

JABATAN PERANGKAAAN MALAYSIA
DEPARTMENT OF STATISTICS, MALAYSIA
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PERKHIDMATAN PROFESIONAL
PROFESSIONAL SERVICES

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Please make a copy for your record

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CONFIDENTIAL WHEN FILLED WITH DATA

SURVEI PERKHIDMATAN SUKU TAHUNAN
QUARTERLY SURVEY OF SERVICES

RESPON F2

SUKU TAHUN KEEMPAT 2018
FOURTH QUARTER 2018

F0002

Jika nama dan alamat di bawah tidak tepat, sila pinda
If the mailing address below is incorrect, please amend accordingly

Sila catatkan nombor rujukan pertubuhan ini dalam semua surat-menyurat
Please state the reference number of this establishment in all correspondence

Sila lengkap dan kembalikan kepada:
Please complete and return to :

Jabatan Perangkaan Malaysia,
Bahagian Perangkaan Perkhidmatan,
Tingkat 3, Unit 01-05, Wisma Minlon
Batu 12, Lebuhraya Sungai Besi
43300 Seri Kembangan, Selangor.
Tel: 603 - 8947 9000
Fax: 603 - 8945 9734

Bagi sebarang pertanyaan, sila hubungi :
For enquiries, please contact :

Pn. Rita bt. Ithnin
rita.ithnin@stats.gov.my

Tel: 03 - 8947 9055

Pn. Norizayati bt. Ngah
norizayati@stats.gov.my

Tel: 03 - 8947 9051

Hendaklah dilengkapkan dan dikembalikan tidak lewat dari /
To be completed and return not later than

10 JANUARI 2019

Objektif / Objective


Tujuan survei ini dilaksanakan adalah untuk mendapatkan statistik perniagaan dan ekonomi digital dalam pelbagai industri sektor perkhidmatan di Malaysia. Maklumat yang dikumpul akan digunakan secara meluas untuk mengeluarkan indikator ekonomi seperti Keluaran Dalam Negeri Kasar (KDNK). Statistik ini membantu pihak kerajaan dan organisasi lain termasuk komuniti perniagaan dalam merancang dan membuat keputusan.

The purpose of this survey is to obtain statistics of Malaysia businesses and digital economy in a variety of industries in services sector. The information collected is used extensively in the production of a range of economic indicators such as Gross Domestic Product (GDP). These statistics help the government and other organisations as well as business community in planning and decision making.

Kuasa Perundangan / Legal Authority

Maklumat yang dikumpul adalah mengikut peruntukan 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 pertubuhan / individu yang diterima adalah SULIT dan tidak boleh dihebahkan kepada sesiapa atau mana-mana institusi di luar Jabatan ini. Sementara itu, Seksyen 7 di bawah Akta yang sama menyatakan bahawa responden boleh dikenakan denda sekiranya gagal memberi maklumat yang diperlukan.

The information is gathered under the provisions of the Statistics Act 1965 (Revised - 1989). 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 the establishment / individual returns are CONFIDENTIAL and will not be divulged to any person or institution outside this Department. Meanwhile, Section 7 of the same Act provides a penalty should the respondent failed to furnish the required information.


DATO' SRI DR. MOHD UZIR MAHIDIN
KETUA PERANGKAWAN MALAYSIA
CHIEF STATISTICIAN, MALAYSIA

Pengakuan / Declaration

Penyata ini adalah lengkap dan betul sepanjang pengetahuan dan kepercayaan saya.
This return is complete and correct to the best of my knowledge and belief.

Tandatangan
Signature

E-mel
Email

Telefon
Telephone

Nama
Name

Laman web
Website

Jawatan
Designation

Tarikh
Date

Kerjasama tuan dalam menjayakan survei ini amatlah dihargai. TERIMA KASIH.
Your co-operation in ensuring the success of this survey is very much appreciated. THANK YOU.

