MALAYSIA

PERANGKAAN PERKHIDMATAN
SERVICES STATISTICS

BANCI EKONOMI 2011
PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI
ECONOMIC CENSUS 2011
PERSONAL SERVICES AND OTHER ACTIVITIES

JABATAN PERANGKAAN MALAYSIA
DEPARTMENT OF STATISTICS, MALAYSIA

PUTRAJAYA

Jabatan Perangkaan
MALAYSIA

KATA PENGANTAR

Laporan ini memuatkan perangkaan bagi **perkhidmatan persendirian dan lain-lain aktiviti** yang merangkumi **aktiviti keahlian organisasi; pembaikan komputer dan barangan persendirian & isi rumah dan aktiviti perkhidmatan lain**. Maklumat yang disediakan adalah berdasarkan Banci Ekonomi yang dijalankan pada tahun 2011 bagi tahun rujukan 2010.

Data yang berkaitan dengan nilai output kasar, input perantaraan, nilai ditambah, bilangan pekerja, gaji & upah dan nilai harta tetap 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-jadual perangkaan terperinci 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 para pengguna untuk menambahbaik laporan ini pada masa hadapan amatlah dihargai.

DR. HAJI ABDUL RAHMAN BIN HASAN
Ketua Perangkawan
Malaysia

Julai 2012

PREFACE

*This report presents statistics on **personal services and other activities** which encompasses **activities of membership organisations; repair of computers and personal & household goods and other services activities**. The information provided here is gathered through the Economic Census conducted in 2011 for reference year 2010.*

Data pertaining to value of gross output, intermediate input, value added, number of persons engaged, salaries & wages and value of fixed assets 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 of the census is highlighted in the first part of the report. 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 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 report. Comments and suggestions from users for improvement in future reports are greatly appreciated.

DR. HAJI ABDUL RAHMAN BIN HASAN
Chief Statistician
Malaysia

July 2012

KANDUNGAN
CONTENTS

	Muka Surat *Page*
Kata pengantar *Preface*	i
Ringkasan penemuan *Summary findings*	3
Nota teknikal *Technical notes*	25

Jadual *Table* — **Senarai jadual** *List of tables*

BAHAGIAN 1 : PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI
PART 1 : PERSONAL SERVICES AND OTHER ACTIVITIES

1.1	**Perangkaan utama perkhidmatan persendirian dan lain-lain aktiviti mengikut jenis, 2010** *Principal statistics of personal services and other activities by type, 2010*	45
1.2	**Perangkaan utama perkhidmatan persendirian dan lain-lain aktiviti mengikut negeri, 2010** *Principal statistics of personal services and other activities by state, 2010*	46
1.3	**Perangkaan utama perkhidmatan persendirian dan lain-lain aktiviti mengikut taraf sah, 2010** *Principal statistics of personal services and other activities by legal organisation, 2010*	47
1.4	**Perangkaan utama perkhidmatan persendirian dan lain-lain aktiviti mengikut hak milik, 2010** *Principal statistics of personal services and other activities by ownership, 2010*	48
1.5	**Perangkaan utama perkhidmatan persendirian dan lain-lain aktiviti mengikut saiz output, 2010** *Principal statistics of personal services and other activities by output size, 2010*	49
1.6	**Perangkaan utama perkhidmatan persendirian dan lain-lain aktiviti mengikut saiz pekerja, 2010** *Principal statistics of personal services and other activities by employment size, 2010*	50

Muka Surat
Page

1.7	**Perangkaan utama perkhidmatan persendirian dan lain-lain aktiviti mengikut saiz harta tetap, 2010** *Principal statistics of personal services and other activities by fixed assets size, 2010*	51
1.8	**Bilangan pekerja dan gaji & upah dalam perkhidmatan persendirian dan lain-lain aktiviti mengikut kategori pekerja, 2010** *Number of persons engaged and salaries & wages in personal services and other activities by category of workers, 2010*	52
1.9	**Perbelanjaan modal dan nilai harta tetap dalam perkhidmatan persendirian dan lain-lain aktiviti, 2010** *Capital expenditure and value of fixed assets in personal services and other activities, 2010*	53
1.10	**Perangkaan utama pertubuhan milikan wanita dalam perkhidmatan persendirian dan lain-lain aktiviti mengikut industri, 2010** *Principal statistics of women-owned establishments in personal services and other activities by industry, 2010*	54
1.11	**Perangkaan utama pertubuhan milikan wanita dalam perkhidmatan persendirian dan lain-lain aktiviti mengikut negeri, 2010** *Principal statistics of women-owned establishments in personal services and other activities by state, 2010*	55
	BAHAGIAN 2 : AKTIVITI KEAHLIAN ORGANISASI *PART 2 : ACTIVITIES OF MEMBERSHIP ORGANISATIONS*	
2.1	**Perangkaan utama aktiviti keahlian organisasi mengikut jenis, 2010** *Principal statistics of activities of membership organisations by type, 2010*	59
2.2	**Perangkaan utama aktiviti keahlian organisasi mengikut negeri, 2010** *Principal statistics of activities of membership organisations by state, 2010*	60
2.3	**Perangkaan utama aktiviti keahlian organisasi mengikut taraf sah, 2010** *Principal statistics of activities of membership organisations by legal organisation, 2010*	61
2.4	**Perangkaan utama aktiviti keahlian organisasi mengikut hak milik, 2010** *Principal statistics of activities of membership organisations by ownership, 2010*	62
2.5	**Perangkaan utama aktiviti keahlian organisasi mengikut saiz output, 2010** *Principal statistics of activities of membership organisations by output size, 2010*	63
2.6	**Perangkaan utama aktiviti keahlian organisasi mengikut saiz pekerja, 2010** *Principal statistics of activities of membership organisations by employment size, 2010*	64

		Muka Surat *Page*
2.7	**Perangkaan utama aktiviti keahlian organisasi mengikut saiz harta tetap, 2010** *Principal statistics of activities of membership organisations by fixed assets size, 2010*	65
2.8	**Bilangan pekerja dan gaji & upah dalam aktiviti keahlian organisasi mengikut kategori pekerja, 2010** *Number of persons engaged and salaries & wages in activities of membership organisations by category of workers, 2010*	66
2.9	**Perbelanjaan modal dan nilai harta tetap dalam aktiviti keahlian organisasi, 2010** *Capital expenditure and value of fixed assets in activities of membership organisations, 2010*	67
	BAHAGIAN 3 : PEMBAIKAN KOMPUTER DAN BARANGAN PERSENDIRIAN & ISI RUMAH *PART 3 : REPAIR OF COMPUTERS AND PERSONAL & HOUSEHOLD* GOODS	
3.1	**Perangkaan utama pembaikan komputer dan barangan persendirian & isi rumah mengikut jenis, 2010** *Principal statistics of repair of computers and personal & household goods by type, 2010*	71
3.2	**Perangkaan utama pembaikan komputer dan barangan persendirian & isi rumah mengikut negeri, 2010** *Principal statistics of repair of computers and personal & household goods by state, 2010*	72
3.3	**Perangkaan utama pembaikan komputer dan barangan persendirian & isi rumah mengikut taraf sah, 2010** *Principal statistics of repair of computers and personal & household goods by legal organisation, 2010*	73
3.4	**Perangkaan utama pembaikan komputer dan barangan persendirian & isi rumah mengikut hak milik, 2010** *Principal statistics of repair of computers and personal & household goods by ownership, 2010*	74
3.5	**Perangkaan utama pembaikan komputer dan barangan persendirian & isi rumah mengikut saiz output, 2010** *Principal statistics of repair of computers and personal & household goods by output size, 2010*	75
3.6	**Perangkaan utama pembaikan komputer dan barangan persendirian & isi rumah mengikut saiz pekerja, 2010** *Principal statistics of repair of computers and personal & household goods by employment size, 2010*	76

		Muka Surat *Page*
3.7	**Perangkaan utama pembaikan komputer dan barangan persendirian & isi rumah mengikut saiz harta tetap, 2010** *Principal statistics of repair of computers and personal & household goods by fixed assets size, 2010*	77
3.8	**Bilangan pekerja dan gaji & upah dalam pembaikan komputer dan barangan persendirian & isi rumah mengikut kategori pekerja, 2010** *Number of persons engaged and salaries & wages in repair of computers and personal & household goods by category of workers, 2010*	78
3.9	**Perbelanjaan modal dan nilai harta tetap dalam pembaikan komputer dan barangan persendirian & isi rumah, 2010** *Capital expenditure and value of fixed assets in repair of computers and personal & household goods, 2010*	79
	BAHAGIAN 4 : AKTIVITI PERKHIDMATAN LAIN *PART 4 : OTHER SERVICES ACTIVITIES*	
4.1	**Perangkaan utama aktiviti perkhidmatan lain mengikut jenis, 2010** *Principal statistics of other services activities by type, 2010*	83
4.2	**Perangkaan utama aktiviti perkhidmatan lain mengikut negeri, 2010** *Principal statistics of other services activities by state, 2010*	84
4.3	**Perangkaan utama aktiviti perkhidmatan lain mengikut taraf sah, 2010** *Principal statistics of other services activities by legal organisation, 2010*	85
4.4	**Perangkaan utama aktiviti perkhidmatan lain mengikut hak milik, 2010** *Principal statistics of other services activities by ownership, 2010*	86
4.5	**Perangkaan utama aktiviti perkhidmatan lain mengikut saiz output, 2010** *Principal statistics of other services activities by output size, 2010*	87
4.6	**Perangkaan utama aktiviti perkhidmatan lain mengikut saiz pekerja, 2010** *Principal statistics of other services activities by employment size, 2010*	88
4.7	**Perangkaan utama aktiviti perkhidmatan lain mengikut saiz harta tetap, 2010** *Principal statistics of other services activities by fixed assets size, 2010*	89
4.8	**Bilangan pekerja dan gaji & upah dalam aktiviti perkhidmatan lain mengikut kategori pekerja, 2010** *Number of persons engaged and salaries & wages in other services activities by category of workers, 2010*	90

		Muka Surat *Page*
4.9	**Perbelanjaan modal dan nilai harta tetap dalam aktiviti perkhidmatan lain, 2010** *Capital expenditure and value of fixed assets in other services activities, 2010*	91
	LAMPIRAN: Piawaian Klasifikasi Industri Malaysia (MSIC) 2008 *APPENDIX: Malaysia Standard Industrial Classification (MSIC) 2008*	95

RINGKASAN PENEMUAN

SUMMARY FINDINGS

PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI

PERSONAL SERVICES AND OTHER ACTIVITIES

PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI

PENUNJUK UTAMA						
Aktiviti	Bilangan pertubuhan	Nilai output kasar (RM '000)	Nilai ditambah (RM '000)	Bilangan pekerja	Gaji & upah yang dibayar (RM '000)	Nilai harta tetap (RM '000)
Aktiviti keahlian organisasi	9,623	304,763	68,721	5,187	53,201	319,913
Pembaikan komputer dan barangan persendirian & isi rumah	4,197	830,098	382,484	12,837	127,642	138,267
Aktiviti perkhidmatan lain	22,909	3,616,746	2,069,853	77,466	769,754	1,734,740
Jumlah	36,729	4,751,607	2,521,058	95,490	950,597	2,192,920

1. PENDAHULUAN

Laporan ini membentangkan perangkaan bagi perkhidmatan persendirian dan lain-lain aktiviti yang merangkumi aktiviti keahlian organisasi; pembaikan komputer dan barangan persendirian & isi rumah dan aktiviti perkhidmatan lain. Data yang dikumpul adalah berdasarkan respon lengkap yang diterima bagi tahun rujukan 2010 yang diliputi di bawah Banci Ekonomi 2011. Penunjuk utama bagi perkhidmatan persendirian dan lain-lain aktiviti dalam tahun 2010 ditunjukkan dalam jadual di atas.

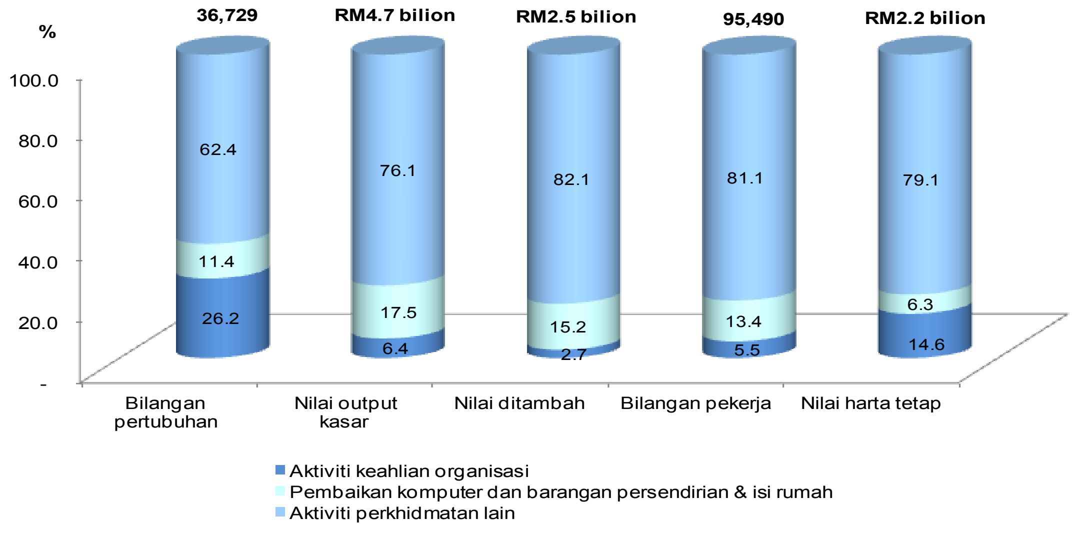
2. PRESTASI PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI

Berdasarkan keputusan banci, sejumlah 36,729 **pertubuhan** beroperasi di dalam perkhidmatan persendirian dan lain-lain aktiviti pada tahun 2010. Aktiviti perkhidmatan lain mempunyai bilangan pertubuhan tertinggi iaitu sebanyak 22,909 pertubuhan atau 62.4 peratus, diikuti oleh aktiviti keahlian organisasi, 9,623 pertubuhan atau 26.2 peratus dan pembaikan komputer dan barangan persendirian & isi rumah, 4,197 pertubuhan atau 11.4 peratus. Carta 2.1 menunjukkan peratus taburan penunjuk utama mengikut jenis perkhidmatan dalam tahun 2010.

