
	<b>952</b>	<b>Pembaikan barangan persendirian dan isi rumah</b> <i>Repair of personal and household goods</i>
<b>96</b>		<b>Aktiviti perkhidmatan persendirian lain</b> <i>Other personal service activities</i>
	<b>960</b>	<b>Aktiviti berkaitan perkhidmatan persendirian lain</b> <i>Other personal service activities</i>