| AKTIVITI UTAMA MAIN ACTIVITY | | | | | | | | | |
|---|--|--|-----------|--|-----------|---|--|----------|----------|
| <div><div>1. AKTIVITI UTAMA MAIN ACTIVITY</div><div><div>1.1 Nyatakan aktiviti utama pertubuhan tuan berasaskan perkhidmatan yang diberikan. Describe the principal activity of the establishment based on the services rendered.</div><div>1.2 Kod industri semasa Current industry code</div><div>KEGUNAAN PEJABAT / OFFICE USE</div></div></div> | | | | | | | | | |
| BAHAGIAN A: HASIL (Tidak termasuk CBP) PART A: REVENUE (Exclusive of GST) | | | | | | | | | |
| 2. HASIL REVENUE | SUKU TAHUN (ST3 2018) / QUARTER (Q3 2018) 1 Julai - 30 September 2018 | | | | | SUKU TAHUN (ST4 2018) / QUARTER (Q4 2018) 1 Oktober - 31 Disember 2018 | | | |
| | Jul 2018 | | Ogos 2018 | | Sept 2018 | Okt 2018 | | Nov 2018 | Dis 2018 |
| | | | | | RM | | | | RM |
| | F0007a | | F0007b | | F0007c | F0008a | | F0008b | F0008c |
| | | | | | | | | | |
| | F0009a | | F0009b | | F0009c | F0010a | | F0010b | F0010c |
| 2.1 Hasil kendalian / Perolehan / Jualan Operating revenue / Turnover / Sales | | | | | | | | | |
| 2.2 Hasil lain Other income | | | | | | | | | |
| 2.3 Jumlah hasil bulanan [2.1 + 2.2] Total monthly revenue [2.1 + 2.2] | | | | | | | | | |
| 2.4 Jumlah hasil suku tahun [2.3 (a+b+c)] Total quarterly revenue [2.3 (a+b+c)] | | | | | | | | | |
| 2.5 Jika jumlah hasil untuk suku tahun ini meningkat atau menurun sekurang-kurangnya 30% berbanding suku tahun sebelumnya, sila nyatakan sebab. | | | | | | | | | |
| If total revenue for this quarter increased or decreased at least 30% from the previous quarter, please provide reason. | | | | | | | | | |
| BAHAGIAN B: PERBELANJAAN (Tidak termasuk CBP) PART B: EXPENDITURE (Exclusive of GST) | | | | | | | | | |
| 3. PERBELANJAAN EXPENDITURE | SUKU TAHUN (ST3 2018) / QUARTER (Q3 2018) 1 Julai - 30 September 2018 | | | | | SUKU TAHUN (ST4 2018) / QUARTER (Q4 2018) 1 Oktober - 31 Disember 2018 | | | |
| | Jul 2018 | | Ogos 2018 | | Sept 2018 | Okt 2018 | | Nov 2018 | Dis 2018 |
| | | | | | RM | | | | RM |
| | F0013a | | F0013b | | F0013c | F0014a | | F0014b | F0014c |
| | | | | | | | | | |
| | F0015a | | F0015b | | F0015c | F0016a | | F0016b | F0016c |
| 3.1 Perbelanjaan kendalian / Kos jualan Operating expenditure / Cost of sales | | | | | | | | | |
| 3.2 Perbelanjaan lain Other expenditure | | | | | | | | | |
| 3.3 Jumlah gaji & upah Total salaries & wages | | | | | | | | | |
| 3.4 Jumlah perbelanjaan bulanan [3.1 + 3.2 + 3.3] Total monthly expenditure [3.1 + 3.2 + 3.3] | | | | | | | | | |
| 3.5 Jumlah perbelanjaan suku tahun [3.4 (a+b+c)] Total quarterly expenditure [3.4 (a+b+c)] | | | | | | | | | |
| 3.6 Jika jumlah perbelanjaan untuk suku tahun ini meningkat atau menurun sekurang-kurangnya 30% berbanding suku tahun sebelumnya, sila nyatakan sebab. | | | | | | | | | |
| If total expenditure for this quarter increased or decreased at least 30% from the previous quarter, please provide reason. | | | | | | | | | |

BAHAGIAN C: BILANGAN PEKERJA / GAJI & UPAH
PART C: NUMBER OF PERSONS ENGAGED / SALARIES & WAGES

4. JUMLAH PEKERJA DAN GAJI & UPAH
TOTAL NUMBER OF PERSONS ENGAGED AND SALARIES & WAGES

4.1 Jumlah pekerja
Total number of persons engaged

4.2 Jumlah pekerja (pada akhir suku tahun)
Total number of persons engaged (as at end of quarter)

4.3 Jika jumlah pekerja suku tahun ini meningkat atau menurun sekurang-kurangnya 30% berbanding suku tahun sebelumnya, sila nyatakan sebab.