Nilai output kasar yang dijana adalah berjumlah RM4,751.6 juta. Aktiviti perkhidmatan lain merekodkan nilai output kasar yang tertinggi iaitu RM3,616.7 juta atau 76.1 peratus, diikuti oleh pembaikan komputer dan barangan persendirian & isi rumah, RM830.1 juta atau 17.5 peratus dan aktiviti keahlian organisasi, RM304.8 juta atau 6.4 peratus.

Nilai ditambah berjumlah RM2,521.1 juta pada tahun 2010. Dalam tempoh tersebut, aktiviti perkhidmatan lain juga merupakan penyumbang tertinggi dengan RM2,069.9 juta atau 82.1 peratus. Ini diikuti oleh pembaikan komputer dan barangan persendirian & isi rumah, RM382.5 juta atau 15.2 peratus dan aktiviti keahlian organisasi, RM68.7 juta atau 2.7 peratus.

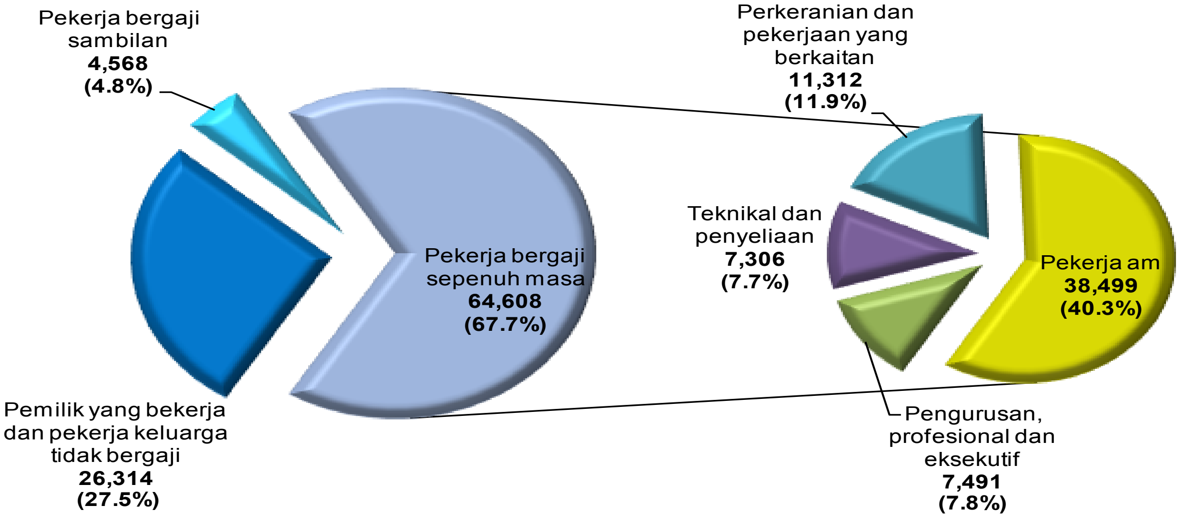
Carta 2.1: Peratus taburan penunjuk utama mengikut jenis perkhidmatan, 2010



Nilai harta tetap berjumlah RM2,192.9 juta. Pertubuhan yang terlibat dalam aktiviti perkhidmatan lain memiliki nilai harta tetap yang tertinggi iaitu sebanyak RM1,734.7 juta atau 79.1 peratus. Seterusnya adalah aktiviti keahlian organisasi, RM319.9 juta atau 14.6 peratus dan selebihnya RM138.3 juta atau 6.3 peratus dimiliki oleh pertubuhan dalam pembaikan komputer dan barangan persendirian & isi rumah.

Bilangan pekerja adalah seramai 95,490 orang, di mana 67.7 peratus atau 64,608 orang adalah pekerja bergaji sepenuh masa. Bilangan pemilik yang bekerja, rakan niaga yang aktif dan pekerja keluarga tidak bergaji adalah seramai 26,314 orang atau 27.5 peratus dan pekerja bergaji sambilan berjumlah 4,568 orang atau 4.8 peratus. Daripada jumlah pekerja bergaji sepenuh masa, pekerja am mencatatkan bilangan pekerja yang tertinggi dengan 38,499 orang atau 40.3 peratus (Carta 2.2). Dari segi bilangan pekerja mengikut jantina, pekerja perempuan yang digaji adalah 58.2 peratus, berbanding pekerja lelaki sebanyak 41.8 peratus. Pertubuhan dalam aktiviti perkhidmatan lain menggaji bilangan pekerja perempuan tertinggi, 53.4 peratus.

Carta 2.2: Bilangan pekerja mengikut kategori pekerja, 2010



Jumlah gaji & upah yang dibayar adalah sebanyak RM950.6 juta di mana pekerja dalam aktiviti perkhidmatan lain menerima gaji terbanyak iaitu RM769.8 juta atau 81.0 peratus. Purata gaji setahun bagi setiap pekerja dalam kumpulan perkhidmatan ini adalah sebanyak RM13,742. Purata gaji tahunan yang tertinggi direkodkan oleh pembaikan komputer dan barangan persendirian & isi rumah, RM15,199 (Jadual 2.1).

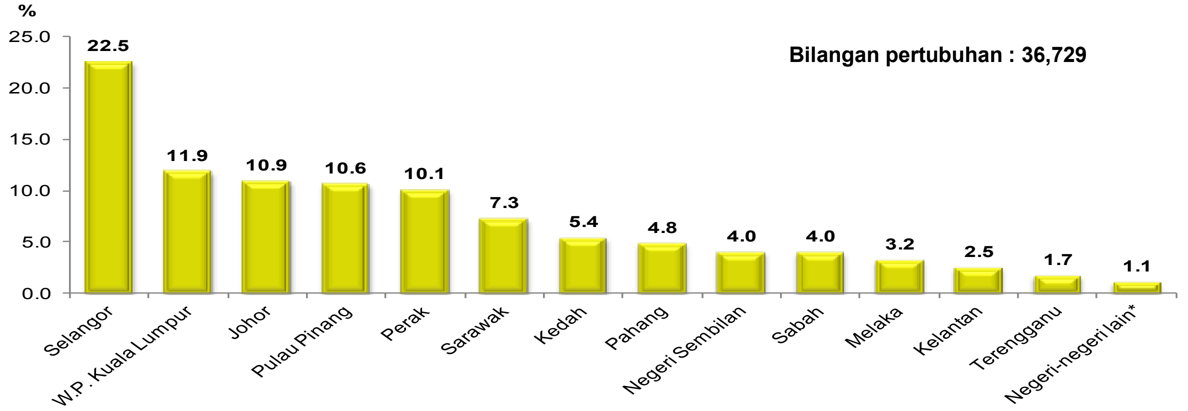
Jadual 2.1*:* Gaji & upah dan purata gaji tahunan mengikut jenis aktiviti, 2010

Aktiviti	Bilangan pekerja	(%)	Pekerja bergaji	(%)	Gaji & upah yang dibayar (RM '000)	(%)	Purata gaji setahun setiap pekerja (RM)
Aktiviti keahlian organisasi	5,187	5.4	5,187	7.5	53,201	5.6	10,257
Pembaikan komputer dan barangan persendirian & isi rumah	12,837	13.5	8,398	12.1	127,642	13.4	15,199
Aktiviti perkhidmatan lain	77,466	81.1	55,591	80.4	769,754	81.0	13,847
Jumlah	**95,490**	**100.0**	**69,176**	**100.0**	**950,597**	**100.0**	**13,742**

3. PRESTASI MENGIKUT NEGERI

Selangor merekodkan bilangan pertubuhan yang tertinggi iaitu sebanyak 8,271 pertubuhan atau 22.5 peratus. Ini diikuti oleh W.P. Kuala Lumpur dan Johor dengan masing-masing mencatatkan 4,354 pertubuhan (11.9 peratus) dan 3,984 pertubuhan (10.9 peratus). Tiga negeri tersebut menyumbang sebanyak 45.3 peratus daripada jumlah pertubuhan dalam perkhidmatan ini (Carta 3.1).

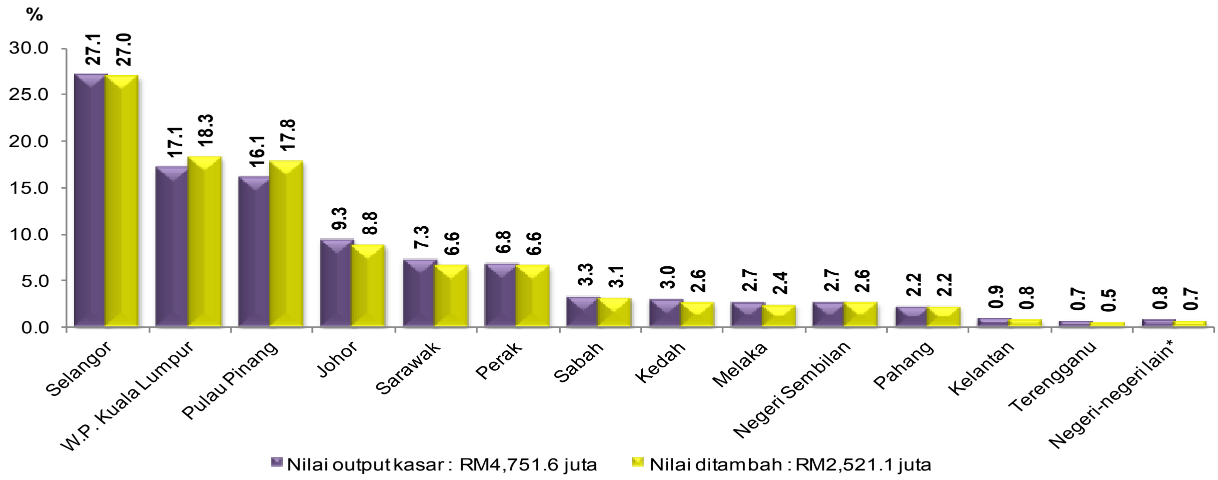
Carta 3.1: Peratus taburan bilangan pertubuhan mengikut negeri, 2010



Nota:
***Negeri-Negeri lain** merujuk kepada Perlis, W.P. Labuan dan W.P. Putrajaya

Sama seperti peratus taburan bilangan pertubuhan mengikut negeri (Carta 3.1), Selangor dan W.P. Kuala Lumpur juga memaparkan keadaan yang sama dalam peratus taburan bagi **nilai output kasar** dan **nilai ditambah**. Sementara itu, Pulau Pinang adalah negeri ketiga tertinggi. Ketiga-tiga negeri ini mencatatkan lebih separuh daripada nilai output kasar dan nilai ditambah (Carta 3.2).

Carta 3.2: Peratus taburan nilai output kasar dan nilai ditambah mengikut negeri, 2010



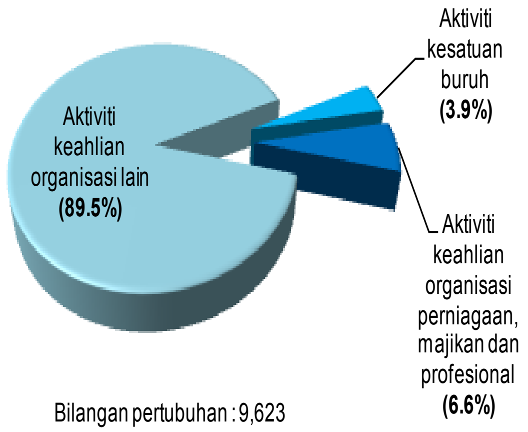
Nota:
***Negeri-Negeri lain** merujuk kepada Perlis, W.P. Labuan dan W.P. Putrajaya

4. PRESTASI MENGIKUT JENIS AKTIVITI PERKHIDMATAN

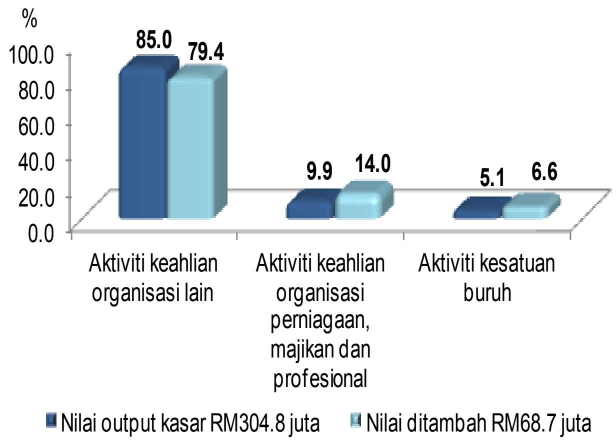
4.1 AKTIVITI KEAHLIAN ORGANISASI

Berdasarkan keputusan banci, sejumlah 9,623 **pertubuhan** beroperasi dalam aktiviti keahlian organisasi pada tahun 2010. Tiga aktiviti yang diliputi adalah aktiviti keahlian organisasi perniagaan, majikan dan profesional; aktiviti kesatuan buruh dan aktiviti keahlian organisasi lain. Aktiviti keahlian organisasi lain yang terdiri daripada aktiviti organisasi keagamaan, aktiviti organisasi politik dan aktiviti keahlian organisasi lain (misalnya persatuan pengguna, persatuan automobil dan persatuan belia) mempunyai bilangan pertubuhan tertinggi iaitu sebanyak 8,612 pertubuhan atau 89.5 peratus. Bilangan pertubuhan yang terlibat dalam aktiviti kesatuan buruh berjumlah 379 pertubuhan atau 3.9 peratus (Carta 4.1.1).

Carta 4.1.1 : Bilangan dan peratus pertubuhan mengikut jenis, 2010



Carta 4.1.2: Peratus taburan nilai output kasar dan nilai ditambah mengikut jenis, 2010



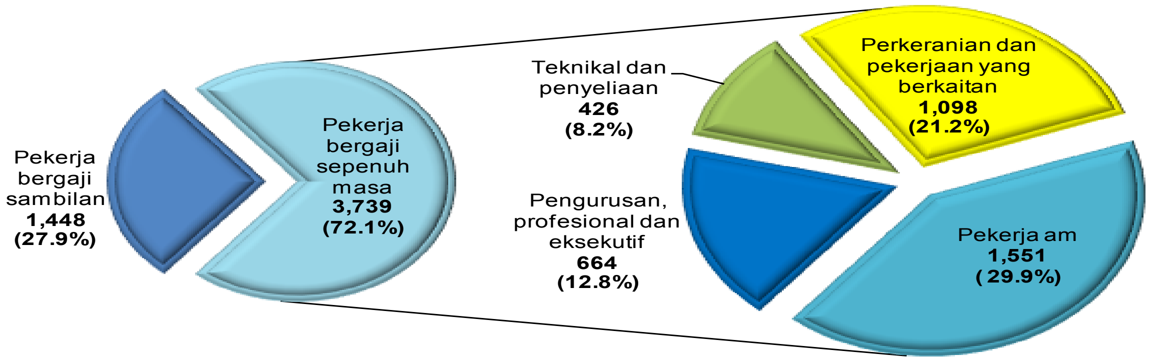
Daripada **nilai output kasar** yang dijana pada tahun 2010 iaitu sebanyak RM304.8 juta, aktiviti keahlian organisasi lain merupakan penyumbang tertinggi iaitu RM259.0 juta atau 85.0 peratus, diikuti oleh aktiviti keahlian organisasi perniagaan, majikan dan profesional, RM30.3 juta atau 9.9 peratus dan aktiviti kesatuan buruh, RM15.5 juta atau 5.1 peratus.

Sama seperti nilai output kasar, aktiviti keahlian organisasi lain juga merupakan penyumbang tertinggi bagi **nilai ditambah** dengan catatan sebanyak RM54.6 juta atau 79.4 peratus. Ini diikuti oleh aktiviti keahlian organisasi perniagaan, majikan dan profesional dan aktiviti kesatuan buruh, masing-masing RM9.6 juta atau 14.0 peratus dan RM4.5 juta atau 6.6 peratus. Carta 4.1.2 menunjukkan peratus taburan nilai output kasar dan nilai ditambah mengikut jenis.

Nilai harta tetap yang dimiliki pada tahun 2010 berjumlah RM319.9 juta. Pertubuhan yang terlibat dalam aktiviti keahlian organisasi lain merekodkan nilai harta tetap yang tertinggi iaitu sebanyak RM267.4 juta atau 83.6 peratus, diikuti oleh aktiviti keahlian organisasi perniagaan, majikan dan profesional, RM33.7 juta atau 10.5 peratus dan aktiviti kesatuan buruh, RM18.8 juta atau 5.9 peratus.

Bilangan pekerja adalah seramai 5,187 orang, di mana 72.1 peratus atau 3,739 orang merupakan pekerja bergaji sepenuh masa dan selebihnya adalah pekerja bergaji sambilan. Daripada jumlah ini, pekerja am mencatatkan bilangan pekerja yang tertinggi dengan 1,551 orang atau 29.9 peratus (Carta 4.1.3).

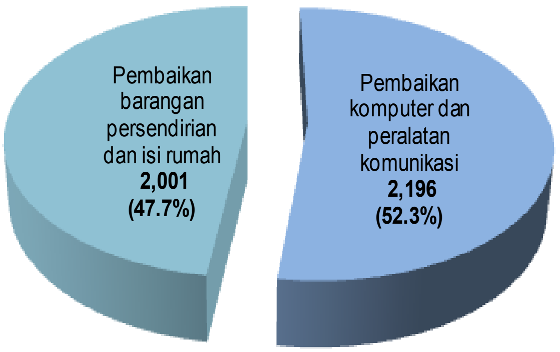
Carta 4.1.3: Peratus taburan pekerja mengikut kategori pekerja, 2010



4.2 PEMBAIKAN KOMPUTER DAN BARANGAN PERSENDIRIAN & ISI RUMAH

Pembaikan komputer dan barangan persendirian & isi rumah merangkumi aktiviti pembaikan komputer dan peralatan komunikasi dan pembaikan barangan persendirian dan isi rumah. Terdapat sejumlah 4,197 **pertubuhan** yang terlibat dalam pembaikan komputer dan barangan persendirian & isi rumah ini. Pembaikan komputer dan peralatan komunikasi adalah yang tertinggi dari segi bilangan pertubuhan iaitu sebanyak 2,196 pertubuhan atau 52.3 peratus. Sementara itu, sebanyak 2,001 pertubuhan beroperasi dalam aktiviti pembaikan barangan persendirian dan isi rumah (Carta 4.2.1).

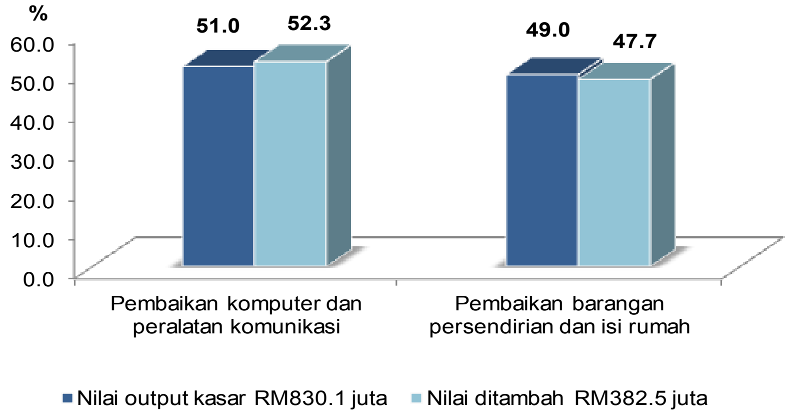
Carta 4.2.1 : Bilangan dan peratus pertubuhan mengikut jenis, 2010



Bilangan pertubuhan : 4,197

Dari segi **nilai output kasar** dan **nilai ditambah**, pembaikan komputer dan peralatan komunikasi merupakan penyumbang tertinggi dengan masing-masing mencatatkan 51.0 peratus dan 52.3 peratus. Sementara itu, pembaikan barangan persendirian dan isi rumah mencatatkan 49.0 peratus kepada nilai output kasar dan 47.7 peratus kepada nilai ditambah (Carta 4.2.2).

Carta 4.2.2: Peratus taburan nilai output kasar dan nilai ditambah mengikut jenis, 2010



Bilangan pekerja yang terlibat dalam aktiviti ini adalah seramai 12,837 orang. Daripada jumlah ini, seramai 8,398 orang atau 65.4 peratus merupakan pekerja bergaji, sementara pemilik yang bekerja, rakan niaga aktif dan pekerja keluarga tidak bergaji adalah seramai 4,439 orang atau 34.6 peratus.

Jumlah gaji & upah yang dibayar pada tahun 2010 adalah sebanyak RM127.6 juta. Penyumbang utama gaji & upah adalah pembaikan komputer dan peralatan komunikasi iaitu sebanyak RM69.6 juta atau 54.5 peratus. Purata gaji setahun bagi setiap pekerja dalam perkhidmatan ini adalah sebanyak RM15,199 (Jadual 4.2.1).

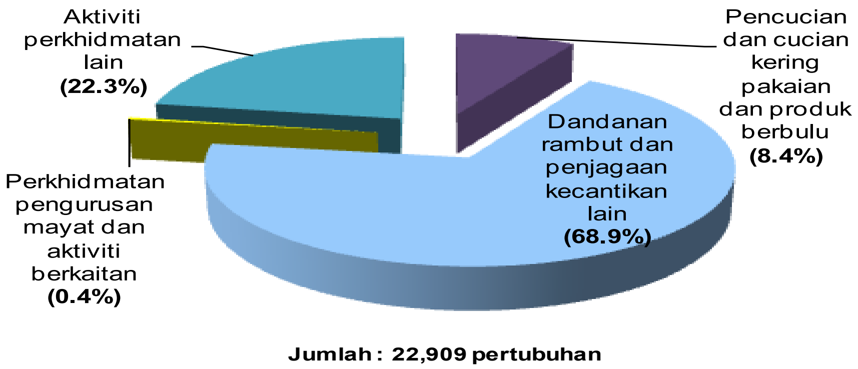
Jadual 4.2.1: Gaji & upah dan purata gaji tahunan mengikut jenis aktiviti, 2010

Aktiviti	Bilangan pekerja	(%)	Pekerja bergaji	(%)	Gaji & upah yang dibayar (RM juta)	(%)	Purata gaji setahun setiap pekerja (RM)
Pembaikan komputer dan peralatan komunikasi	6,799	53.0	4,568	54.4	69.6	54.5	15,247
Pembaikan barangan persendirian dan isi rumah	6,038	47.0	3,830	45.6	58.0	45.5	15,142
Jumlah	**12,837**	**100.0**	**8,398**	**100.0**	**127.6**	**100.0**	**15,199**

4.3 AKTIVITI PERKHIDMATAN LAIN

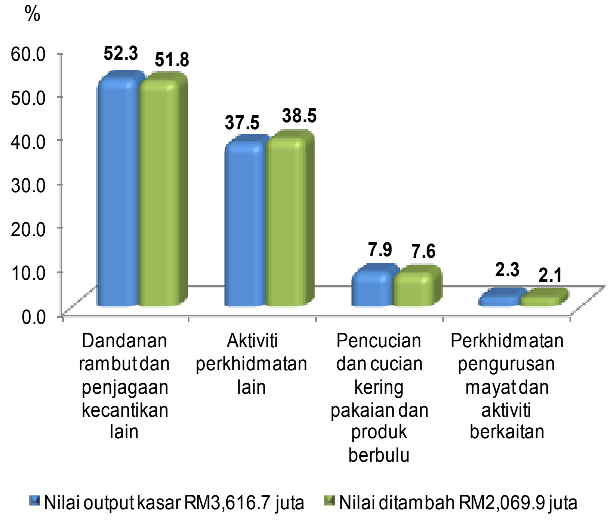
Industri yang dikategorikan di bawah perkhidmatan ini adalah pencucian dan cucian kering pakaian dan produk berbulu; dandanan rambut dan penjagaan kecantikan lain; perkhidmatan pengurusan mayat dan aktiviti berkaitan dan aktiviti perkhidmatan lain. Sejumlah 22,909 **pertubuhan** beroperasi di bawah perkhidmatan ini pada tahun 2010. Dandanan rambut dan penjagaan kecantikan lain mempunyai bilangan pertubuhan tertinggi iaitu 15,783 pertubuhan atau 68.9 peratus, diikuti oleh aktiviti perkhidmatan lain, 5,106 pertubuhan atau 22.3 peratus dan pencucian dan cucian kering pakaian dan produk berbulu, 1,933 pertubuhan atau 8.4 peratus. Carta 4.3.1 menunjukkan peratus taburan bilangan pertubuhan mengikut jenis dalam tahun 2010.

Carta 4.3.1: Peratus taburan bilangan pertubuhan mengikut jenis, 2010



Nilai output kasar yang dijana adalah berjumlah RM3,616.7 juta. Dandanan rambut dan penjagaan kecantikan lain mempunyai nilai output kasar yang tertinggi iaitu RM1,890.4 juta atau 52.3 peratus, diikuti oleh aktiviti perkhidmatan lain, RM1,356.1 juta atau 37.5 peratus dan pencucian dan cucian kering pakaian dan produk berbulu, RM284.8 juta atau 7.9 peratus.

Carta 4.3.2: Peratus taburan nilai output kasar dan nilai ditambah mengikut jenis, 2010



Nilai ditambah berjumlah RM2,069.9 juta pada tahun 2010. Dalam tempoh tersebut, dandanan rambut dan penjagaan kecantikan lain merupakan penyumbang tertinggi iaitu RM1,071.8 juta atau 51.8 peratus. Ini diikuti oleh aktiviti perkhidmatan lain, RM797.4 juta atau 38.5 peratus dan pencucian dan cucian kering pakaian dan produk berbulu, RM156.5 juta atau 7.6 peratus. Carta 4.3.2 menunjukkan peratus taburan nilai output kasar dan nilai ditambah mengikut jenis dalam tahun 2010.

Nilai harta tetap yang dimiliki berjumlah RM1,734.7 juta. Pertubuhan yang terlibat dalam aktiviti perkhidmatan lain memiliki nilai harta tetap yang tertinggi iaitu sebanyak RM1,041 juta atau 60.0 peratus. Seterusnya adalah dandanan rambut dan penjagaan kecantikan lain, RM445.7 juta atau 25.7 peratus dan pencucian dan cucian kering pakaian dan produk berbulu, RM213.3 juta atau 12.3 peratus.

Bilangan pekerja adalah seramai 77,466 orang, di mana 68.4 peratus atau 53,009 orang adalah merupakan pekerja bergaji sepenuh masa. Daripada jumlah tersebut, kategori pekerja am mencatatkan bilangan pekerja yang tertinggi dengan 33,778 orang atau 63.7 peratus. Pekerja perempuan adalah lebih ramai daripada pekerja lelaki iaitu 65.8 peratus. Sebanyak 73.8 peratus daripada pekerja perempuan dalam perkhidmatan ini bekerja dalam dandanan rambut dan penjagaan kecantikan lain. Jadual 4.3.1 menunjukkan gaji & upah dan purata gaji tahunan mengikut jenis aktiviti dalam tahun 2010.

Jumlah gaji & upah yang dibayar pada tahun 2010 berjumlah RM769.8 juta. Purata gaji setahun bagi setiap pekerja dalam aktiviti perkhidmatan lain adalah sebanyak RM13,847. Purata gaji tahunan tertinggi direkodkan oleh perkhidmatan pengurusan mayat dan aktiviti berkaitan, RM17,296 (Jadual 4.3.1).