If total number of persons engaged for this quarter increased or decreased at least 30% from the previous quarter, please provide reason.

4.4 Jumlah pekerja dan gaji & upah (pada akhir suku tahun)
Total number of persons engaged and salaries & wages (as at end of quarter)

SUKU TAHUN (ST3 2018) / QUARTER (Q3 2018)
1 Julai - 30 September 2018

SUKU TAHUN (ST4 2018) / QUARTER (Q4 2018)
1 Oktober - 31 Disember 2018

| Jul 2018 | | | Ogos 2018 | | | Sept 2018 | | | Okt 2018 | | | Nov 2018 | | | Dis 2018 | | |
|----------|--|--|-----------|--|--|-----------|--|--|----------|--|--|----------|--|--|----------|--|--|
| | | | | | | | | | | | | | | | | | |
| F0021a | | | F0021b | | | F0021c | | | F0022a | | | F0022b | | | F0022c | | |
| | | | | | | | | | | | | | | | | | |
| | | | | | | F0021d | | | | | | | | | F0022d | | |

| Kategori pekerja / Gaji & upah <i>Category of workers / Salaries & wages</i> | | Lelaki <i>Male</i> | Perempuan <i>Female</i> | Jumlah <i>Total</i> | Jumlah gaji & upah <i>Total salaries & wages (RM)</i> |
|---|----|-----------------------|----------------------------|------------------------|--|
| | | 16 | 17 | 18 | 19 |
| (a) Pemilik yang bekerja dan pekerja keluarga tidak bergaji <i>Working proprietors and unpaid family workers</i> | 01 | | | | |
| (b) Pekerja bergaji (sepenuh masa) <i>Paid employees (full-time)</i> | 02 | | | | |
| (c) Pekerja bergaji (sambilan) <i>Paid employees (part-time)</i> | 03 | | | | |
| (d) Jumlah (a+b+c) <i>Total (a+b+c)</i> | 99 | | | | |

BAHAGIAN D: MAKLUMAT TAMBAHAN
PART D: ADDITIONAL INFORMATION

5. MAKLUMAT TAMBAHAN
ADDITIONAL INFORMATION

5.1 Bilangan kontrak/projek yang diperolehi
Number of contracts/projects received

5.2 Jumlah nilai kontrak/projek yang diperolehi
Total value of contracts/projects received

5.3 Jumlah kes yang dirawat (diisi oleh setiap pusat/klinik veterinar)
Total number of cases treated (for every centre/clinic veterinary)

SUKU TAHUN (ST4 2018) / QUARTER (Q4 2018)
1 Oktober - 31 Disember 2018

| Okt 2018 | | | Nov 2018 | | | Dis 2018 | | |
|-------------|--|--|-------------|--|--|-------------|--|--|
| <div></div> | | | <div></div> | | | <div></div> | | |
| F1101a | | | F1101b | | | F1101c | | |
| RM | | | <div></div> | | | <div></div> | | |
| F1102a | | | F1102b | | | F1102c | | |
| <div></div> | | | <div></div> | | | <div></div> | | |
| F1303a | | | F1303b | | | F1303c | | |

BAHAGIAN E: PERKHIDMATAN ATAS TALIAN DAN e-DAGANG
PART E: ONLINE SERVICES AND e-COMMERCE

6. PERKHIDMATAN ATAS TALIAN DAN e-DAGANG
ONLINE SERVICES AND e-COMMERCE

6.1 Adakah pertubuhan tuan melakukan transaksi (jualan / pembelian) atas talian?

Did your establishment conduct online transactions (sales / purchase)?

F1501 ☐ **YA / YES**

Jika YA, sila ke soalan 6.2 / If YES, please go to Question 6.2

F1502 ☐ **TIDAK / NO**

Jika TIDAK, TAMAT di sini. / If NO, END here

6.2 Sila nyatakan jenis platform yang digunakan oleh pertubuhan tuan untuk transaksi (jualan / pembelian) atas talian. (Boleh pilih lebih daripada satu)

Please indicate the type of platform on that your establishment use for online transactions (sales / purchase). (May choose more than one)

F1503 ☐ **Media sosial (cth: Facebook, Instagram dan blogs)**
 Social media (e.g.: Facebook, Instagram and blogs)