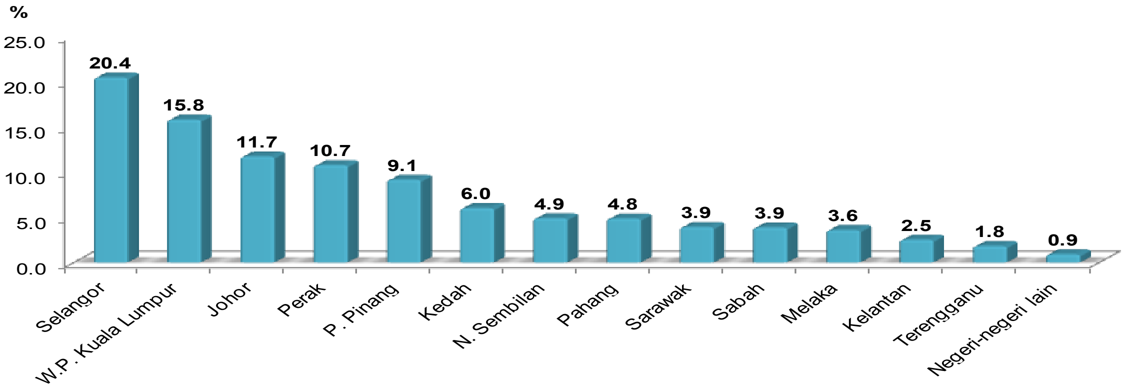
Jadual 4.3.1: Gaji & upah dan purata gaji tahunan mengikut jenis aktiviti, 2010

Aktiviti	Bilangan pekerja	(%)	Pekerja bergaji	(%)	Gaji & upah dibayar (RM juta)	(%)	Purata gaji setahun diterima setiap pekerja (RM)
Pencucian dan cucian kering pakaian dan produk berbulu	7,265	9.4	5,204	9.4	60,245	7.8	11,577
Dandanan rambut dan penjagaan kecantikan lain	49,729	64.2	33,619	60.5	439,451	57.1	13,072
Perkhidmatan pengurusan mayat dan aktiviti berkaitan	631	0.8	555	1.0	9,599	1.3	17,296
Aktiviti perkhidmatan lain	19,841	25.6	16,213	29.1	260,459	33.8	16,065
Jumlah	**77,466**	**100.0**	**55,591**	**100.0**	**769,754**	**100.0**	**13,847**

5. PERTUBUHAN MILIKAN WANITA

Pada tahun 2010, **pertubuhan milikan wanita** dalam perkhidmatan ini adalah berjumlah 12,103 pertubuhan atau 33.0 peratus. Selangor mencatatkan peratusan tertinggi iaitu sebanyak 20.4 peratus, diikuti oleh W.P. Kuala Lumpur, 15.8 peratus dan Johor, 11.7 peratus. Sementara itu, negeri-negeri lain seperti Perlis, W.P. Labuan dan W.P. Putrajaya hanya mempunyai 0.9 peratus pertubuhan milikan wanita sahaja (Carta 5.1).

Carta 5.1: Peratus taburan pertubuhan milikan wanita mengikut negeri, 2010

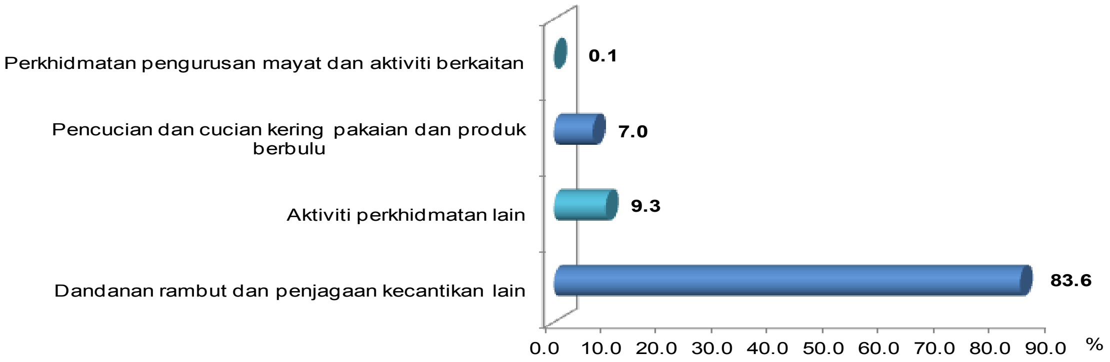


Nota:

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

Mengikut jenis perkhidmatan, pertubuhan milikan wanita amat ketara dalam aktiviti perkhidmatan lain iaitu sebanyak 97.8 peratus terutamanya dalam dandanan rambut dan penjagaan kecantikan lain (83.6 peratus). Carta 5.2 menunjukkan peratus taburan pertubuhan milikan wanita bagi aktiviti perkhidmatan lain dalam tahun 2010.

Carta 5.2: Peratus taburan pertubuhan milikan wanita bagi aktiviti perkhidmatan lain, 2010



Nota:

Definisi pertubuhan milikan wanita

a) 51 peratus dan ke atas pemilikan ekuiti dipegang oleh wanita ATAU

b) Pengarah Urusan atau Ketua Pengarah Eksekutif adalah wanita yang memiliki sekurang-kurangnya 10 peratus ekuiti.

PERSONAL SERVICES AND OTHER ACTIVITIES

KEY INDICATORS						
Activity	Number of establishments	Value of gross output (RM '000)	Value added (RM '000)	Number of persons engaged	Salaries & wages paid (RM '000)	Value of fixed assets (RM '000)
Activities of membership organisations	9,623	304,763	68,721	5,187	53,201	319,913
Repair of computers and personal & household goods	4,197	830,098	382,484	12,837	127,642	138,267
Other services activities	22,909	3,616,746	2,069,853	77,466	769,754	1,734,740
Total	36,729	4,751,607	2,521,058	95,490	950,597	2,192,920

1. INTRODUCTION

This report presents statistics on personal services and other activities which encompasses activities of membership organisations, repair of computers and personal & household goods and other services activities. Data compiled were based on completed responses received for reference year 2010 canvassed under the Economic Census 2011. Key indicators of personal services and other activities for 2010 are shown above.

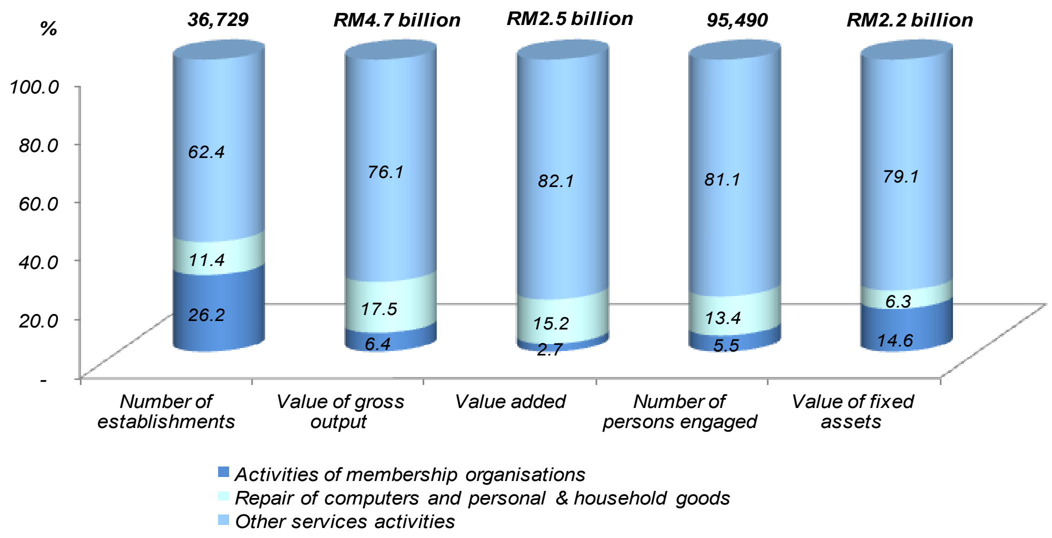
2. PERFORMANCE OF PERSONAL SERVICES AND OTHER ACTIVITIES

*Based on the census results, a total of 36,729 **establishments** operated in personal services and other activities in 2010. Other services activities had the highest number of establishments with 22,909 establishments or 62.4 per cent, followed by activities of membership organisations, 9,623 establishments or 26.2 per cent and repair of computers and personal & household goods, 4,197 establishments or 11.4 per cent. Chart 2.1 shows the percentage distribution of the key indicators by type of services in 2010.*

***Value of gross output** generated was RM4,751.6 million. Other services activities recorded the highest value of gross output, RM3,616.7 million or 76.1 per cent, followed by repair of computers and personal & household goods, RM830.1 million or 17.5 per cent and activities of membership organisations, RM304.8 million or 6.4 per cent.*

Value added *was RM2,521.1 million in 2010. During this period, other services activities was also the highest contributor with RM2,069.9 million or 82.1 per cent. This was followed by repair of computers and personal & household goods with RM382.5 million or 15.2 per cent and activities of membership organisations, RM68.7 million or 2.7 per cent.*

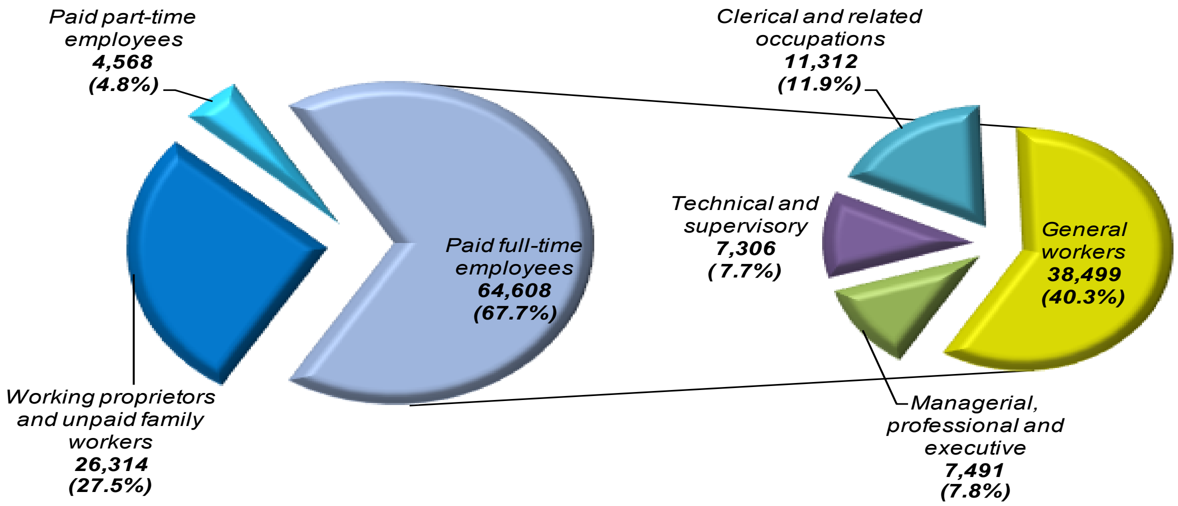
Chart 2.1: Percentage distribution of key indicators by type, 2010



Value of fixed assets *amounted to RM2,192.9 million. Establishments engaged in other services activities owned the highest value of fixed assets with RM1,734.7 million or 79.1 per cent. Next were activities of membership organisations with RM319.9 million or 14.6 per cent and the remaining RM138.3 million or 6.3 per cent was owned by establishments in the repair of computers and personal & household goods.*

Total number of persons engaged *was 95,490 persons, of which 67.7 per cent or 64,608 persons were paid full-time employees. The number of working proprietors, active business partners and unpaid family workers was 26,314 persons or 27.5 per cent and paid part-time employees, 4,568 persons or 4.8 per cent. Out of the total number of paid full-time employees, general workers constituted the highest number, 38,499 persons or 40.3 per cent (Chart 2.2). In terms of number of persons engaged by gender, female workers employed was 58.2 per cent, as compared to male workers, 41.8 per cent. Establishments in other services activities employed the highest number of female workers, 53.4 per cent.*

Chart 2.2: Total number of persons engaged by category of workers, 2010



Total salaries & wages *disbursed was RM950.6 million of which employees in other services activities received the most, RM769.8 million or 81.0 per cent. The average annual salary per employee in this group of services was RM13,742. The highest average annual salary was recorded in the repair of computers and personal & household goods, RM15,199 (Table 2.1).*

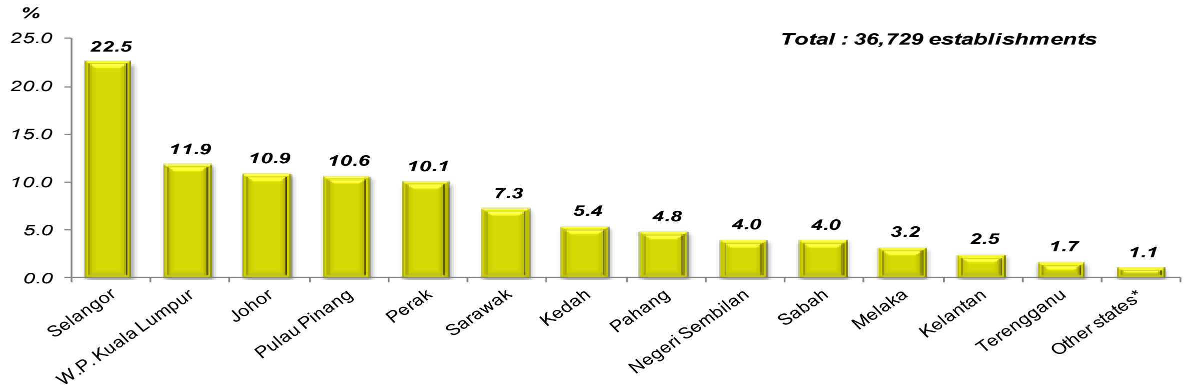
Table 2.1: Salaries & wages and average annual salary by type of activity, 2010

Activity	Number of persons engaged	(%)	Paid employees	(%)	Salaries & wages paid (RM '000)	(%)	Average annual salary per employee (RM)
Activities of membership organisations	5,187	5.4	5,187	7.5	53,201	5.6	10,257
Repair of computers and personal & household goods	12,837	13.5	8,398	12.1	127,642	13.4	15,199
Other services activities	77,466	81.1	55,591	80.4	769,754	81.0	13,847
Total	**95,490**	**100.0**	**69,176**	**100.0**	**950,597**	**100.0**	**13,742**

3. PERFORMANCE BY STATE

Selangor recorded the highest number of establishments with 8,271 establishments or 22.5 per cent. This was followed by W.P. Kuala Lumpur and Johor, 4,354 establishments (11.9 per cent) and 3,984 establishments (10.9 per cent) respectively. These three states cumulatively accounted 45.3 per cent of the total establishments in these services (Chart 3.1).

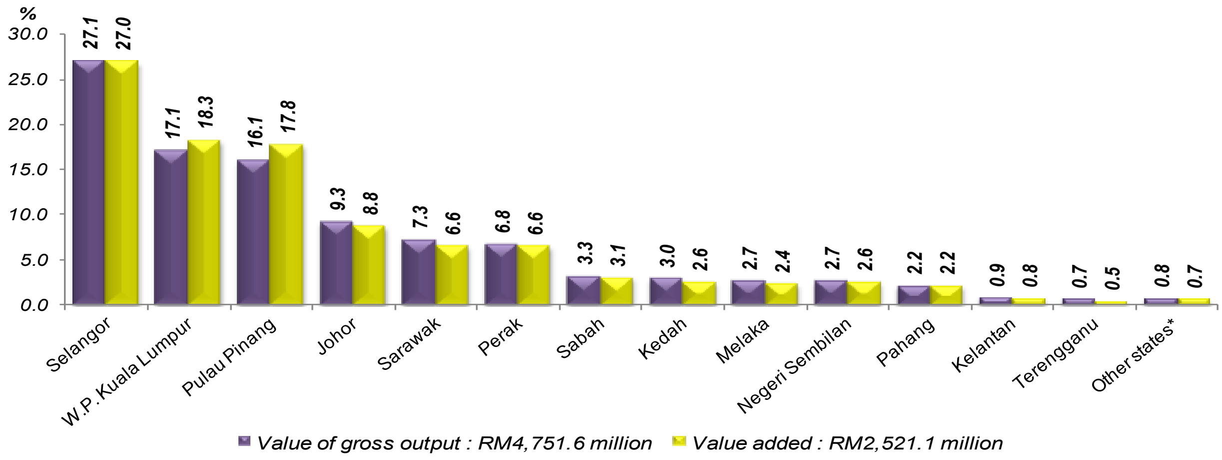
Chart 3.1: Percentage distribution of number of establishments by state, 2010



Notation:
***Other states** refer to Perlis, W.P. Labuan and W.P. Putrajaya*

*As in the percentage distribution of number of establishments by state (Chart 3.1), Selangor and W.P. Kuala Lumpur also portrayed a similar pattern in the percentage distribution of **value of gross output** and **value added**. Meanwhile, Pulau Pinang ranked third. These three states cumulatively accounted for more than half of value of gross output and value added (Chart 3.2).*

Chart 3.2: Percentage distribution of value of gross output and value added by state, 2010



Notation:
***Other states** refer to Perlis, W.P. Labuan and W.P. Putrajaya*

4. PERFORMANCE BY TYPE OF SERVICES ACTIVITIES

4.1 ACTIVITIES OF MEMBERSHIP ORGANISATIONS

Based on the census results, a total of 9,623 ***establishments*** *were operating in activities of membership organisations in 2010. Three activities covered are activities of business, employers and professional membership organisations; activities of trade unions and activities of other membership organisations. Activities of other membership organisations which include activities of religious organisations, activities of political organisations and activities of other membership organisations (such as consumer associations, automobile associations and associations of youths) recorded the highest number of establishments, 8,612 establishments or 89.5 per cent. The number of establishments engaged in activities of trade unions was 379 establishments or 3.9 per cent (Chart 4.1.1).*

Chart 4.1.1: Number and percentage of establishments by type, 2010

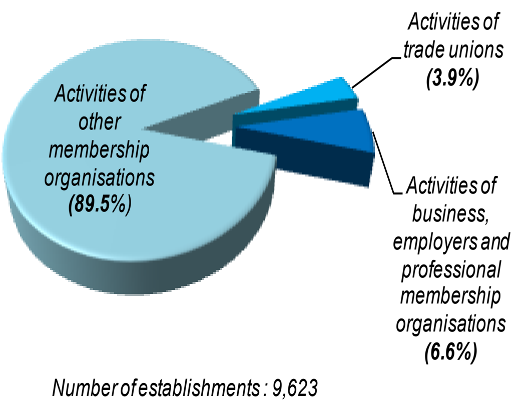
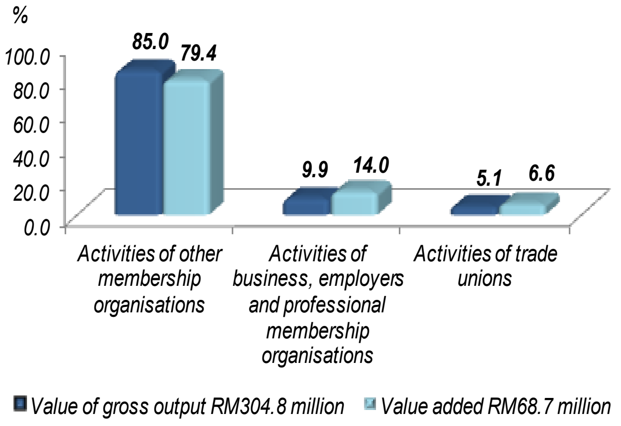


Chart 4.1.2: Percentage distribution of value of gross output and value added by type, 2010



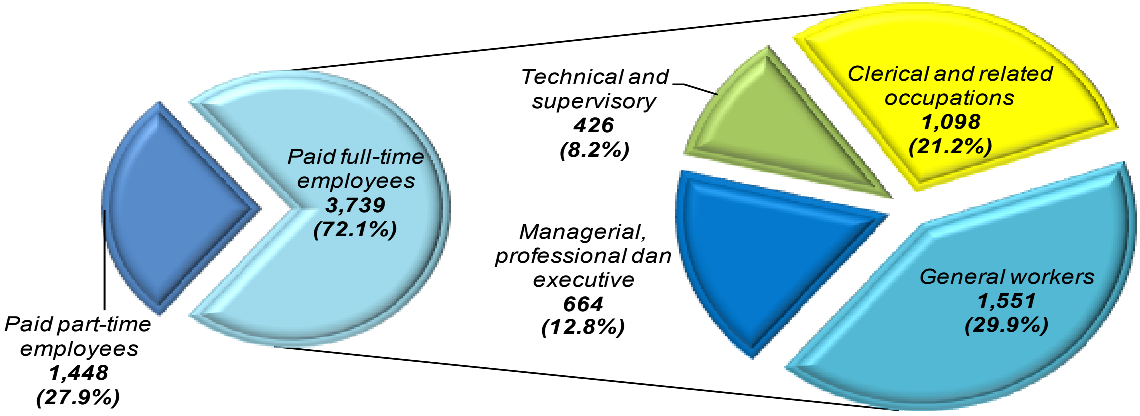
From the ***value of gross output*** *generated in 2010 of RM304.8 million, activities of other membership organisations accounted the highest, RM259.0 million or 85.0 per cent, followed by activities of business, employers and professional membership organisations, RM30.3 million or 9.9 per cent and activities of trade unions, RM15.5 million or 5.1 per cent.*

As in the above, activities of other membership organisations was also the highest contributor to ***value added*** *with RM54.6 million or 79.4 per cent. This was followed by activities of business, employers and professional membership organisations and activities of trade unions, RM9.6 million or 14.0 per cent and RM4.5 million or 6.6 per cent, respectively. Chart 4.1.2 showed the percentage distribution of value of gross output and value added by type.*

***Value of fixed assets** owned in 2010 was RM319.9 million. Establishments engaged in other membership organisations recorded the highest value of fixed assets of RM267.4 million or 83.6 per cent, followed by activities of business, employers and professional membership organisations, RM33.7 million or 10.5 per cent and activities of trade unions, RM18.8 million or 5.9 per cent.*

***Total number of persons engaged** was 5,187 persons, of which 72.1 per cent or 3,739 persons were paid full-time employees and the remaining were paid part-time employees. Out of this number, general workers constituted the highest number, 1,551 persons or 29.9 per cent (Chart 4.1.3).*

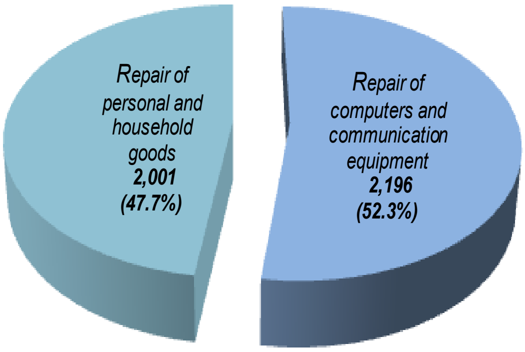
Chart 4.1.3: Percentage distribution of persons engaged by category of workers, 2010



4.2 REPAIR OF COMPUTERS AND PERSONAL & HOUSEHOLD GOODS

*Repair of computers and personal & household goods encompasses repair of computers and communication equipment and repair of personal and household goods. There were 4,197 **establishments** operating in this services. Repair of computers and communication equipment top in terms of number of establishments accounting for 2,196 establishments or 52.3 per cent. Meanwhile, there were 2,001 establishments operating in the repair of personal and household goods (Chart 4.2.1).*

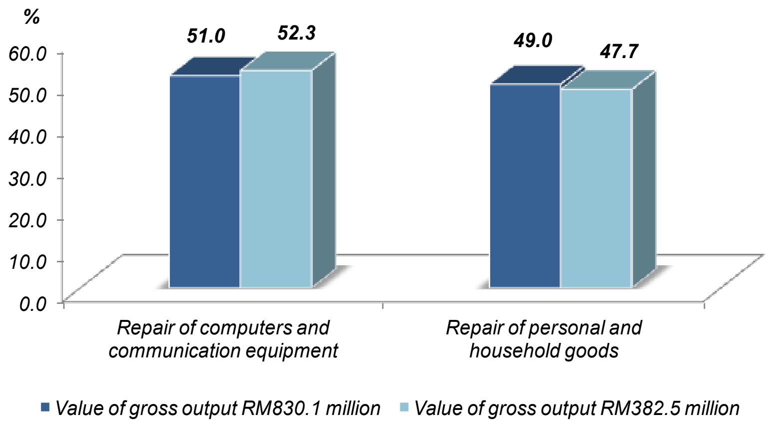
Chart 4.2.1 : Number and percentage of establishments by type, 2010



Number of establishments : 4,197

*In terms of **value of gross output** and **value added**, repair of computers and communication equipment was the highest contributor, with 51.0 per cent and 52.3 per cent respectively. Repair of personal and household goods recorded 49.0 per cent of value of gross output and 47.7 per cent of value added (Chart 4.2.2).*

Chart 4.2.2: Percentage distribution of value of gross output and value added by type, 2010



***Total number of persons engaged** in this activity was 12,837 persons. Out of this, 8,398 persons or 65.4 per cent were paid employees, while working proprietors, active business partners and unpaid family workers were 4,439 persons or 34.6 per cent.*

***Total salaries & wages** paid in 2010 amounted to RM127.6 million. Establishments engaged in the repair of computers and communication equipment spent the most on salaries & wages with RM69.6 million or 54.5 per cent. The average annual salary per employee in this services was RM15,199 (Table 4.2.1).*

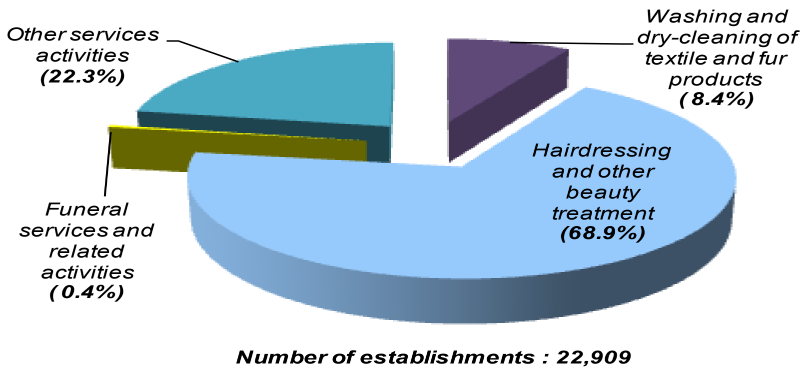
Table 4.2.1: Salaries & wages and average annual salary by type of activity, 2010

Activity	Number of persons engaged	(%)	Paid employees	(%)	Salaries & wages paid (RM million)	(%)	Average annual salary per employee (RM)
Repair of computers and communication equipment	6,799	53.0	4,568	54.4	69.6	54.5	15,247
Repair of personal and household goods	6,038	47.0	3,830	45.6	58.0	45.5	15,142
Total	**12,837**	**100.0**	**8,398**	**100.0**	**127.6**	**100.0**	**15,199**

4.3 OTHER SERVICES ACTIVITIES

Industries categorised in this services include washing and dry-cleaning of textiles and fur products; hairdressing and other beauty treatment; funeral services and related activities and other services activities. A total of 22,909 ***establishments*** *operated in this services in 2010. Establishments in hairdressing and other beauty treatment numbered the highest, 15,783 or 68.9 per cent, followed by other services activities, 5,106 establishments or 22.3 per cent and washing and dry-cleaning of textile and fur products, 1,933 establishments or 8.4 per cent. Chart 4.3.1 shows the percentage distribution of establishments by type in 2010.*

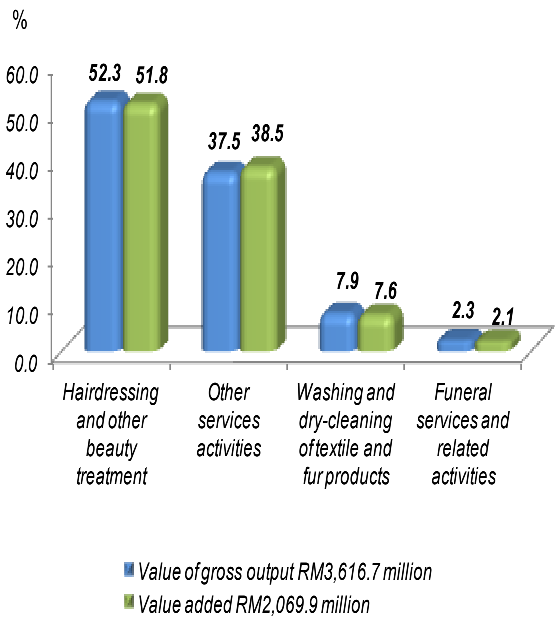
Chart 4.3.1: Percentage distribution of number of establishments by type, 2010



Value of gross output *generated was RM3,616.7 million. Hairdressing and other beauty treatment accounted for the highest value of gross output, RM1,890.4 million or 52.3 per cent, followed by other services activities, RM1,356.1 million or 37.5 per cent and washing and dry-cleaning of textiles and fur products, RM284.8 million or 7.9 per cent.*

Value added *amounted to RM2,069.9 million in 2010. During this period, hairdressing and other beauty treatment was the highest contributor with RM1,071.8 million or 51.8 per cent. This was followed by other services activities with RM797.4 million or 38.5 per cent and washing and dry-cleaning of textiles and fur products, RM156.5 million or 7.6 per cent. Chart 4.3.2 shows the percentage distribution of value of gross output and value added by type in 2010.*

Chart 4.3.2: Percentage distribution of value of gross output and value added by type, 2010



***Value of fixed assets** owned was RM1,734.7 million. Establishments engaged in other services activities owned the highest value of fixed assets with RM1,041 million or 60.0 per cent. Hairdressing and other beauty treatment was next with RM445.7 million or 25.7 per cent and washing and dry-cleaning of textiles and fur products, RM213.3 million or 12.3 per cent.*