F1504 ☐ **Laman web kepunyaan sendiri**
 Website owned by your establishment

F1505 ☐ **Pasaran e-Dagang atas talian (cth: Lazada, Zalora, Jom makan, Foodpanda)**
 Online e-Commerce marketplace (e.g.: Lazada, Zalora, Jom makan, Foodpanda)

F1506 ☐ **Rangkaian persendirian yang ditetapkan (cth: extranet, EDI)**
 Designated private network (e.g.: extranet, EDI)

F1507 ☐ **Aplikasi mudah alih (cth: Uber app, Lazada mobile app, Dah Makan app)**
 Mobile app (e.g.: Uber app, Lazada mobile app, Dah Makan app)

F1508 ☐ **Perkhidmatan pembayaran elektronik (cth.: Perbankan internet (Maybank2u, Interbank GIRO), Kad kredit, Kad Debit, Pembayaran atas talian (iPay88, Mol Pay, Paypal, etc.))**
 Payment gateway (e.g.: Internet banking (Maybank2u, Interbank GIRO), Credit card, Debit card, Online payment (iPay88, Mol Pay, Paypal, etc.))

SUKU TAHUN (ST3 2018) / QUARTER (Q3 2018)
 1 Julai - 30 September 2018

SUKU TAHUN (ST4 2018) / QUARTER (Q4 2018)
 1 Oktober - 31 Disember 2018

| | Okt 2017 | Nov 2017 | Dis 2017 | RM | Jan 2018 | Feb 2018 | Mac 2018 | RM |
|--|----------|----------|----------|--------|----------|----------|----------|--------|
| 6.3 Jumlah hasil yang diperoleh melalui transaksi e-Dagang Total revenue earned from the e-Commerce transactions | | | | | | | | |
| | F1509a | F1509b | F1509c | RM | F1510a | F1510b | F1510c | RM |
| 6.4 Jumlah hasil transaksi e-Dagang suku tahun [6.3 (a+b+c)] Total quarterly e-Commerce revenue [6.3 (a+b+c)] | | | | | | | | |
| | | | | RM | | | | RM |
| | | | | F1509d | | | | F1510d |
| 6.5 Jumlah perbelanjaan melalui transaksi e-Dagang Total expenditure through e-Commerce transaction | | | | | | | | |
| | F1511a | F1511b | F1511c | RM | F1512a | F1512b | F1512c | RM |
| 6.6 Jumlah perbelanjaan transaksi e-Dagang suku tahun [6.5 (a+b+c)] Total quarterly e-Commerce expenditure [6.5 (a+b+c)] | | | | | | | | |
| | | | | F1511d | | | | F1512d |

SILA JAWAB SOALAN INI PADA SUKU TAHUN KEEMPAT SAHAJA
 PLEASE ANSWER THIS QUESTION AT THE FOURTH QUARTER ONLY

BAHAGIAN F: PERBELANJAAN MODAL DAN NILAI HARTA (Tidak termasuk CBP)
PART F: CAPITAL EXPENDITURE AND VALUE OF ASSETS (Exclusive of GST)

| Perbelanjaan modal pada akhir tahun 2018 Capital expenditure as at end of 2018 | | | | | |
|---|----|---|--|--|--|
| Item | | Belian / Acquisition (RM) | | | Harta yang dijual / ditamatkan Assets sold / discarded (RM) |
| | | Baru termasuk import (baru & terpakai) New include imported (new & used) | Aset terpakai Malaysia Used Malaysia's assets | Membuat / Membina sendiri Self-produced / Built | |
| | | 01 | 02 | 03 | |
| (a) Tanah Land | 01 | | | | |
| (b) Bangunan dan pembinaan lain Buildings and other construction | 02 | | | | |
| (c) Pembangunan tanah Land improvement | 03 | | | | |
| (d) Alat pengangkutan Transport equipment | 04 | | | | |
| (e) Komputer (termasuk perkakasan & perisian) Computer (include hardware & software) | 05 | | | | |
| (f) Jentera dan kelengkapan Machinery and equipment | 06 | | | | |
| (g) Perabot dan pemasangan Furniture and fittings | 07 | | | | |
| (h) Harta-harta lain / Other asset | | | | | |
| i. Paten / Patent | 08 | | | | |
| ii. Muhibah / Goodwill | 09 | | | | |
| iii. Kerja dalam proses / Work-in progress | 10 | | | | |
| Jumlah (a hingga h) Total (a to h) | 99 | | | | |