***Total number of persons engaged** was 77,466 persons, of which 68.4 per cent or 53,009 persons were paid full-time employees. Out of this, general workers constituted the highest number, 33,778 persons or 63.7 per cent. Female workers was higher than male workers, 65.8 per cent. A total of 73.8 per cent of female workers in this services were engaged in hairdressing and other beauty treatment.*

***Total salaries & wages** paid in 2010 amounted to RM769.8 million. The average annual salary per employee in other services activities was RM13,847. The highest average annual salary was recorded in the funeral services and related activities, RM17,296 (Table 4.3.1).*

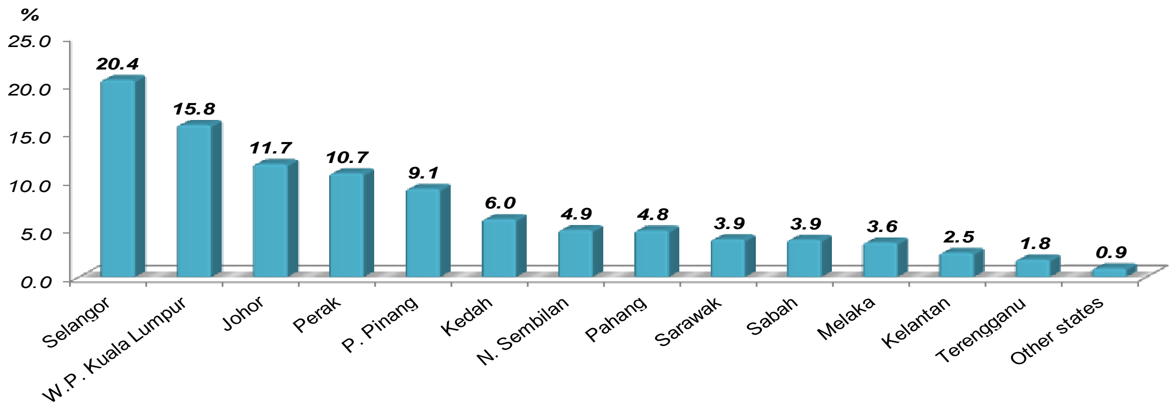
Table 4.3.1: Salaries & wages and average annual salary by type of activity, 2010

Activity	Number of persons engaged	(%)	Paid employees	(%)	Salaries & wages paid (RM million)	(%)	Average annual salary per employee (RM)
Washing and dry-cleaning of textile and fur products	7,265	9.4	5,204	9.4	60,245	7.8	11,577
Hairdressing and other beauty treatment	49,729	64.2	33,619	60.5	439,451	57.1	13,072
Funeral services and related activities	631	0.8	555	1.0	9,599	1.3	17,296
Other services activities	19,841	25.6	16,213	29.1	260,459	33.8	16,065
Total	**77,466**	**100.0**	**55,591**	**100.0**	**769,754**	**100.0**	**13,847**

5. WOMEN-OWNED ESTABLISHMENTS

*In 2010, **women-owned establishments** in this services was 12,103 establishments or 33.0 per cent. Selangor had the highest percentage with 20.4 per cent, followed by W.P. Kuala Lumpur, 15.8 per cent and Johor 11.7 per cent. Meanwhile, other states such as Perlis, W.P. Labuan and W.P. Putrajaya had only 0.9 per cent of such establishments (Chart 5.1).*

Chart 5.1: Percentage distribution of women-owned establishments by state, 2010

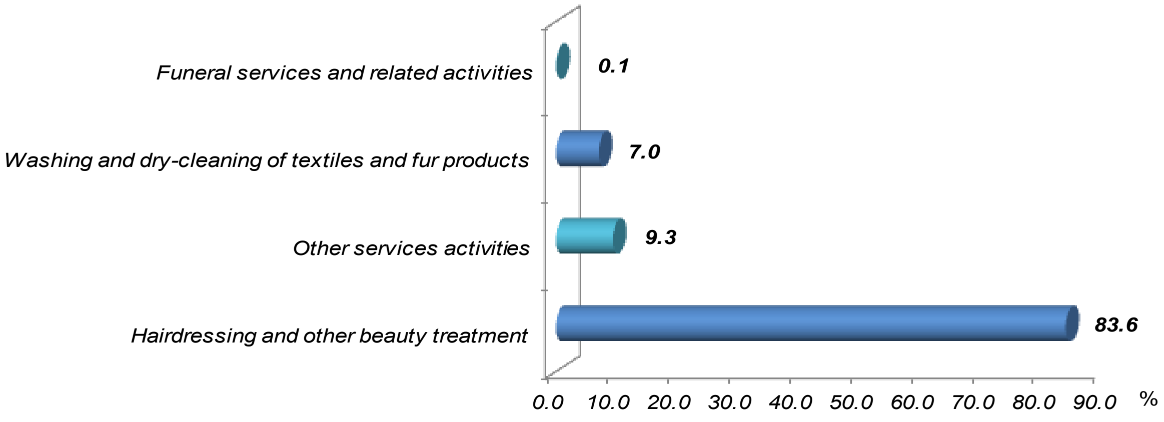


Notation:

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

By type of services, women-owned establishments was prominent in other services activities, 97.8 per cent. Specifically hairdressing and other beauty treatment accounted for 83.6 per cent. Chart 5.2 shows the percentage distribution of women-owned establishments in other services activities in 2010.

Chart 5.2: Percentage distribution of women-owned establishments in other services activities, 2010



Notation:

Definition of women-owned establishment

a) 51 per cent and above of the equity held by a woman/women OR

b) The Managing Director or Chief Executive Officer is a woman who owns at least 10 per cent of the equity.

NOTA TEKNIKAL

TECHNICAL NOTES

Pendahuluan

Laporan ini memuatkan data perkhidmatan persendirian dan lain-lain aktiviti bagi tahun rujukan 2010. Data tersebut dikumpul dan disusun daripada Banci Ekonomi yang dilaksanakan pada tahun 2011.

Objektif

Objektif utama Banci ini adalah untuk mengumpul maklumat berkaitan pertumbuhan, struktur, profil dan perangkaan utama bagi subsektor ini untuk membantu kerajaan dalam perancangan pembangunan dan penggubalan dasar. Data yang diperoleh digunakan dalam penyusunan akaun negara, jadual input output, indeks perkhidmatan dan kajian tertentu. Maklumat tersebut juga digunakan oleh ahli ekonomi, ahli akademik dan pihak swasta serta individu bagi tujuan membuat unjuran dan analisis ekonomi.

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 dan liputan

Banci ini meliputi pertubuhan berdaftar yang terlibat dalam:

i. Aktiviti organisasi keahlian perniagaan, majikan dan profesional
ii. Aktiviti kesatuan buruh
iii. Aktiviti keahlian organisasi lain
iv. Pembaikan komputer dan peralatan komunikasi
v. Pembaikan barangan persendirian dan isi rumah
vi. Pencucian dan cucian kering pakaian dan produk berbulu
vii. Aktiviti dandanan rambut dan penjagaan kecantikan lain
viii. Penyediaan pengurusan mayat dan aktiviti berkaitan
ix. Aktiviti perkhidmatan lain

Konsep dan definisi

Definisi perkhidmatan persendirian dan lain-lain aktiviti yang diguna pakai dalam penerbitan ini berasaskan kepada Piawaian Klasifikasi Industri Malaysia 2008 (MSIC 2008) ver. 1.0. Definisi tersebut adalah seperti berikut:

1. Aktiviti keahlian organisasi

Bahagian ini termasuk aktiviti organisasi yang mewakili kepentingan kumpulan tertentu atau mempromosi idea kepada masyarakat umum. Organisasi berkenaan selalunya mempunyai kumpulan ahli tersendiri tetapi aktivitinya boleh melibatkan dan memberi manfaat kepada bukan ahli. Pecahan utama bahagian ini ditentukan oleh tujuan khidmat organisasi berkenaan, iaitu kepentingan majikan, pekerja sendiri dan komuniti tertentu, kepentingan pekerja atau

mempromosikan keagamaan, politik, kebudayaan, pendidikan atau idea rekreasi dan aktiviti.

(i) Aktiviti organisasi keahlian perniagaan, majikan dan profesional

Merujuk kepada aktiviti mempromosikan kepentingan ahli organisasi perniagaan dan pekerja. Dalam kes keahlian organisasi profesional, ia juga termasuk aktiviti mempromosikan kepentingan professional ahli-ahli yang berkaitan dengan kerjaya mereka.

(ii) Aktiviti kesatuan buruh

Merujuk kepada aktiviti mempromosikan kepentingan kesatuan buruh dan pekerja, aktiviti persatuan di mana ahli adalah pekerja yang berminat dalam memberi pandangan berkaitan gaji dan situasi pekerjaan, dan langkah diambil melalui organisasi dan aktiviti kesatuan kilang, kesatuan membentuk gabungan cawangan organisasi buruh, membentuk gabungan kesatuan berasaskan perdagangan, kawasan dan struktur organisasi atau kriteria lain.

(iii) Aktiviti keahlian organisasi lain

Merujuk kepada aktiviti mempromosikan kepentingan ahli selain organisasi keahlian perniagaan dan majikan, organisasi profesional dan kesatuan buruh. Ia termasuk aktiviti organisasi keagamaan, aktiviti organisasi politik dan aktiviti keahlian organisasi lain seperti persatuan pengguna, persatuan automobil, persatuan belia dan kelab warga emas.

2. Pembaikan komputer dan barangan persendirian dan isi rumah

Bahagian ini termasuk pembaikan dan penyelenggaraan peralatan komputer seperti desktop, komputer riba, komputer terminal, peranti penyimpanan dan pencetak. Termasuk juga pembaikan peralatan komunikasi seperti mesin faks; radio dua hala dan barangan elektronik pengguna seperti radio dan TV; peralatan rumah dan halaman seperti mesin rumput dan *blowers;* kelengkapan kasut dan barangan kulit; perabot dan kelengkapan rumah; pakaian dan aksesori pakaian; barangan sukan; peralatan muzik; barangan hobi dan barangan persendirian dan isi rumah lain. Tidak termasuk daripada bahagian ini adalah pembaikan peralatan perubatan dan pengimejan diagnostik, peralatan menyukat dan mengukur, peralatan makmal, peralatan radar dan sonar.

(i) Pembaikan komputer dan peralatan komunikasi

Merujuk kepada pembaikan komputer dan peralatan sampingan serta pembaikan dan penyelenggaraan peralatan komunikasi.

(ii) **Pembaikan barangan persendirian dan isi rumah**

Merujuk kepada pembaikan peralatan elektronik pengguna; pembaikan kelengkapan isi rumah dan peralatan rumah dan halaman; pembaikan kelengkapan kasut dan barangan kulit; pembaikan perabot dan kelengkapan rumah serta pembaikan barangan persendirian dan isi rumah.

3. **Aktiviti Perkhidmatan persendirian lain**

Bahagian ini termasuk semua aktiviti perkhidmatan yang tidak dinyatakan di mana-mana klasifikasi terutamanya perkhidmatan seperti basuhan dan cucian kering tekstil dan produk berbulu; dandanan rambut dan penjagaan kecantikan lain; dan pengebumian dan aktiviti yang berkaitan.

(i) **Perkhidmatan pencucian dan cucian kering pakaian produk berbulu**

Merujuk kepada pencucian dan cucian kering, menggosok; mensyampu karpet dan permaidani; pengeringan dan cucian langsir sama ada di premis pengguna atau sebaliknya; penyediaan linen, baju seragam dan perkara berkaitan dengan cucian; dan perkhidmatan pembekalan pengalas.

(ii) **Aktiviti dandanan rambut dan penjagaan kecantikan lain**

Merujuk kepada dandanan rambut dan penjagaan kecantikan lain; dan aktiviti sauna, mandian stim dan salon mengurut. Pembuatan rambut palsu dan aktiviti pusat kesihatan tidak termasuk dalam kumpulan ini.

(iii) **Perkhidmatan pengurusan mayat dan aktiviti berkaitan**

Merujuk kepada penyediaan pengurusan mayat untuk pengebumian atau pembakaran dan perkhidmatan pengawetan mayat; perkhidmatan penyediaan pengebumian atau pembakaran; penyewaan ruang yang lengkap dalam bilik pengebumian; penyewaan dan penjualan ruang kubur; dan penyelenggaraan kubur dan makam. Aktiviti perkhidmatan pengebumian mengikut keagamaan tidak termasuk dalam kumpulan ini.

(iv) **Aktiviti perkhidmatan lain**

Merujuk kepada aktiviti astrologikal dan kerohanian; aktiviti sosial seperti perkhidmatan pengiring, temujanji dan biro perkahwinan; perkhidmatan jagaan haiwan termasuk penumpangan, perapian, mendudukkan dan melatih binatang peliharaan; pengilat kasut, porter, valet memakir kereta, operasi konsensi bagi perkhidmatan mesin duit syiling untuk kegunaan persendirian seperti kios foto, mesin penimbang berat dan operasi lokar bersyiling; dan aktiviti perkhidmatan lain.

Tahun banci Tahun banci merujuk kepada tahun pelaksanaan banci.

Tahun rujukan Tahun rujukan bagi banci ini adalah tahun takwim 2010. Pertubuhan yang mempunyai tahun kewangan yang berbeza daripada tahun takwim diminta menyediakan laporan mengikut tahun perakaunan atau kewangan yang meliputi sebahagian besar daripada tahun rujukan.

Metodologi Banci 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.

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 setiap kegiatannya dari segi nilai. Walau bagaimanapun, dari segi praktisnya, akaun 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.

Jenis aktiviti perniagaan 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 2008 (MSIC 2008) ver. 1.0. MSIC 2008 ver. 1.0 yang digunapakai adalah selaras dengan Piawaian Klasifikasi Perindustrian Antarabangsa bagi Semua Aktiviti Ekonomi (ISIC), Semakan Ke-4, Pertubuhan Bangsa-Bangsa Bersatu, dengan pengubahsuaian untuk keperluan tempatan.

Taraf sah Taraf sah 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

Ia 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

Ia 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 dipegang secara terbuka dan bagi sesebuah syarikat yang disenaraikan di Bursa Malaysia, 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.

Pertubuhan milikan wanita

Ia merujuk kepada pertubuhan yang memiliki sekurang-kurangnya 51 peratus pemilikan ekuiti yang dipegang oleh wanita ATAU pemegang saham terbesar adalah wanita dan pertubuhan diuruskan oleh wanita ATAU Pengarah Urusan atau Ketua Pengarah Eksekutif adalah wanita yang memiliki sekurang-kurangnya 10 peratus ekuiti.

Struktur hak milik

Struktur 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.

Perbelanjaan Modal

Merujuk kepada pembelian harta dan kos pengubahsuaian dan pembaikan besar kepada harta sepanjang tahun rujukan.

Nilai output kasar

Nilai output kasar 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

Kos input 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 input perantaraan. Bagi pertubuhan yang tidak berorintasikan keuntungan nilai ditambah diperoleh daripada perbelanjaan pampasan pekerja (CE) ditambah dengan susut nilai semasa keatas harta.

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**
Ia ditakrifkan 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 'regular' 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 ditakrifkan merujuk kepada semua pekerja bergaji yang bekerja sekurang kurangnya 6 jam sehari dan 20 hari sebulan.

(iv) **Pekerja sambilan**
Ia ditakrifkan sebagai 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 bonus, yang dibayar 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, caruman oleh majikan **dikecualikan**. **Elaun** kepada pemilik yang bekerja, rakan niaga yang bekerja dan pekerja keluarga tidak bergaji juga **dikecualikan.**

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, serta perabot dan pemasangan lain. Nilai harta pembuka dan penutup 2010 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.
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
}	cantum
dll.	dan lain-lain
t.t.t.l.	tidak terkelas di tempat lain

Introduction

This report provides information on personal services and other activities for reference year 2010. The data were collected and compiled from the Economic Census conducted in 2011.

Objective

The main objective of this census is to collect information pertaining to growth, composition, profile and principal statistics of this subsector to assist the government in development planning and formulation of policies. The data are also used for the compilation of national accounts, input-output tables, index of services and specific studies. In addition, the results are also used by private sector and individuals for economic analysis.

Legal authority

The census was conducted 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 individual returns are* ***confidential*** *and only aggregated figures are published.*

Scope and coverage

The census covered all registered establishments engaged in personal services and other activities as listed below:

- *i. Activities of business, employers and professional membership organisations*
- *ii. Activities of trade unions*
- *iii. Activities of other membership organisations*
- *iv. Repair of computers and communication equipment*
- *v. Repair of personal and household goods*
- *vi. Washing and dry-cleaning of textile and fur products*
- *vii. Hairdressing and other beauty treatment*
- *viii. Funeral and related activities of human or animal corpses and related activities*
- *ix. Other services activities*

The frame is updated 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 activity and location/correspondence address so as to ensure that the frame is at the most current status.

Concepts and definitions

The definition of personal services and other activities adopted in this publication is based on the recommendations of the Malaysia Standard Industrial Classification 2008 (MSIC) 2008 ver. 1.0. The definitions are as follows:

1. Activities of membership organisations

This division includes activities of organisations representing interests of special groups or promoting ideas to the general public. These organisations usually

have a constituency of members, but their activities may involve and benefit non-members as well. The primary breakdown of this division is determined by the purpose of organisations serve; namely interests of employers, self-employed individuals and the specific community, interests of employees or promotion of religious, political, cultural, educational or recreational ideas and activities.

(i) Activities of business, employers and professional membership organisations

Refer to the activities that promote the interests of the members of business and employers organisations. In the case of professional membership organisations it also includes the activities of promoting the professional interests of members of the profession.

(ii) Activities of trade unions

Refer to the activities that promote the interests of organised labour and union employees, activities of associations whose members are employees interested chiefly in the representation of their views concerning the salary and work situation, and in concerted action through organisation and activities of single plant unions, of unions composed of affiliated branches labour organisations composed of affiliated unions on the basis of trade, region, organizational structure or other criteria.

(iii) Activities of other membership organisations

Refer to the activities that promote the interests of their members except business and employers organisations, professional organisations and trade unions. This is include activities of religious organisations, activities of political organisations and activities of other membership organisations such as consumer associations, automobile associations, associations of youth and senior citizens.

2. Repair of computers and personal and household goods

This division includes the repair and maintenance of computers peripheral equipment such as desktops, laptops, computer terminals, storage devices and printers. It also includes the repair of communications equipment such as fax machine; two-way radios and consumer electronic such as radios and TVs; home and garden equipment such as lawn-mowers and blowers; footwear and leather goods; furniture and home furnishings; clothing and clothing accessories; sporting goods; musical instruments; hobby articles and other personal and household goods. Excluded from this division is the repair of medical and diagnostic imaging equipment, measuring and surveying instruments, laboratory instruments, radar and sonar equipments.

(i) Repair of computers and communication equipment

Refer to repair of computers and peripheral equipment and repair and maintenance of communication equipment.

(ii) Repair of personal and household goods

Refer to repair of consumer electronics; repair of household appliances and home and garden equipment; repair of footwear and leather goods; repair of furniture and home furnishings and repair of personal and household goods.

3. Other personal services activities

This division includes all service activities not mentioned elsewhere in the classification. Notably it includes types of services such as washing and dry-cleaning of textiles and fur products; hairdressing and other beauty treatment and funeral and related activities.

(i) Washing and dry-cleaning of textile and fur products

Refer to the laundering and dry-cleaning, pressing; carpet and rug shampooing; drapery and curtain cleaning whether on clients' premises or not, provision of linens, work uniforms and related items by laundries; and diaper supply services.

(ii) Hairdressing and other beauty treatment

Refer to the hairdressing and other beauty treatment; and the activities of sauna, steam baths and massage salons. Excludes manufacture of wigs and activities of fitness centres.

(iii) Funeral services and related activities

Refer to preparing the dead for burial or cremation and embalming and morticians' services; providing burial or cremation services; rental of equipped space in funeral parlours; rental or sale of graves; and maintenance of graves and mausoleums. Excludes religious funeral service activities.

(iv) Other service activities

Refer to the astrological and spiritualists' activities; social activities such as escort services, dating services, services of marriage bureau; pet care services; shoe shiners, porters, valet car parkers; concession operation of coin-operated personal service machines such as photo booths, weighing machines and coin-operated machines; and other services activities.

Census year *Census year refers to the year in which a census was conducted.*

Reference year *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.*

Methodology *The census was primarily conducted by mail inquiry. Respondents were given one month to complete and return the questionnaires to the Department after which field enumeration was undertaken for the establishments that did not respond.*

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, if 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 allowed to submit a consolidated questionnaire covering all units or branches.

Type of business activity *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 ver. 1.0. 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.*

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

This is 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 Stock Exchange, 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 re-invested in the organisation.

(viii) ***Others***

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

Women-owned establishments *Refers to the establishment with at least 51 percent and above of the equity held by a woman/women OR largest shareholder are woman and establishment run by woman OR the Managing Director or Chief Executive Officer is a woman that owns at least 10 per cent of the equity.*

Ownership *The ownership of an establishment is classified by the residential status of the owner(s) of the majority (more than 50%) of the paid-up capital and not by their citizenship status. In instances where each party (Malaysian Residents and Non-Malaysian Residents) 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.

Capital expenditure *This refers to the purchases of assets and cost of alteration and major repair to assets during the year.*

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

	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 purchased*
+	*Closing stocks*
-	*Opening stocks*

Value of intermediate input

The cost of input is defined to include the following elements:

Purchase 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 establishment. This value is derived as the difference between the value of gross output and intermediate input. For non profit oriented organisations value added obtained is from the compensation of employees (CE) and current depreciation on assets.

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 is defined to encompass 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

This is defined to refer to all paid workers who work for at least 6 hours a day and 20 days a month.

(iv) ***Part-time employees***
This is defined to include 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 workers are also* ***not included****.*

Value of fixed assets *Fixed assets 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 fixed assets sold during the year refer to the realised value.*

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
}	combined
etc.	et cetera
n.e.c.	not elsewhere classified

BAHAGIAN 1

PART 1

PERKHIDMATAN PERSENDIRIAN DAN LAIN-LAIN AKTIVITI

PERSONAL SERVICES AND OTHER ACTIVITIES

BAHAGIAN 2
PART 2

AKTIVITI KEAHLIAN ORGANISASI
ACTIVITIES OF MEMBERSHIP ORGANISATIONS

BAHAGIAN 3

PART 3

PEMBAIKAN KOMPUTER DAN BARANGAN PERSENDIRIAN DAN ISI RUMAH

REPAIR OF COMPUTERS AND PERSONAL AND HOUSEHOLD GOODS

BAHAGIAN 4

PART 4

AKTIVITI PERKHIDMATAN PERSENDIRIAN LAIN

OTHER PERSONAL SERVICES ACTIVITIES

LAMPIRAN 1

APPENDIX 1

PIAWAIAN KLASIFIKASI INDUSTRI MALAYSIA (MSIC 2008)

MALAYSIA STANDARD INDUSTRIAL CLASSIFICATION (MSIC 2008)

BAHAGIAN 94 **AKTIVITI KEAHLIAN ORGANISASI**
DIVISION 94 *ACTIVITIES OF MEMBERSHIP ORGANISATIONS*

Kumpulan *Group*	**Kelas** *Class*	**Perkara** *Item*	**Keterangan** *Description*
941			**Aktiviti organisasi keahlian perniagaan, majikan dan profesional** *Activities of business, employers and professional membership organisations*
	9411[(1)]		**Aktiviti keahlian organisasi perniagaan dan majikan** *Activities of business and employers membership organisations*
		94110	**Aktiviti keahlian organisasi perniagaan dan majikan** *Activities of business and employers membership organisations*
	9412[(2)]		**Aktiviti keahlian organisasi profesional** *Activities of professional membership organisations*
		94120	**Aktiviti keahlian organisasi profesional** *Activities of professional membership organisations*
942			**Aktiviti kesatuan buruh** *Activities of trade unions*
	9420[(3)]		**Aktiviti kesatuan buruh** *Activities of trade unions*
		94200	**Aktiviti kesatuan buruh** *Activities of trade unions*

Nota / *Note :*

(1) **Tidak termasuk** **Aktiviti kesatuan buruh, lihat 94200**
Excludes *Activities of trade unions, see 94200*

(2) **Tidak termasuk** **Pendidikan disediakan oleh organisasi berkenaan, lihat bahagian 85**
Excludes *Education provided by these organisations, see division 85*

(3) **Termasuk** **Pendidikan disediakan oleh organisasi berkenaan, lihat bahagian 85**
Includes *Education provided by such organisations, see division 85*

BAHAGIAN 94 **AKTIVITI KEAHLIAN ORGANISASI**
DIVISION 94 *ACTIVITIES OF MEMBERSHIP ORGANISATIONS*

Kumpulan *Group*	**Kelas** *Class*	**Perkara** *Item*	**Keterangan** *Description*
949			**Aktiviti keahlian organisasi lain** *Activities of other membership organisations*
	9491(1)		**Aktiviti organisasi keagamaan** *Activities of religious organisations*
		94910	**Aktiviti organisasi keagamaan** *Activities of religious organisations*
	9492		**Aktiviti organisasi politik** *Activities of political organisations*
		94920	**Aktiviti organisasi politik** *Activities of political organisations*
	9499(2)		**Aktiviti keahlian organisasi lain t.t.t.l** *Activities of other membership organisations n.e.c.*
		94990	**Aktiviti keahlian organisasi lain t.t.t.l.**(3) *Activities of other membership organisations n.e.c.*(3)

Nota / *Note :*

(1) **Tidak termasuk** *Excludes*
- (a) **Pendidikan disediakan oleh organisasi berkenaan, lihat bahagian 85**
  Education provided by such organisations, see division 85
- (b) **Aktiviti kesihatan oleh organisasi berkenaan, lihat bahagian 86**
  Health activities by such organisations, see division 86
- (c) **Aktiviti kerja sosial oleh organisasi berkenaan, lihat bahagian 87, 88**
  Social work activities by such organisations, see division 87, 88

(2) **Tidak termasuk** *Excludes*
- (a) **Aktiviti kumpulan atau organisasi kesenian profesional, lihat 9000**
  Activities of professional artistic groups or organisation, see 9000
- (b) **Aktiviti kelab sukan, lihat 93120**
  Activities of sports clubs, see 93120
- (c) **Aktiviti persatuan profesional, lihat 94120**
  Activities of professional associations, see 94120

(3) **Termasuk** *Includes*
- (a) **Persatuan pengguna, persatuan automobil, persatuan belia, kelab membaca, kelab warga emas, dll.**
  Consumer associations, automobile associations, associations of youth, book clubs, senior citizens clubs, etc.
- (b) **Aktiviti perkhidmatan yang mempromosikan pemburuan dan menjerat secara komersil**
  Service activities to promote commercial hunting and trapping
- (c) **Aktiviti pemberian geran oleh keahlian organisasi**
  Grant giving activities by membership organisation

BAHAGIAN 95 **PEMBAIKAN KOMPUTER DAN BARANGAN PERSENDIRIAN DAN ISI RUMAH**
DIVISION 95 *REPAIR OF COMPUTERS AND PERSONAL AND HOUSEHOLD GOODS*

Kumpulan Group	**Kelas** Class	**Perkara** Item	**Keterangan** Description
951			**Pembaikan computer dan peralatan komunikasi** *Repair of computers and communication equipment*
	9511(1)		**Pembaikan computer dan peralatan sampingan** *Repair of computers and peripheral equipment*
		95111	**Pembaikan peralatan elektronik**(2) *Repair of electronic equipment*(2)
		95112	**Pembaikan dan penyelenggaraan terminal komputer**(3) *Repair and maintenance of computer terminals*(3)
		95113	**Pembaikan dan penyelenggaraan hand-held computers (PDA's)** *Repair and maintenance of hand-held computers (PDA's)*

Nota / *Note :*

(1) **Tidak termasuk** *Excludes*
Pembaikan dan penyelenggaraan peralatan *carrier modems, lihat 95125*
The repair and maintenance of carrier equipment modems, see 95125

(2) **Termasuk** *Includes*
Pembaikan komputer dan mesin mengira dan peralatan tambahan seperti desktop, komputer riba, peranti cekera magnetik, pencetak, skrin, papan kekunci, tetikus, alat penggerak dan *trackball accessories, modem* dalaman dan luaran komputer*, terminal komputer,* server komputer, alat pengimbas, termasuk pengimbas kod bar, pembaca kad pintar, *virtual reality helmets* dan projektor komputer, dll.
Repair of computers and computing machinery and peripheral equipment such as desktop computers, laptop computers, magnetic disk drives, printers, monitors, keyboards, mice, joysticks and trackball accessories, internal and external computer modems, dedicated computer terminals, computer servers, scanners, including bar code scanners, smart card readers, virtual reality helmets and computer projectors, etc.

(3) **Termasuk** *Includes*
Pembaikan dan penyelenggaraan terminal komputer seperti mesin wang automatik (ATM's); *point-of-sale (POS) terminals,* tidak beroperasi secara mekanikal
Repair and maintenance of computer terminals like automatic teller machines (ATM's); point-of-sale (POS) terminals, not mechanically operated

BAHAGIAN 95 **PEMBAIKAN KOMPUTER DAN BARANGAN PERSENDIRIAN DAN ISI RUMAH**
DIVISION 95 *REPAIR OF COMPUTERS AND PERSONAL AND HOUSEHOLD GOODS*

Kumpulan Group	**Kelas** Class	**Perkara** Item	**Keterangan** Description
951	**9512**		**Pembaikan dan penyelenggaraan peralatan komunikasi** *Repair and maintenance of communication equipment*
		95121	**Pembaikan dan penyelenggaraan telefon tanpa wayar** *Repair and maintenance of cordless telephones*
		95122	**Pembaikan dan penyelenggaraan telefon selular** *Repair and maintenance of cellular phones*
		95123	**Pembaikan dan penyelenggaraan peralatan carrier modems** *Repair and maintenance of carrier equipment modems*
		95124	**Pembaikan dan penyelenggaraan mesin faks** *Repair and maintenance of fax machines*
		95125	**Pembaikan dan penyelenggaraan peralatan transmisi komunikasi**(4) *Repair and maintenance of communications transmission equipment*(4)
		95126	**Pembaikan dan penyelenggaraan radio dua hala** *Repair and maintenance of two-way radios*
		95127	**Pembaikan dan penyelenggaraan TV komersial dan kamera video** *Repair and maintenance of commercial TV and video cameras*
952			**Pembaikan barangan persendirian dan isi rumah** *Repair of personal and household goods*
	9521		**Pembaikan peralatan elektronik pengguna** *Repair of consumer electronics*
		95211	**Pembaikan dan penyelenggaraan TV dan penerima radio** *Repair and maintenance of television, radio receivers*
		95212	**Pembaikan dan penyelenggaraan VCR/DVD/VCD** *Repair and maintenance of (VCR/DVD/VCD)*
		95213	**Pembaikan dan penyelenggaraan pemain CD** *Repair and maintenance of CD players*
		95214	**Pembaikan dan penyelenggaraan kamera video bagi isi rumah** *Repair and maintenance of household-type video cameras*

Nota / *Note :*

(4) **Termasuk** **Pembaikan dan penyelenggaraan *routers, bridges, modems***
Includes *Repair and maintenance of routers, bridges, modems*

BAHAGIAN 95 **PEMBAIKAN KOMPUTER DAN BARANGAN PERSENDIRIAN DAN ISI RUMAH**
DIVISION 95 *REPAIR OF COMPUTERS AND PERSONAL AND HOUSEHOLD GOODS*

Kumpulan Group	**Kelas** Class	**Perkara** Item	**Keterangan** Description
952	**9522**(1)		**Pembaikan kelengkapan isi rumah dan peralatan rumah dan halaman** *Repair of household appliances and home and garden equipment*
		95221	**Pembaikan dan penyelenggaraan kelengkapan isi rumah**(2) *Repair and servicing of household appliances*(2)
		95222	**Pembaikan dan penyelenggaraan peralatan rumah dan halaman**(3) *Repair and servicing of home and garden equipment*(3)

Nota / *Note :*

(1) **Tidak termasuk** / *Excludes*
- (a) **Pembaikan *hand held power tools*, lihat 33120**
  Repair of hand held power tools, see 33120
- (b) **Pembaikan sistem utama pendingin udara, lihat 43225**
  Repair of central air conditioning systems, see 43225

(2) **Termasuk** / *Includes*
- (a) **Pembaikan dan penyelenggaraan peti sejuk**
  Repair and servicing of refrigerators
- (b) **Pembaikan dan penyelenggaraan dapur**
  Repair and servicing of stoves
- (c) **Pembaikan dan penyelenggaraan mesin basuh**
  Repair and servicing of washing machines
- (d) **Pembaikan dan penyelenggaraan pengering pakaian**
  Repair and servicing of clothes dryers
- (e) **Pembaikan dan penyelenggaraan pendingin udara bilik, dll.**
  Repair and servicing of room air conditioners, etc.

(3) **Termasuk** / *Includes*
- (a) **Pembaikan dan penyelenggaraan mesin pemotong rumput**
  Repair and servicing of lawnmowers
- (b) **Pembaikan dan penyelenggaraan mata pisau**
  Repair and servicing of edgers
- (c) **Pembaikan dan penyelenggaraan *leaf-blowers***
  Repair and servicing of leaf-blowers
- (d) **Pembaikan dan penyelenggaraan perapian**
  Repair and servicing of trimmers

BAHAGIAN 95 — **PEMBAIKAN KOMPUTER DAN BARANGAN PERSENDIRIAN DAN ISI RUMAH**
DIVISION 95 — *REPAIR OF COMPUTERS AND PERSONAL AND HOUSEHOLD GOODS*

Kumpulan *Group*	**Kelas** *Class*	**Perkara** *Item*	**Keterangan** *Description*
	9523		**Pembaikan kelengkapan kasut dan barangan kulit** Repair of footwear and leather goods
		95230	**Pembaikan kelengkapan kasut dan barangan kulit**[(1)] Repair of footwear and leather goods[(1)]
	9524		**Pembaikan perabut dan kelengkapan rumah** Repair of furniture anf home furnishings
		95240	**Pembaikan perabut dan kelengkapan rumah**[(2)] Repair of furniture anf home furnishings[(2)]

Nota / *Note :*

(1) **Termasuk** / *Includes*

Membaiki kelengkapan kasut dan barangan kulit seperti but, kasut, memasang tumit kasut, beg dan seumpamanya
Repair of footwear and leather goods such as boots, shoes, fitting of heels,luggage and the like

(2) **Termasuk** / *Includes*

(a) **Reupholstering perabut dan rumah**
Reupholstering of furniture and home furnishings
(b) **Kemasan semula perabut dan kelengkapan rumah**
Refinishing of furniture and home furnishings
(c) **Membaiki dan memperbaharui perabut dan kelengkapan rumah**
Repairing and restoring of furniture and home furnishings
(d) **Membaiki dan memperbaharui perabut pejabat**
Repairing and restoring of office furniture
(e) **Pemasangan perabut pasang siap**
Assembly of self-standing furniture

BAHAGIAN 95 **PEMBAIKAN KOMPUTER DAN BARANGAN PERSENDIRIAN DAN ISI RUMAH**
DIVISION 95 *REPAIR OF COMPUTERS AND PERSONAL AND HOUSEHOLD GOODS*

Kumpulan *Group*	**Kelas** *Class*	**Perkara** *Item*	**Keterangan** *Description*
	9529[1]		**Pembaikan barangan persendirian dan isi rumah, t.t.t.l.** *Repair of personal and household goods, n.e.c.*
		95291	**Pembaikan basikal** *Repair of bicycles*
		95292	**Pembaikan dan pemindaan pakaian** *Repair and alteration of clothing*
		95293	**Pembaikan dan pemindaan barangan kemas** *Repair alteration of jewellery*
		95294	**Pembaikan jam tangan, jam dan kelengkapannya** *Repair of watches, clocks and their parts*
		95295	**Pembaikan barangan sukan**[2] *Repair of sporting goods*[2]
		95296	**Pembaikan peralatan muzikal** *Repair of musical instruments*
		95299	**Pembaikan barangan persendirian dan isi rumah t.t.t.l.**[3] *Repair of other personal and household goods n.e.c.*[3]

Nota / *Note :*

(1) **Tidak termasuk** / *Excludes*

(a) **Industri mengukir/membentuk logam, lihat 25920**
Industrial engraving of metals, see 25920

(b) **Membaiki peralatan *hand-held* power, lihat 33120**
Repair of hand held power tools, see 33120

(c) **Membaiki dan memperbaharui perabut pejabat**
Repair of sporting and recreational guns, see 33120

(d) **Membaiki jam masan penanda masa/tarikh, pengunci masa dan perakam masa yang seumpamanya, lihat 33131**
Repair of time clocks, time/date stamps, time locks and similar time recording devices, see 33131

(2) **Tidak termasuk** / *Excludes*

Membaiki senapang sukan, lihat 33120
Repair of sporting guns, see 33120

(3) **Termasuk** / *Includes*

(a) **Penyediaan perkhidmatan duplikasi kunci**
Providing key duplication services

(b) **Pembaik pulih buku**
Repair of books

(c) **Pembaikan peralatan muzikal**
Repair of musical instruments

(d) **Pembaikan barangan mainan dan yang berkaitan**
Repair of toys and similar articles

BAHAGIAN 96 **AKTIVITI PERKHIDMATAN PERSENDIRIAN LAIN**
DIVISION 96 *OTHER PERSONAL SERVICE ACTIVITIES*

Kumpulan *Group*	**Kelas** *Class*	**Perkara** *Item*	**Keterangan** *Description*
960			**Aktiviti perkhidmatan persendirian lain** *Other personal service activities.*
	9601(1)		**Basuhan dan cucian kering bagi tekstil dan produk berbulu** *Washing and (dry-) cleaning of textile and fur products*
		96011	**Pencucian dan cucian kering, menggosok** *Laundering and dry-cleaning, pressing*
		96012	**Mensyampu karpet dan permaidani, serta pengeringan dan cucian langsir sama ada di premis pengguna atau sebaliknya** *Carpet and rug shampooing, and drapery and curtain cleaning, whether on clients' premises or not*
		96013	**Penyediaan linen, baju seragam dan perkara berkaitan dengan cucian** *Provision of linens, work uniforms and related items by laundries*
		96014	**Perkhidmatan pembekalan pengalas** *Diaper supply services*

Nota / *Note :*

(1) **Tidak termasuk** *Excludes*

(a) **Penyewaan pakaian selain daripada pakaian seragam kerja, walaupun pembersihan bagi pakaian ini menjadi pelengkap kepada sebahagian daripada aktiviti ini, lihat 7730**
Renting of clothing other than work uniforms, even if cleaning of these goods is an integral part of the activity, see 7730

(b) **Pembaikan dan pemindaan pakaian, dll., seperti aktiviti yang tidak tertakluk kepada yang lain, lihat 95292**
Repair and alteration of clothing, etc. as an independent activity, see 95292

BAHAGIAN 96 **AKTIVITI PERKHIDMATAN PERSENDIRIAN LAIN**
DIVISION 96 *OTHER PERSONAL SERVICE ACTIVITIES*

Kumpulan *Group*	**Kelas** *Class*	**Perkara** *Item*	**Keterangan** *Description*
	9602[(1)]		**Dandanan rambut dan pengajaan kecantikan lain** *Hairdressing and other beauty treatment*
		96020	**Dandanan rambut dan pengajaan kecantikan lain** *Hairdressing and other beauty treatment*
	9603[(2)]		**Aktiviti berkaitan pengebumian manusia atau haiwan dan aktiviti yang berkaitan dengannya** *Funeral and related activities of human or animal corpses and related activities*
		96031	**Penyediaan pengurusan mayat untuk pengebumian atau pembakaran dan perkhidmatan pengawetan mayat** *Preparing the dead for burial or cremation and embalming and morticians' services*
		96032	**Perkhidmatan penyediaan pengebumian atau pembakaran** *Providing burial or cremation services*
	9603[(3)]		**Aktiviti berkaitan pengebumian manusia atau haiwan dan aktiviti yang berkaitan dengannya** *Funeral and related activities of human or animal corpses and related activities*
		96033	**Penyewaan ruang yang lengkap dalam bilik pengebumian** *Rental of equipped space in funeral*
		96034	**Penyewaan dan penjualan kubur** *Rental or sale of graves*
		96035	**Penyelenggaraan kubur dan makam** *Maintenance of graves and mausoleums*

Nota / *Note :*

(1) **Tidak termasuk** **Pembuatan rambut palsu, lihat 32909**
Excludes *Manufacture of wigs, see 32909*

(2) **Tidak termasuk** **Aktiviti perkhidmatan pengebumian mengikut keagamaan, lihat 94910**
Excludes *Religious funeral service activities, see 94910*

(3) **Tidak termasuk** **Aktiviti perkhidmatan pengebumian mengikut keagamaan, lihat 94910**
Excludes *Religious funeral service activities, see 94910*

BAHAGIAN 96 **AKTIVITI PERKHIDMATAN PERSENDIRIAN LAIN**
DIVISION 96 *OTHER PERSONAL SERVICE ACTIVITIES*

Kumpulan *Group*	**Kelas** *Class*	**Perkara** *Item*	**Keterangan** *Description*
	9609[(1)]		**Aktiviti perkhidmatan lain t.t.t.l.** *Other service activities n.e.c.*
		96091	**Aktiviti sauna, mandian stim, salon mengurut** *Activities of sauna, steam baths, massage salons*
		96092	**Aktiviti astrologikal dan kerohanian** *Astrological and spirituals' activities*
		96093	**Aktiviti sosial seperti perkhidmatan pengiring, temujanji dan biro perkahwinan** *Social activities such as escort services, dating services, services of marriage bureaux*
		96094	**Perkhidmatan jagaan haiwan**[(2)] *Pet care services*[(2)]
		96095	**Organisasi genealogikal** *Genealogical organisations*
		96096	**Pengilat kasut, porter, valet memakir kereta** *Shoe shiners, porters, valet car parkers*
		96097	**Operasi konsensi bagi perkhidmatan mesin duit syiling untuk kegunaan persendirian**[(3)] *Concession operation of coin-operated personal service machines*[(3)]
		96099	**Aktiviti perkhidmatan lain t.t.t.l.** *Other service activities n.e.c.*

Nota / *Note :*

(1) **Tidak termasuk** / *Excludes*
- (a) **Aktiviti veterinar, lihat 75000**
  Veterinary activities, see 75000
- (b) **Aktiviti pusat kesihatan, lihat 93118**
  Activities of fitness centres, see 93118

(2) **Termasuk** / *Includes*
Penumpangan, perapian, mendudukkan dan melatihkan peliharaan
Boarding, grooming, sitting and training pets

(3) **Termasuk** / *Includes*
- (a) **Kios foto**
  Photo booths
- (b) **Mesin penimbang berat badan**
  Weighing machines
- (c) **Operasi lokar bersyiling**
  Coin operated lockers